© Corina Rosu Dreamstime.com

SKILLED MIGRANTS AND THEIR FAMILIES IN REGIONAL AUSTRALIA:

A GLADSTONE CASE STUDY

Roslyn Cameron
Trudy Dwyer
Scott Richardson
Ezaz Ahmed
Aswini Sukumaran

November 2012

ACKNOWLEDGEMENTS

All correspondence in the first instance should be addressed to the Chief Investigator, Dr Roslyn Cameron: r.cameron@cqu.edu.au. Alternatively, contact Associate Professor Trudy Dwyer : t.dwyer@cqu.edu.au

Citation:

Cameron, R, Dwyer, T, Richardson, S, Ahmed, E & Sukumaran, A 2012, *Skilled migrants and their families in regional Australia : a Gladstone case study*, e-book, CQUniversity Australia, Gladstone, Qld.

Available at:

 http://hdl.cqu.edu.au/10018/923857

RESEARCH TEAM

Dr Ros Cameron is the Chief Investigator for this project. She is Head of Discipline – Human Resource Management, a Fellow of the Australian Human Resources Institute (FAHRI) and Convenor of the Gladstone AHRI Network. Ros has held four large workforce development research projects for the Australian rail industry, one of which was on Skilled Migration. She has been granted $1.09 million in research funding and has over 70 publications. Her research interests include skilled migration, attraction and retention, workforce development, skills recognition, workplace learning and regional sustainability.

Associate Professor Trudy Dwyer is the Deputy Dean Research in the School of Nursing and Midwifery. She has extensive research experience with numerous publications and is the recipient of over $450,000.00 in research grants. In addition she has been invited speaker at national and international conferences. Her research interests include nursing workforce, resuscitation and smoking. She is a long serving member of the Central Queensland Health service District Human Research Ethics Committee.

Dr Scott Richardson is Head of Tourism and Hospitality Programs at CQUniversity. He obtained his doctorate degree from Griffith University in Tourism Management. His thesis focused on the experience of students working in the tourism and hospitality industry whilst studying for their undergraduate degree. In addition to human resource management, his research interests are sport tourism, event tourism, and special interest tourism (adventure, film, and wince tourism etc.). His expertise lies in human resource management, hotel management and the social and cultural impacts of tourism.

Dr Ezaz Ahmed is a Lecturer and researcher in Human Resources Management at Central Queensland University. He obtained his PhD in Human Resources Management from the University of South Australia. His current research focuses on employees' psychological contract, organisational behaviour, leadership, employee attitudes and behaviours. He is an active reviewer of various journals and international conferences. He is also a Certified HR Professional by the Australian Human Resources Institute (CAHRI).

Aswini Sukumaran is the research assistant on this project. She is a PhD student at CQUniversity in Business and Informatics. She completed her bachelor's degree in Economics and Public administration and master's degree in Economics. Aswini has presented her papers in the Australasian Banking and Finance Conference and the Griffith Personal Investment Conference and she is currently focussing on completing her thesis.

External Advisor Dr Sue Bahn
Edith Cowan University, WA
Dr Susanne Bahn is a Senior Lecturer - Research Only, in the Centre for Innovative Practice, School of Management, at Edith Cowan University, Western Australia. Her doctoral study focused on management values and safety culture. She has worked on several safety and social research projects over the past five years. Her interests lie in OHS practice and processes, risk management, middle management change processes, and vocational educational training and sourcing labour in the construction and mining industries.

COMMUNITY ADSVISORY COMMITTEE

Kurt Heidecker
CEO, Gladstone Industry Leadership Group (GILG)
Kurt Heidecker is the inaugural CEO of the Gladstone Industry Leadership Group. Kurt has a wealth of business and industry experience. In his current role, Kurt is responsible for overseeing a team focused on strengthening relationships between industry and the local community and State and Local governments. His achievements include a marked reduction in the Gladstone community's concerns about the potential health impacts of industry air emissions and the alignment of Gladstone industry leaders on their issues of mutual concern. From 2006 to 2008, Kurt led a team of implementation, network, support and training specialists in an international event management software company. Prior to this he held a number of project roles in Telstra and at the Sydney Olympic Games and was a construction engineer.

Luis Arroyo
Multicultural Community Relations Officer, Gladstone regional Council (GRC)
Luis born in Colombia, now a proud Aussie with an Australian family, holds a Bachelor of Industrial Engineering, a Master in Business Administration and a Diploma in Community Development. Luis is the Gladstone Regional Council's Multicultural Community Relations Officer. He has also presented a number of papers and addressed conferences regarding cultural diversity at a State, National and International level, the latest being the 2012 Vancouver International Cultural Diversity Conference. Luis is the co-author of 'Examination of key factors to attract and retain skilled and professional migrants: The case of Australian Regional and very remote areas (2010)' and 'What makes a welcome?' (2008).

Karen Sweeney

Project Officer, Gladstone Area Promotion and Development Ltd (GAPDL)

Karen is tasked with overseeing the delivery of the Gladstone Region Small Business Advisory Service and its programs which are dedicated to assist small to medium businesses in the areas of online marketing and e-business. This is facilitated through workshops and consultations with specialists throughout the Gladstone Region.

David Manttan

Executive Director, Department of Education, Training & Employments (DETE)

David is an Assistant Regional Director – School Performance, Central Queensland Region based in Gladstone. After graduating as a primary school teacher in 1971 he has taught in many areas of Queensland before settling in Gladstone for the past 29 years. He has experience as a Principal, District Director, Executive Director Schools as well as acting Regional Executive Director and Assistant Director-General (Student Services). David has recently taken on the roles of President, School Sport Australia, Executive Director Queensland School Sports and is managing National Partnerships for More Support for Students with a Disability. David is passionate about children and their learning and sees schools as vital community services which influence social and academic outcomes for young people.

Will Schroeder
CEO, Yaralla Sports Club
Will serves on various educative advisory committees and industry state boards. As C.E.O of Yaralla Sports Club, Will oversees one of Queensland's largest Not for Profit Clubs and plays an active role in the development of social and sporting infrastructure within the Gladstone region. Will Schroeder has over 20 years experience within the tourism and hospitality sector and also heads up the Central Queensland Tourism and Hospitality Academy which is actively engaged within the community providing vet accredited training.

Sandy Munro

Director of Nursing, Gladstone District Hospital

Jane Peeters
Acting Director of Nursing, Gladstone District Hospital
Jane trained at Royal Brisbane Hospital in 'the old days' before nurse education moved to TAFEs and universities. Nursing has taken her to a variety of locations across Queensland including Rockhampton, Cunnamulla, the Sunshine Coast and Gladstone, predominantly as an Emergency Nurse and for the past ten years as a Director of Nursing.

Jane herself is a newcomer to the Gladstone region and has taken an interest in this project as it relates to the changing shape of health care services, and the changing population 'face' of Gladstone.

Natalia Muzskat
Program Coordinator, Welcoming Intercultural Neighbours Inc (WIN)
Born in Argentina, Natalia has travelled the world and is now living in Australia, her home for the past 14 years. Natalia is a co-founder and coordinator of Welcoming Intercultural Neighbours Inc. and has been working with migrant families for the past 10 years.

Natalia is passionate about human rights and equality. She holds a Certificate IV in Information Technology (Website Design) and a Bachelor of Occupational Health and Safety with Distinction. Natalia is currently working on her Honours degree on Public Health focusing on workforce diversity and impact on workplace health & safety.
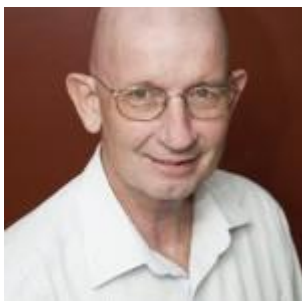
John Beeson

Treasurer, Gladstone Multicultural Association Inc (GMAI)

John is the Principal Regional Development Officer for the Dept of State Development in Gladstone and has been Treasurer of Gladstone Multicultural Association Inc (GMAI) since 2001. He has a Bachelor of Business (USQ) and a Graduate Certificate in Management (CQU). John moved to Gladstone in 1988.

Gary Kerr
Principal Project Officer, DET
Gary Kerr has held senior positions in local government, regional economic development organisations and private enterprise in regional New South Wales and Queensland for over 20 years. More recently, Gary has lead the development of the Gladstone Workforce Development Strategy resulting from the CSG/LNG industry growth for the Department of Education and Training and Skills Queensland. Gary has an extensive background in research and development, combined with years of involvement in community and business engagement and consultation, strategic planning, project management and organisational development.

Dr Ken King, CEO, Gladstone Economic and Industry Development Board (GEIDB)
Dr King's work for the Queensland Government over some 21 years has included strategy and policy advice; leadership of regional service delivery centres in Cairns, Gladstone and the Sunshine Coast; structural adjustment reform for the Queensland timber industry; investment attraction and industry development in the Gladstone Region; and as a Director within Trade and Investment Queensland with a focus on providing key support for Queensland exporters. Over a period of some nine years to 30 June 2012 as Chief Executive Officer, Gladstone Economic and Industry Development Board (GEIDB).

Table of Contents

… at the end of the day if you can show the kids that everyone is fundamentally the same, they just came from a different place, which we all are in Australia anyway unless we're Aboriginal, we've all come from somewhere, it's just a matter of time how long we've been here.....

Migrant Community Leader002

Executive Summary

This CQUniversity funded study has investigated the economic, social and cultural contributions of skilled migrants and their families to a region. The attraction, settlement/integration and retention of skilled migrants and their families is a crucial human capital initiative and strategy for a sustainable Gladstone region which is facing significant workforce and labour market challenges. The following key existing workforces were the focus of the study: industrial/manufacturing; health, nursing and medicine and; retail and services. There is no one data source that can provide an accurate picture as to the number of skilled migrants and their families in a region. A large focus of this study was collecting data from a variety of secondary data sources to enable the research team to piece together some indication of the number of migrants in the region. This was supplemented by collecting data from within the community through interviews, case studies and surveys.

Aims of the research project

The overall aim of this proposed study is to investigate the contributions of skilled migrants and their families to regional business and communities and to identify the factors which attract and retain skilled migrants in key workforces to regional areas.

Background

Labour demand and skill shortages in regional Australia are having a profound effect upon regional sustainability and renewal. The Gladstone Region is currently facing the combined effects of increased business opportunity and increasing competition for the skilled members of its diverse workforce primarily related to the construction of the infrastructure for the four CSG/LNG projects and related developments. There is already evidence of an emerging two-tier economy within the region with a housing crisis and a loss of existing workers to the new projects. Whilst the Gladstone region and its workforce are familiar with the boom-bust cycles of industrial development the impending number of large infrastructure projects, and the timing of their development, will place unprecedented demands on available skilled, and unskilled, labour. The Gladstone region is front and centre of Queensland's evolving economic growth with 35%, or some $45 billion, of investment being delivered in the region. The coincidence of these significant developments will demand a highly skilled workforce. Skilled migration has become a key element in Australia's strategy to

address major human capital issues and imperatives and regional skilled migration initiatives are a "glocalised" response to regional skill shortages and demand.

Existing small to medium sized enterprises (SMEs) need to sustain their existing workforces and cannot compete with the wages on offer in surrounding projects and the resources sector throughout Central Queensland. These businesses also want to leverage off the opportunities that regional economic development offers in terms of expanding and growing their businesses. Existing larger employers are also concerned about turnover and retention of their skilled workforces and the construction cycles of the projects that may have impacts upon their own workforces. Government agencies can see increasing pressures for services and community groups are trying to work together to support these skilled migrants and their families to settle and integrate into the region. These groups are also working hard at promoting cultural understanding and tolerance along with celebrating the diversity already in the region. The overarching aim being to create a welcoming community that is characterised by cultural tolerance, awareness, sensitivity and mutual appreciation.

Research Questions

The research questions driving this investigation were:

RQ1: What economic, social and cultural contributions do skilled migrants and their families make to regional business and communities?

RQ2: What are the issues encountered by business and communities when employing skilled migrants?

RQ3: What support does business and the community need to provide to ensure they attract and retain skilled migrants and their families in regional areas?

RQ4: What support do skilled migrants and their families need to better assist them settle, become active members of communities and remain in regions?

RQ5: What are the implications of the study findings for policy and practice?

Methods

This is a mixed methods study which allows for the collection of much wider perspectives from which to draw findings, by utilising a mix of qualitative and quantitative data. The study collected secondary data from a variety of sources: Department of Immigration and Citizenship (DIAC) Settlement Database, ABS 2011 Census data, citizenship data supplied by Gladstone Regional Council, data on Regional Skilled Migration Scheme (RSMS) Visas applicants from the Regional Certifying Body (GAPDL) and data collected by public schools on children from non English speaking backgrounds (NESB) supplied by the Department of Education, Training and Employment (DETE). The study collected primary data through a health services scan, interviews with HR managers of larger employers both private and public sector (n=7), a workforce survey (n=26) of professionals, case studies of small to medium sized enterprises who have utilised skilled migration (n=5), a community migrant survey (n=73) and interviews with migrants from various ethnic groups represented in the region (South African, Indian, Jamaican and Filipino) and community leaders who work closely with migrant groups (n=8). The research was undertaken over three phases as outlined in Table 1.

TABLE 1: STUDY PHASES AND SAMPLES

Research Phase (April- October 2012)	Sample (purposive)
Phase 1: Key workforces (health, industrial and manufacturing)	Scan of health services in the region (not including public sector provision) - number of overseas trained health professionals Interviews with HR Managers (n=7) large employers both private and public sector Workplace survey of professionals (n=26)
Phase 2: Secondary data and small to medium enterprise (SMEs) case studies	Secondary data sets: • ABS Census 2011 • DIAC Settlement Database • Citizenship data (GRC) • RSMS data (GAPDL) • NESB children in public schools (DETE) Case studies SMEs (n=5)
Phase 3: Migrant groups	Interviews with representatives from various ethnic groups in Gladstone (n=5) Interviews with community leaders (n=3) Migrant Community Survey (n=73)

Key findings

We believe this to be the first study of its kind in Australia which has focused on skilled migrants and their families in a particular region. The study has explored the key issues in terms of attracting and retaining skilled migrants to the Gladstone region to ensure sustainable workforces, businesses, services and regions.

As noted earlier there is no one data source that can provide accurate data on the number and composition of skilled migrants and their families in a region. As a result a series of secondary data from a variety of sources was collected to attempt to paint a picture of the skilled migrants and their families in the Gladstone region. To this end the study can be viewed as an attempt to put together a jigsaw puzzle without all the pieces of the puzzle being available.

Most national data sets can provide data on demographics such as country of birth, whether the parent of residents were born overseas and if English is a second language. DIAC settlement data provides data on those who entered Australia as permanent residents which covers some of the skilled migrant visas but does not cover visas like the Temporary 457 visa. Citizenship data can provide the demographics of those granted citizenship in Gladstone however this does not guarantee these new citizens are still Gladstone residents. The data provided by the Regional Certifying Body (GAPDL) for Regional Skilled Migration Scheme (RSMS) visas can provide data on applicants that have come through that office, however the reality is that many employers may not have gone through that body. Many employers independently recruit skilled migrants through the 457 and 417 visas options and only they have this data as part of their established human resource management information systems. The data from DETE on NESB school students joining public schools in Gladstone gives a strong indication of the number of NESB students in the community but does not include data from private and independent schools. It also does not cover students/children of skilled migrants from English speaking nations such as South Africa, Canada, USA, New Zealand, UK and Ireland. In addition to these secondary data sets, the research team also collected primary data through interviews, case studies and surveys.

Despite all these limitations the study has made a concerted attempt at piecing together the depth of diversity in the region and the key issues from the perspectives of employers, governments, NGOs, community groups and skilled migrants and their families who have come to live and work in the Gladstone region.

Secondary Data

Census 2011 data:

20% of Gladstone residents were born overseas and the main countries of origin were: New Zealand, England, South Africa, Philippines and Scotland. Languages spoken other than English in the home were: Afrikaans, Tagalog, German, Filipino, and Spanish.

DIAC Settlement Database:

From 2009 to November 2012, 865 migrants who entered Australia as permanent residents settled in Gladstone. For the same period Mackay received 2,169 PR migrants and Rockhampton received 1,214.

RSMS data (July 2010 to June 2012):

The number of RSMS applicants has steadily increased since 2010 (n=85). The top six nationalities for RSMS applicants were: Philippines, India, China, South Africa, Hungary and the UK. The top six

occupations were: Chefs/cooks, welder, metal fabricator, metal machinist, motor mechanic and diesel mechanic.

Gladstone Regional Council Citizenship data (May 2009 to April 2012):

There has been a steady increase in citizenship applications since 2009, (337 for this period). The gender balance is relatively even with male applicants at 51.9 per cent and females at 48.1 per cent. South Africa (21.3%) and U.K (16.9%) had the highest number of citizenship approvals during this period followed by the Philippines and India.

DETE Data - NESB students in public schools in Gladstone (2009-2012):

165 Non-English Speaking Background (NESB) children enrolled in Gladstone public schools from 2009 to 2012.
53.9% were in primary schools followed by 46.1% in secondary schools.

Primary Data - Key Workforces

Health Services Scan
50% of the general practitioners and dentists working in medical centres and dental services in the Gladstone region were overseas trained. Just under one third (32%) of pharmacists and over one third (38%) of physiotherapists were also overseas trained. Overall just over one third of the Health Services workforce as represented by medical centres and health services located in the community, were overseas trained.

Workforce Survey- professionals (n=26)

Key Attractors: Lifestyle, career and a safe and stable environment.

A negative aspect to this was not having overseas experience and qualifications recognised in Australia*.*

Retention: Reasons for considering leaving Gladstone included poor facilities, area not being what was expected, family and friends living in other areas, employment opportunities for self and spouse and not feeling valued by the employer/breaches of employment contract.

Community involvement: These respondents had high levels of community involvement as indicated by participation in community social groups.

Interviews HR Managers – larger employers (n=7)

All employers interviewed or studied as cases had attempted to employ locals, regionally, domestically before taking the option of skilled migration.

Skill Shortages: All employers noted difficulties recruiting in occupations with skill shortages.

Communication and language: Is the biggest issue especially for NESB migrants in the workplace.

Positive effects: Building a cross cultural organisation.

Settlement: All employers offered relocation services and expenses. In general, employers attempts to settle the skilled migrant and their family into the community were well intentioned and informal but ad hoc, at best. Some employers tapped into activities of the local migrant community groups.

Turnover rates: Turnover rates varied across the employers from very little if any to rapid turnover.

SMEs Case Studies (n=5)

The five cases studies were prime examples of how to ensure your skilled migrant workers are settled and integrated into the community. A variety of skilled migration options were utilised as all these SMEs were having difficulties trying to recruit skilled workers and all had attempted to recruit locally and regionally first before considering the skilled migration option. All cases demonstrated strong emphasis on settlement and post arrival support and this ensured strong retention with little if any turnover. Some cases were businesses owned and operated by skilled migrants themselves and demonstrated entrepreneurship.

Primary Data - Migrant Views

Interviews with Ethnic Group Representatives (n=5)

Negative experiences: Were related to employment opportunities, perceived lack of tolerance to diverse peoples and subtle forms of discrimination.

Positive experiences: These were related to the reception of people, work opportunities and perception of Australia as a safe society and opportunities to join social and religious groups.

Integration: Participants suggested cultural training awareness programs by employers, cultural events and liaising with the Council and other community groups and providing English language courses.

Big issues: The big issues identified included rental prices, lack of public transport, not having overseas qualifications and work experienced recognised and lack of services especially health and childcare.

Attractors: Factors that attracted skilled migrants to Gladstone were employment opportunities, safe and stable society, support and training and the development of social friendships with people at work.

Retention: Retention factors included the need for cultural awareness training by employers and rent prices.

Interviews with Migrant Community Leaders (n=73)

Interagency: A strong message came through with these leaders for greater interagency between community groups, government departments, education and training providers and employers.

Settlement: The role of the employer in settlement was seen as critical.

Big issues: The big issues identified for skilled migrants were lack of public transport, language and communication, lack of services, social isolation of skilled migrant's spouses and working with CALD children and youth.

Key benefits: The key benefits to skilled migrants to the region were economic (population growth and skilled workers) as well as social and cultural (cultural diversity and cultural events and activities).

Migrant Community Survey

Attractors: Key attractor was the lifestyle followed by career.

Negative experiences: 41.1% experienced negative experiences.

Retention: Some 30% of respondents rated their sense of belonging in Gladstone as poor whilst a further 33.3% rated this as OK and 36.1% rated it as either good or very good.

Leaving Gladstone: 80.8% of respondents were thinking of leaving Gladstone. The five most important factors for considering leaving Gladstone was employment opportunities for self, shops, cultural activities, cultural tolerance and employment opportunities for spouse.

Recommendations

The research has led to the development of six recommendations:

1. There is a need for a national data collection mechanism on skilled migrants and their families which could be used to evaluate current migration policy and inform future migration policy. This collection mechanism could also assist States and Territories and local government by providing an evidence base for service provision, social planning and the development of a coordinated approach to assist regions attract and retain skilled migrants and their families.

2. The study recommends the development of a model to determine the economic, social and cultural contributions of skilled migrants and their families to regional Australia. It is proposed that this model be based on the "Welcoming Community" framework developed in Canada. A welcoming community is '... conceptualized as a collective effort to create a place where individuals feel valued and included. Ultimately, a welcoming community attracts and retains newcomers by:

• Identifying and removing barriers

• Promoting a sense of belonging

• Meeting diverse individual needs

• Offering services that promote successful integration, with successful integration defined as the "ability to contribute, free of barriers, to every dimension of Canadian life – economic, social, cultural and political."

Thus, we define a welcoming community as a location that has the capacity to meet the needs and promote inclusion of newcomers, and the machinery in place to produce and support these capacities (Esses et al 2010, p.9).

For example, it is recommended that a central hub be established where newly arrived skilled migrants seeking information (employment, schools, childcare centres etc) could register and this could be administered by a community liaison officer within existing support structures (e.g. WIN or GMAI).

3. The study recommends ongoing monitoring of how skilled migration is impacting upon other sectors in the community including CALD children and youth populating local schools and the required assistance for them to academically and socially integrate into the community.

4. The study recommends a local body (e.g. Chamber of Commerce, GAPDL, GEA, etc) to provide support to small and middle size businesses who are either employing or planning to employ skilled workers from overseas. This would support best practices, learning initiatives and enhance attraction and retention outcomes.

5. This study recommends future research be undertaken to explore the role of regions in branding and attracting skilled migrants to regions and the utility of developing Regional Migration Plans.

6. It is recommended that a future research agenda be developed that explores the experiences of skilled migrants and their families in regional Australia which involves regional comparative studies, longitudinal studies, profession and industry based research and research focused upon the use of skilled migration by small to medium sized enterprises.

List of Tables and Figures

Abbreviations and Acronyms

ANZSCO   Australia and New Zealand Standard Classification of Occupations

CALD   Culturally and Linguistically Diverse

DETE   Department of Education Training & Employment

DIAC   Department of Immigration and Australian Citizenship

GAPDL   Gladstone Area Promotion and Development Ltd

GEIDB   Gladstone Economic and Industry Development Board

GILG   Gladstone Industry Leadership Group

GMAI   Gladstone Multicultural Association Inc

GRC   Gladstone Regional Council

OESR   Office of Economic and Statistical Research

LAMP   Local Area Migrant Program

NESB   Non English Speaking Background

RSMS   Regional Skilled Migration Scheme

WIN   Welcoming Intercultural Neighbours

1. Introduction

Australia is currently experiencing a, 'second boom' in the resources sector, due to the economic growth of China and India and the strong demands for Australia's commodities. This boom is being experienced acutely in regions within WA and Queensland, and is characterised by an increasing demand for skilled labour to feed this growth and activity. Skilled migration is one strategy that can be employed to partially address these skills and labour demands in an increasingly competitive domestic and international labour market.

Skills Queensland recently released a Strategic Priorities Issues Paper in 2011 which put forward four key strategic priorities for future activity as a response to a set of key issues impacting skills development and labour demand in the state. Priority 2 has direct relevance to the purpose of this proposed study:

Priority 2- meeting the needs of Queensland's resource sector

- • In Queensland, resources sector activity occurs mostly in regional and remote areas. However, regional population growth is not uniform.

- • Rapid growth in some regional areas is having adverse impacts on the community in terms of liveability, competition for the supply of labour, and a range of supply chain impacts.

- • There needs to be further consideration of strategies to supply the labour needed for major resources projects, including targeting the potential supply, using skilled migration or a temporary or fly-in/fly-out workforce, ensuring job opportunities for local workers, and creating new skills development pathways to fast-track skills for the sector (Skills Queensland 2011, p8).

The Gladstone region is an interesting microcosm of what is taking place in Central Queensland generally in terms of this second resource sector boom and the associated demand for skilled labour. As a consequence Gladstone is facing paramount concerns about its ability to meet current and emerging workforce demands (both skilled and unskilled). In addition to this there is 'a constant threat to SME viability due to their difficulty in securing and retaining skilled and unskilled employees as the workforce seeks out higher wage opportunities associated with construction and operation of existing and emerging large industry entrants in the economy' (SGS Economics and Planning 2010, p. 66). The Queensland Department of Education and Training recognises the impacts

that will be felt in the Gladstone region and developed the Gladstone Region Workforce Development Strategy. The following is an excerpt from the pre-release Strategy:

> Gladstone City and its surrounding region is already home to significant major industry and has recently become the focus of the emerging coal seam gas liquefied natural gas sector. Gladstone will be at the heart of downstream developments for the CSG / LNG industry. Curtis Island will be the hub of activities for the LNG processing facilities and major port loading facilities. However, this is only a part of the economic growth forecast to occur in the Gladstone region. The Resources sector is set to undertake major expansion in the Fitzroy region. With this comes the need for rail, port, and an array of mining and engineering services to support the sector. The imminent construction phase of the CSG / LNG infrastructure, as well as port facilities, coincides with a wide range of development by existing industry sectors. The coincidence of these significant developments will demand a highly skilled workforce. Current indications are that Gladstone will continue to experience skill shortages over the coming decade (QLD DET 2011, p.xiv).

The CSG/LNG projects in Gladstone are summarised in Table 2 as reported by the Gladstone Economic and Industry development Board (GEIDB) in June 2012. At the time of publication of this report construction had commenced on the first 3 CSG/LNG projects on Curtis Island.

TABLE 2: FOUR CSG/LNG PROJECTS IN GLADSTONE

Queensland Curtis LNG (QGC – a BG Group business)	
Project Outline	LNG production facility to process coal seam gas – Curtis Island.
Estimated CAPEX	US$15 billion (development program, including a 540 km pipeline network to deliver gas to Gladstone and construction of world scale LNG plant)
Timing	First cargoes expected 2014
Employment	Construction – peak 5000 (various locations) Operational – up to 1000 (various locations)
Estimated Production	8.5 mtpa initially, with approval for 12mtpa
GLNG (Santos, Petronas, Total and Kogas)	
Project Outline	LNG production facility to process and export coal seam gas – Curtis Island.
Estimated CAPEX	US$16 billion (including upstream field development, liquefaction plant and associated infrastructure)
Timing	Mainland facilities and Plant construction commenced in 2011. First cargoes expected 2015
Employment	Construction – peak 5000 (various locations) Operational - 1000
Estimated Production	2 trains with combined capacity of 7.8 mtpa of LNG

Australian Pacific LNG (Origin and ConocoPhillips)	
Project Outline	LNG production facility to process coal seam gas – Curtis Island.
Estimated CAPEX	AUD$14 billion Train 1 and Train 2 infrastructure
Timing	First exports expected first half 2015
Employment	LNG facility Construction - 3300 peak LNG facility Operations – approx. 175 (Trains 1 and 2)
Estimated Production	Stage 1 - 2 trains at 4.5mtpa each Stage 2 - (TBC) a further 2 trains at 4.5mtpa each
Arrow LNG Plant (Shell Australia and PetroChina)	
Project Outline	LNG production facility to process coal seam gas – Curtis Island.
Estimated CAPEX	TBA
Timing	Final investment decision due by the end of 2013 and first export of LNG is targeted for 2017. Stage 1 involves the construction of 2LNG trains with a further 2 trains to be constructed in Stage 2
Employment	Anticipated peak workforce of 3,715 during construction and 200 to 300 operational at LNG plant and associated facilities
Estimated Production	Plant designed for maximum capacity of 18 mtpa including the construction of Stage 1 of two trains, each with 4 mtpa capacity

Source: GEIDB (2012)

This project will investigate the economic, social and cultural contributions of skilled migrants to the Gladstone region through the use of a mixed methods study that will collect both qualitative and quantitative data from key business and community stakeholders and skilled migrants and their families based in the Gladstone region. The following key existing workforces will be the focus of the study: industrial/manufacturing; health, nursing and medicine and; retail and services.

The overall aim of this proposed study is to investigate the contributions of skilled migrants and their families to regional business and communities and to identify the factors which attract and retain skilled migrants in key workforces to regional areas.

The research questions driving this investigation are:

RQ1: What economic, social and cultural contributions do skilled migrants and their families make to regional business and communities?

RQ2: What are the issues encountered by business and communities when employing skilled migrants?

Gladstone Region: Historical context

Gladstone is located approximately 550 kilometres north of Brisbane and 100 kilometres south-east of Rockhampton. Gladstone sits between the Calliope and Boyne Rivers, and has Queensland's largest multi-commodity port. The annual growth rate in the region between 2010 and 2011 was 2.3 per cent. An era of industrial development in Gladstone commenced with the establishment of Queensland Alumina Limited (QAL) established its alumina refinery in 1963 and this was followed by an expansion of the Gladstone port facilities. During the early 1950's the port transformed from a declining primary industry export base (handling cattle, etc) to the multimillion tonne export centre it is today. The Gladstone Port Authority assumed a unique role in 1954 when it pioneered bulk coal handling in Queensland. Not only did it develop the facilities, but opted to operate them - a role it continues today on a vastly expanded scale. The Port of Gladstone is the largest port in Queensland, the fourth largest in Australia, and the world's fifth largest coal export port (GPA, n.d.).

Source: Gladstone Harbour, circa 1868 State Library of Queensland

Gladstone's port facilities were expanded and the city launched into an era of industrial development and economic prosperity. The Port of Gladstone is the fifth largest multi-commodity

port in Australia and the world's fourth largest coal exporting terminal. The Port of Gladstone has become the focus for a raft of multi-billion dollar projects that will see the region confirm its position as a major industrial centre and export port and a major contributor to the state and the national economy.

The Gladstone Industry Leadership Group (GILG) represents some of the biggest industrial employers in the region:

- Boyne Smelter Limited
- Cement Australia
- NRG Gladstone Operating Services
- Orica - Yarwun
- Queensland Alumina Limited
- Rio Tinto Alcan - Yarwun

Gladstone Port

QAL

NRG Gladstone

Orica Gladstone

Rio Tinto Alcan – Yarwan

Cement Australia Gladstone

Boyne Island Smelter

The latest data and economic business findings from GAPDL's *Gladstone Regional Project Status Report (PSR)* was released early November 2012 and provides an accurate snapshot of the Region's current and future development. The November report estimates a total project value of nearly $94bn in the region which is a $2bn increase since July/August Report (GAPDL 2012).

The map below depicts the CSG/LNG developments in Gladstone .
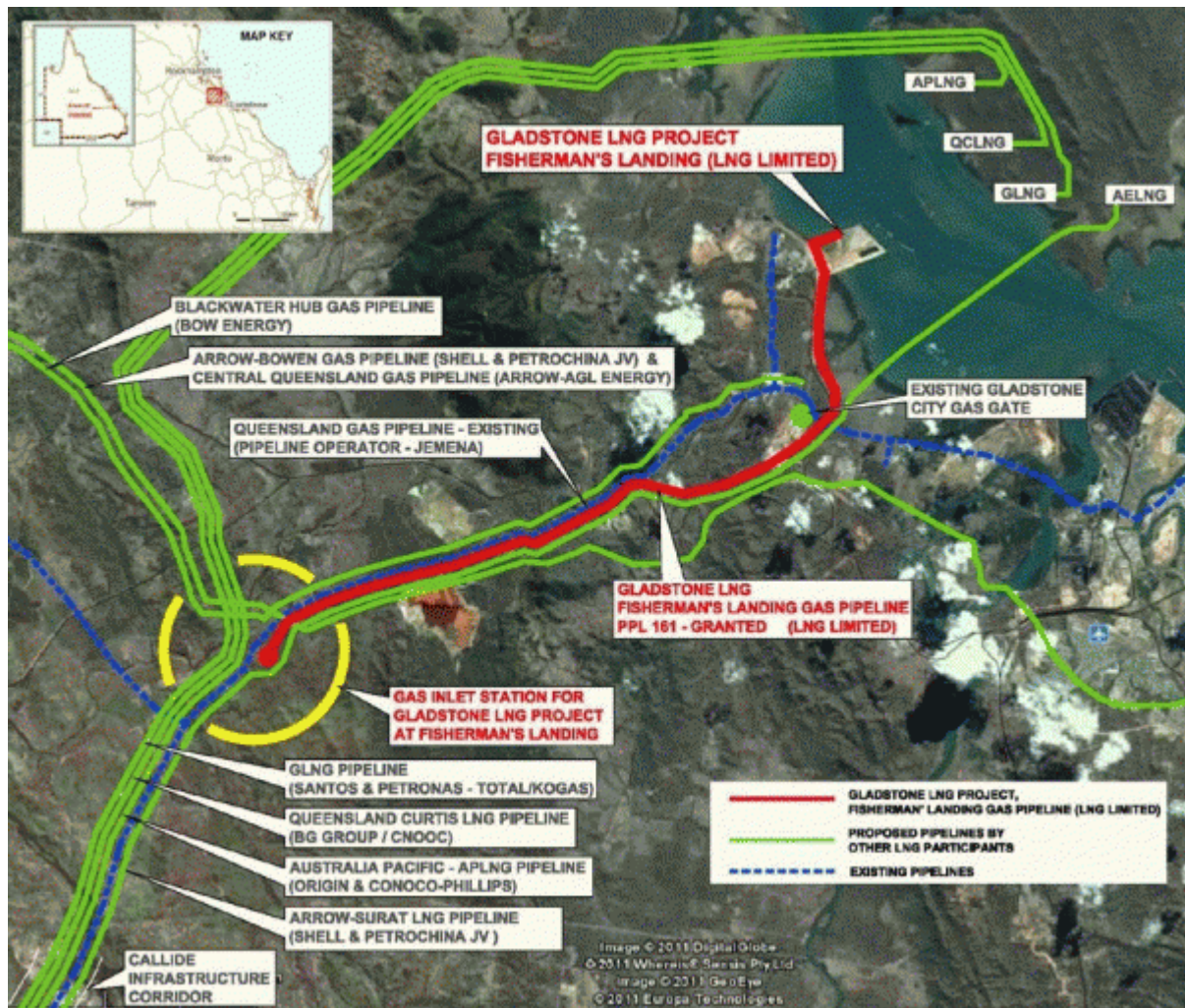
Source: Pipeliner (2011)

The following data has been collected from the 2011 census which is a snapshot of the region in August 2011. Figure 1 presents a visual depiction of the Gladstone local government area (LGA) and surrounding regions throughout Queensland. Gladstone is a coastal region in Central Queensland and is on the border of the Rockhampton LGA in the north and the Bundaberg LGA in the south. The Banana and North Burnett LGAs are to the west of the Gladstone LGA. Figure 1 is followed by a set of figures and tables which have been selected from the Community Profile facility on the ABS 2011 census data website. This includes data for unemployment rates, employment by industry and occupation, residential house approvals, number by birthplace in the region and spoken English proficiency of those born overseas.

FIGURE 1: GLADSTONE LOCAL GOVERNMENT AREA
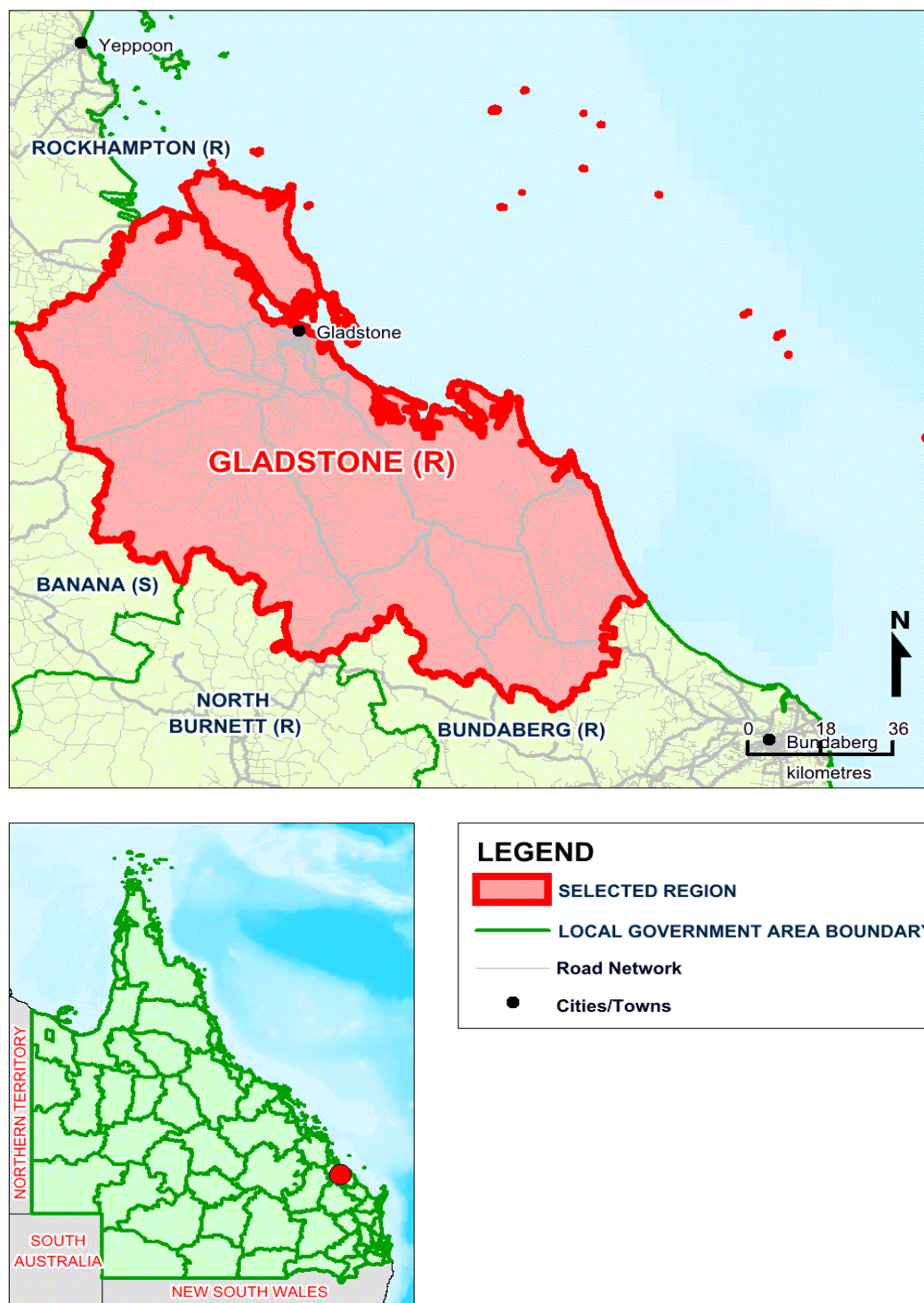
Source: DEEWR, Australian Government Department of Education, Employment and Workplace Relations, Small Area Labour Markets Australia, various editions

Figure 2 presents unemployment rates for the Gladstone LGA from September 2010 to June 2012. The unemployment rate in Gladstone Regional Local Government Area (LGA) for the June quarter 2012 was 4.0 per cent, compared with 5.5 per cent in Queensland. Between the September quarter 2010 and the June quarter 2012, the unemployment rate in the region ranged between 4.0 per cent (June quarter 2012) and 5.4 per cent (September quarter 2010).

FIGURE 2: UNEMPLOYMENT RATE (A), GLADSTONE REGIONAL LGA AND QUEENSLAND, SEPTEMBER QUARTER 2010 TO JUNE QUARTER 2012
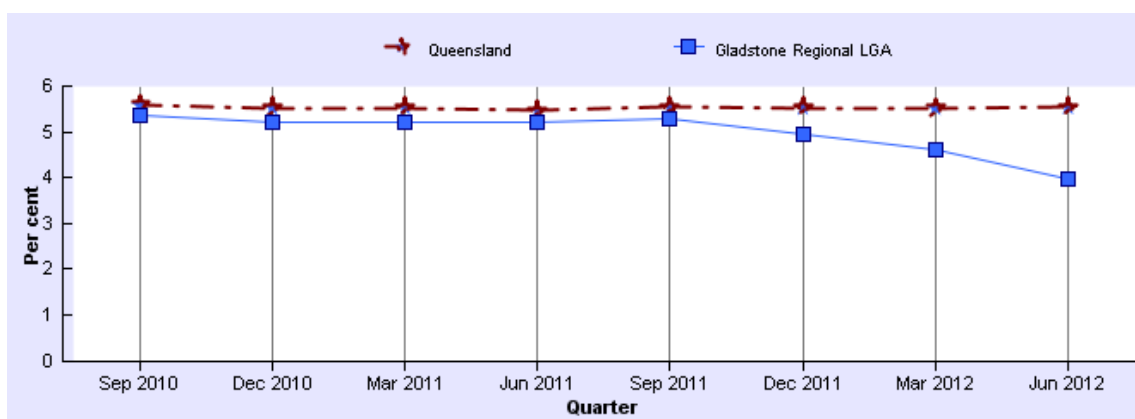
(a) Based on a 4-quarter smoothed series.
Note: Based on Australian Bureau of Statistics, Australian Standard Geographical Classification (ASGC), July 2011.
Source: DEEWR, Australian Government Department of Education, Employment and Workplace Relations, Small Area Labour Markets Australia, various editions

As can been seen from Figure 2 the unemployment rate has steadily dropped since December quarter 2011 and may reflect the growing need for labour to meet the construction of the 3 LNG plants and the new coal loader at Wiggins Island.

Figure 3 highlights the differences in employment by industry groups between Gladstone Regional LGA and Queensland as at 2011.

FIGURE 3: PROPORTION OF EMPLOYMENT BY INDUSTRY (A), GLADSTONE REGIONAL LGA AND QUEENSLAND, 2011
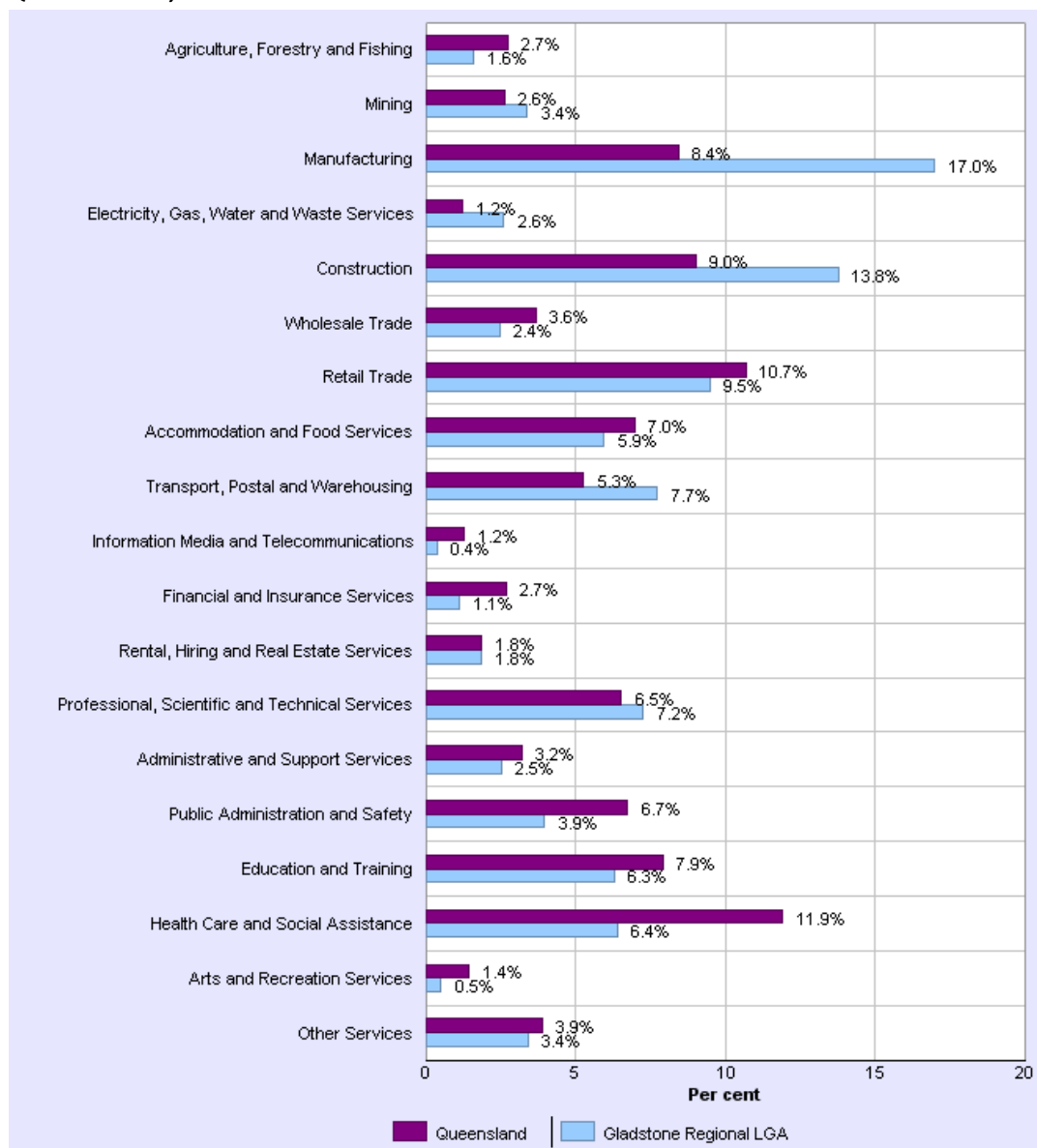
(a) Note: Based on Australian Bureau of Statistics, Australian Standard Geographical Classification (ASGC), July 2011.
Source: Australian Bureau of Statistics, Census of Population and Housing, 2011, Basic Community Profile - B43

As can be seen from Figure 3, the top five industry groups for employment in the Gladstone region are:

- Manufacturing
- Construction
- Retail Trade
- Transport, Postal and Warehousing

- Professional, Scientific and Technical Services.

All but one of these (Retail Trade) outstrip the Queensland percentage of employment in these industries which gives a strong indication of the industrial base of the region's employment and economy. A majority of the services industries are well under the percentage for the state. These include some of the smaller industries: Arts and Recreation; Information Media and Telecommunications; Financial and Insurance Services; and Administrative and Support Services. The larger service industries which have a big impact on regional sustainability are also considerably lower when compared to the state. These include: Accommodation and Food Services; Public Administration and Safety; Education and Training and Health Care and Social Assistance. The latter is almost 50% of the State percentage this industry.

Figure 4 highlights the differences in the proportion of employment by occupation between the Gladstone Regional LGA and Queensland as at 2011.

FIGURE 4: PROPORTION OF EMPLOYMENT BY OCCUPATION (A), GLADSTONE REGIONAL LGA AND QUEENSLAND, 2011
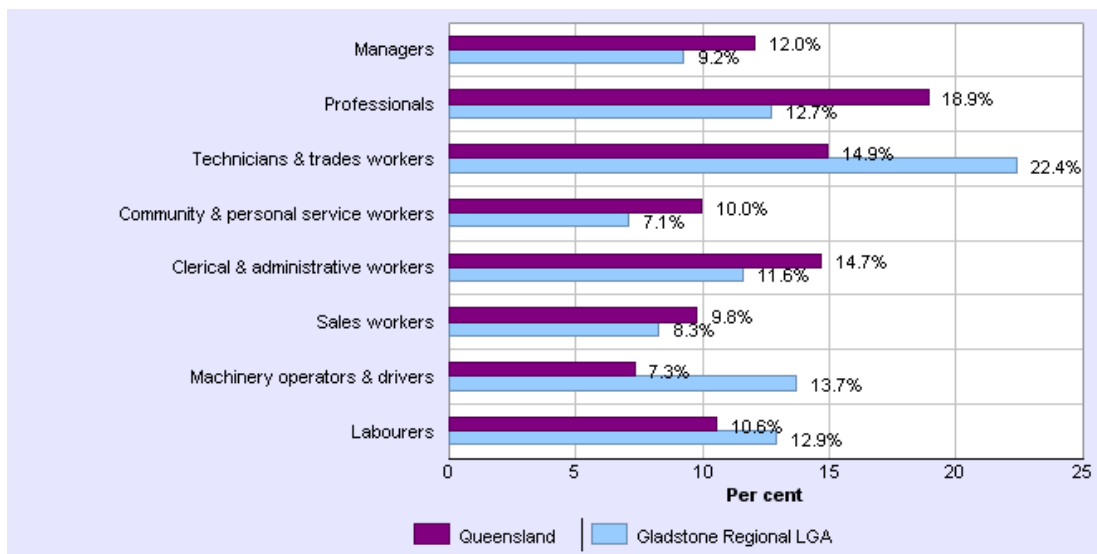
Note: Based on Australian Bureau of Statistics, Australian Standard Geographical Classification (ASGC), July 2011.
Source: Australian Bureau of Statistics, Census of Population and Housing, 2011, Basic Community Profile - B45

Figure 5 shows the trend in the value of residential building approvals since June 2010. The prices of housing in Gladstone has been on the increase since March 2011 peaking in March 2012 and well above the state average.

FIGURE 5: VALUE OF RESIDENTIAL BUILDING APPROVALS (A), GLADSTONE REGIONAL LGA AND QUEENSLAND, JUNE QUARTER 2010 TO JUNE QUARTER 2012
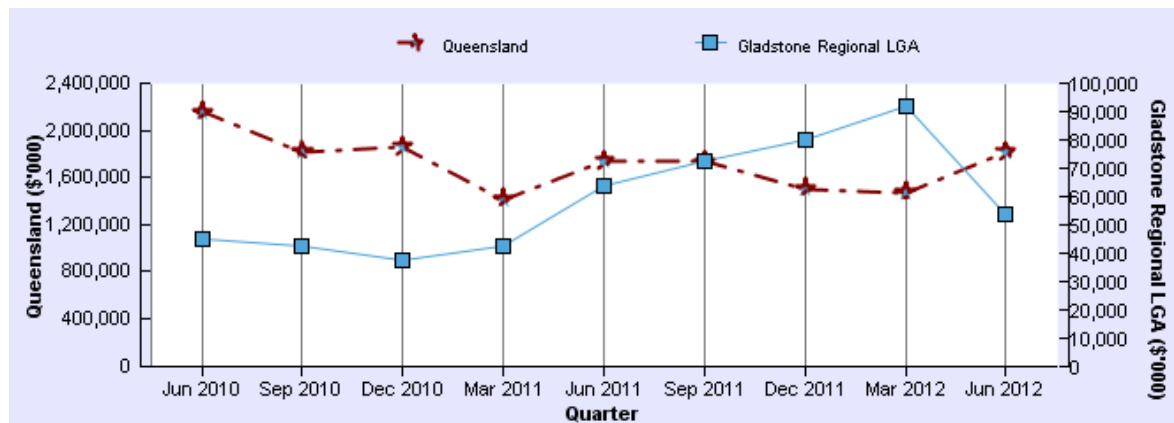
(a) Excludes alterations, additions and conversions.
Note: Based on Australian Bureau of Statistics, Australian Standard Geographical Classification (ASGC), July 2011.
Source: Australian Bureau of Statistics, Building Approvals, Australia, June 2012, cat. no. 8731.0

At the time of the 2011 Census, Gladstone Regional Local Government Area (LGA) had 1,896 persons born overseas who stated that they spoke a language other than English at home (26.4 per cent of the overseas-born population). In Queensland, 36.0 per cent of the overseas-born population spoke a language other than English at home.

Of the overseas-born persons in the Gladstone Regional LGA who stated that they spoke a language other than English at home, 147 persons stated that they spoke English not well or not at all. This was 2.0 per cent of the overseas-born population of Gladstone Regional LGA, compared with 5.2 per cent in Queensland.

TABLE 3:   PROFICIENCY IN SPOKEN ENGLISH OF OVERSEAS-BORN PERSONS BY LOCAL GOVERNMENT AREA (A), GLADSTONE REGIONAL LGA, 2011

Local government area	Speaks English only		Speaks other language at home and speaks English						Persons born overseas (c)
			Very well or well	Not well or not at all		Total (b)		
	number	%	number	%	number	%	number	%	number
Gladstone (R)	5,261	73.3	1,730	24.1	147	2.0	1,896	26.4	7,182
Queensland	565,544	63.6	269,847	30.4	45,927	5.2	319,949	36.0	888,635
Gladstone (R) LGA as % of Queensland	0.9	. .	0.6	. .	0.3	. .	0.6	. .	0.8

. . = not applicable
R = Regional
Source: Australian Bureau of Statistics, Census of Population and Housing, 2011, Basic Community Profile - B11

13

2. Literature Review

2.1 Global labour markets

The policy agenda is overwhelming in the area of migration of the highly skilled at a global and national level. Skilled migration has become a key strategy for many countries in combating ageing workforces and skill shortages in increasingly globalised economies. The emergence of global labour markets now exist in a range of occupations and the literature and research on the migration of the highly skilled is gaining in momentum. Castles and Miller (2009) refers to the 'age of migration' where international migration has become a central aspect of globalisation in the contemporary world. The United Nations (UN), the Organisation for Economic Cooperation and Development (OECD) and the International Labour Organisation (ILO) have all given a great amount of attention to this topic with the UN establishing the Global Commission on International Migration in 2003.

The policy objectives regarding immigration of highly skilled workers in most OECD countries are threefold: *i)* to respond to market shortages; *ii)* to increase the stock of human capital; and *iii)* to encourage the circulation of the knowledge embodied in highly skilled workers and promote innovation (OECD, 2002: 5). In 2009 the OECD published a report: *The Future of International Migration to OECD Countries* (OECD, 2009). This report made several global-level findings, one of which stated, 'It is expected that global competition for labour will intensify, notably for top talent, highly qualified and semi-skilled individuals—and perhaps even for unskilled workers'. The report also identifies "top-level" challenges for OECD governments in the future. Two of these are directly pertinent to the proposed research being presented in this application. Governments will need to:

- Adjust their policies to a global labour market context in which they may find themselves in increasingly intense competition with other OECD countries and emerging economies for knowledge workers, as all seek to maintain and improve productivity levels;
- Consider how in a globally more competitive environment they can put in place measures to maintain academic excellence, retain top talent, and dissuade businesses from moving both their investment and top quality human resources abroad' (OECD, 2009, p. 14).

Shachar (2006) refers to the growing competition between traditional migration countries for highly skilled migrants and has termed this phenomenon as the 'race for talent'. This 'race for talent' has seen nations dependent on inflows of highly skilled talent create selective immigration programs designed to attract talent. Australia's temporary skilled, regional and state sponsored skilled migration programs are prime examples of such programs. These targeted programs increasingly serve as a tool to retain or gain an advantage in the new global economy.

The impact and benefits of skilled migration in Australia is substantial and growing. In a recent overview of skilled migration and the workforce in Australia Saunders (2008, p. 1) developed the following key messages:

- Australia clearly benefits from the movement of skilled workers in and out of the country. In 2004–05 there was a net gain of around 46 000 skilled migrants, two in three of whom were professionals.

- The number of skilled migrants has tripled in the past decade. They now account for close to half of all migrants. Skilled migrants represent a major source of supply for occupations experiencing employment growth, particularly in the professions and the trades.

- Temporary migration has grown substantially and is most evident in the rapid rise in employer-sponsored long-stay (or class 457) visas. This is in response to recent skill shortages, with most 457 visa holders employed in the professions and the trades.

- Migrants constitute 11% of employed people. They are relatively over-represented in the professions (14%) but under-represented in technical and associate professional occupations (10%) and the trades (9%).

2.2 Australian Skilled Migration Policy Trends

Australia has a long history of migration and is considered a traditional migration nation. Several authors have documented the historical context of migration in Australia in their discussions of skilled migration (Hugo 2004a, 2004b; Phillips 2005, 2006; Saunders 2008; Shah & Burke 2005; Teicher, Shah & Griffin 2000). Hugo (2004b) undertook a very comprehensive investigation into what he refers to as the 'new paradigm of international migration' and the implications this has for Australia's future policy on migration. As noted by Hugo and others, migration has and will remain a crucial aspect of Australia's economic, social, and cultural development and future. Australia's migration policy has been developed as a national policy for over 60 years when in 1945 the first federal immigration portfolio was created. The initial phases of migration were focused on migration from the United Kingdom and Europe and after the introduction of non discriminatory policies in the early 1970s immigration has included non white immigration from Asia, Africa and Latin American (Phillips 2005).

The Australian government's skilled migration program is dynamic and changing and has undergone a series of major reforms in the last two years. The emphasis is now on the skills occupation list (SOL), state and territory migration plans, priority processing and employer sponsored programs

15

rather than independent migration. The policy trend towards a demand driven rather than supply driven migration system, the introduction of the regional migration Agreements (RMA) and State and territory Migration Plans will actually benefit regions and businesses wishing to undertake skilled migration strategies for recruitment. The policy emphasis on temporary skilled migration will also benefit regions such as Gladstone which is experiencing a substantial and significant demand for skilled workers for the four coal seam and liquefied gas projects, as this provides employees with flexibility. Temporary skilled migrants can be on 457 Visas for up to 4 years with an option to move to Permanent Residency after that period.

The Australian skilled migration program is made up of two main streams: General Skilled Migration (GSM) and Employer sponsored categories. The GSM is for professionals and other skilled migrants who are not sponsored by an employer and who have skills in particular occupations required in Australia. Recent changes to skilled migration visas were introduced in July 2012. Table 2.2a provides a list of visa options under these two schemes.

TABLE 2.2a: SKILLED MIGRATION VISA OPTIONS

<div align="center">

Skilled Migration Visas

</div>

GSM Offshore Permanent	Independent visa (subclass 175)-*closed for nominations from 1 July 2012*
	Sponsored visa (subclass 176) - *closed for nominations from 1 July 2012*
	Skilled Independent (subclass 189)
	Skilled-Nominated (subclass 190)
GSM Provisional	Regional sponsored (provisional) visa (subclass 475) - *closed for nominations from 1 July 2012*
	Regional sponsored (provisional) visa (subclass 487) - *no new applications from 31 December 2012*
	Graduate (temporary) visa (subclass 485)
	Skilled-Regional Sponsored (provisional) (subclass 489)
GSM Onshore Permanent	Independent (residence) visa (subclass 885) – *no new applications from 31 December 2012*
	Sponsored (residence) visa (subclass 886) - *no new applications from 31 December 2012*
	Regional (residence) visa (subclass 887)
Other Skilled Offshore	Regional Sponsored Migration Scheme (RSMS) (subclass 119)
	Regional Sponsored Migration Scheme (RSMS) (subclass 187)-Direct entry stream
	Long Stay Temporary Business visa (subclass 457)
	Employer nominated Scheme (ENS) (subclass 186)-Direct entry stream
	Employer nomination (subclass 121)
Other Skilled Onshore	Employer nomination scheme (subclass 856)
	RSMS (subclass 857)

Source: DIAC

The number of primary 457 visa holders in Australia at 30 June 2011 was 72 030, an increase of 5.3 per cent in comparison with the same date last year. The number of 457 primary visas granted in the financial year ending at the end of June 2011 was 38.2 per cent higher than the same period in the 2009-10 program year. The top three citizenship countries for primary 457 visa grants to 30 June 2011 were the United Kingdom (24.6 %), India (18.2 %) and the United States of America (8.1 %) (DIAC, 2011). Table 2.2 provides recent statistics on 457 visas granted in the 2010-11 program year

as compared to the 2009-2010 program. The top three occupational groupings and top 3 industries for each of these program periods presented.

TABLE 2.2b: SUBCLASS 457 VISAS GRANTED 2009-2010 AND 2010-2011

Top 3 Occupational groups		Top 3 Industries	
2009-10	**2010-11**	**2009-10**	**2010-11**
Professionals 66%	Professionals 62.9%	Health Care and Social Assistance 18.7%	Health Care and Social Assistance 13%
Managers & Administrators 12.6%	Technicians & Trades Workers 16.5%	Information, Media & Telecommunications 10.9%	Other services 12.4%
Associate Professionals 12.2%	Managers 15%	Construction 9.6%	Construction 12.3%

Source: DIAC (2010) and DIAC (2011).

There is a strong global competition for highly skilled workers stimulated in part by the demographics of the developed world. Professionals within the key workforces identified for this study (manufacturing/industrial; health nursing and medicine; education; and retail and services) are some of the most sought after occupational groups globally and regional Australian will need to focus on strategies to attract and retain skilled migrants so as to assist in maintaining a competitive advantage in the "war for talent" and to meet deepening skill shortages. For the Gladstone region this situation is exacerbated by the demand for labour during the construction phase of the CSG/LNG projects and other developments by existing industry sectors. A crucial element of this will involve both geographic branding and image as well as a strong focus on supportive employers and communities with particular emphasis on resolving the perennial settlement issues associated with family, housing, schooling, cultural and linguistic challenges faced by skilled migrants and their families locating to regional Australia.

Australia has entered another resources boom due to the global demand for its resources and this growth in turn is driving major infrastructure projects (BIS Shrapnel, 2009). Such expansion requires adequate numbers of skilled workers which presently Australia is unable to meet. A further pressure

to the supply of skilled workers is the ageing workforce within Australia, mirrored within many other developed countries (Khoo, et al, 2007). One mechanism to address the shortage of skilled workers in Australia has been to increase the number of skilled migrants through various skilled migration visa schemes (e.g., temporary 457 visas and the Regional Skilled Migration Scheme).

The use of 457 workers is a micro-economic issue that is strongly debated. On the one hand, supporters of skilled migration argue that in periods of rapid growth the Australian economy lacks the capability to train sufficient domestic workers within the timeframe industry requires (OECD, 2002; Roach Report, 1995; Evans, 2008). Others use the counter argument that such actions place Australian jobs at risk, reduce domestic skills training (Toner & Woolley, 2008) and that the 457 workers are at risk of exploitation through reduced wages, conditions and political and social rights (Oke, 2010; Jockel, 2009; Deegan, 2007; ILO, 2003). Cameron & Harrison (2010) noted that there is no argument that skilled migration is a crucial strategy (albeit not the only strategy) for Australia in combating the human capital imperatives of the 21st century, although there are concerns by some that there needs to be further efforts made to develop the home grown skilled labour supply (especially through the vocational education and training sector) and the impact of skilled migration on local wages and unemployment rates (Shah & Burke 2005).

2.3 Regional skill shortages and labour demands

The Bureau of Transport and Regional Economies (BTRE) conducted research on skill shortages in Australia's regions in 2006 and found the causes of skill shortages were diverse and varied across regions. The research produced a model to explain the drivers of skill shortages with the causes of skill shortages divided into two levels: root causes and proximal causes. Root causes fall into two main categories: macroeconomic drivers and aspects of flexibility and mobility. The research concluded that it is the flexibility and mobility of workers that is most relevant to regional areas when analysing skill shortages (BTRE 2006).

This model developed by BTRE (2006) is complimented by the seven important indicators of future labour demand developed by McDonald and Temple (2008) as a result of their analysis of the demographic and labour supply futures for Australia. The seven indicators are summarised below:

1. Major future investment in new physical infrastructure
2. The mining boom can be expected to continue for many years

3. New economic and lifestyle directions as a result of the carbon pollution reduction and carbon emission schemes

4. The ageing of the population will generate new demands for labour

5. Increased investment in health services delivery

6. Estimates of increased living standards will see the beneficiaries will increase the demand for goods and services

7. Radical changes from climate change and reversal of environmental degradation will generate demands on labour, capital, technology and new occupations and industries (McDonald and Temple 2008, p. 4).

McDonald and Temple (2008) also reported on the risks related to not meeting labour demand which include the trend of unmet labour demand forcing fast moving increases in wages as has been and is currently being evidenced in the states of Queensland and Western Australia where, wages have risen substantially due to the first wave of the resources boom. Other major risks relate to projects that would enhance Australia's long-term productivity being potentially delayed (major infrastructure projects) along with major projects related to environmental improvement and new energy sources (McDonald and Temple 2008, p. 33).

This discussion demonstrates the complex nature of labour market behaviour and the need for regions to be able to not only analyse regional skill shortages spatially but to also analyse these larger macroecomic trends and cycles. A term which has gained popularity recently in the social sciences and which first appeared in the late 1980s in articles by Japanese economists in the Harvard Business Review is "glocalisation". The term is a combination of the words "globalisation" and "localisation" and refers to the idea that local conditions must temper the pressures and impacts from global trends. Regional skilled migration initiatives designed to combat regional skill shortages is purported to be one such example of "glocalisation" (Withers & Powell 2003).

Hugo (2008a) undertook a study of the immigration settlement outside Australia's capital cities and in so doing traced the historical context of the introduction of regional migration policy in Australia. Hugo (2008a, p. 554) attributes the new paradigm in Australian migration policy to two significant changes: the introduction of temporary worker migration in the mid-1990s and huge expansion of full-fee paying international students and: the introduction of the state and regional based visas in 1996-7. Hugo (2008b) traces these changes back to the 1990s when immigrant settlement in metropolitan areas were perceived to be contributing to the environmental pressures, congestion and rising house prices along with economically lagging regions and states lobbying the government to introduce migration policy to direct skilled immigrants to these regions.

2.4 Existing research into skilled migrants in regional Australia

A number of surveys have been taken or commissioned by the Department of Immigration and Citizenship (DIAC) on Regional Skilled Migration Scheme (RSMS) migrants (DIMIA 2005; DIAC 2007a, 2008; Richardson et al. 2004) and usually address a set of issues related to: settlement; employment; income; partner outcomes; pathways to permanent residency and; location. The RSMS is a state-specific migration scheme which allows employers in regional or low population growth areas, to fill positions they can't fill from the local labour market. The scheme is available to all employers in all areas of Australia except Perth, Sydney, Wollongong, Newcastle, Melbourne, Brisbane and the Gold Coast. Adelaide, Hobart and Darwin are capital cities which are included in the regional skilled migration scheme. The Federal Minister of Immigration, Chris Bowen, announced on the 19th July 2011, that Perth had been rezoned as a regional area.

In 2007 DIAC undertook an evaluation study to explore how well regional migration schemes were working in the Riverina region of NSW and to determine the effectiveness of measures put in place by government to increase and enhance skilled migration to the area. Surveys, focus groups and interviews with employers, skilled migrants and community representatives were utilised for the evaluation of the project. Key findings of the project included:

- Regional skilled labour shortages are similar to those faced nationally (e.g. nurses, chefs, welders, fitters and accountants).
- The region has an ageing population
- Post-arrival assistance and advice is required for skilled migrants
- Many employers are not recruiting skilled migrants for skill shortages

- Attraction strategies are not being undertaken (DIAC 2007a, pp. 1-2).

Independent qualitative research has also been conducted on skilled migrants in Whyalla, SA (Goel and Goel 2009) along with less spatially focused quantitative studies on 500 RSMS primary applicants (Wulff and Dharmalingham 2008), a study funded by Rural Industries Research and Development Corporation on the attraction and retention on new immigrants in regional and rural Australia (Collins and Krivokapic-Skoko 2009) and a study conducted by the Institute of Social Science Research (ISSR) on behalf of DIAC (ISSR 2010). A brief overview of each of these four studies follows.

Wulff and Dharmalingam (2008, p. 147) undertook a study of skilled migrants using data from a national survey of 500 randomly selected primary applicants who migrated under the RSMS. The researchers investigated the level of social connectedness of skilled migrants and their families. The study found families with young children, those who have lived in Australia longer, those living in small towns and those who were born in the USA/Canada, South Africa and Zimbabwe showed much stronger social connectedness than other skilled migrants. Another finding was that those skilled migrants who received assistance from their sponsor employer on arrival and found this helpful were also more likely to indicate a strong social connectedness. It was the population size of the regional community that operated to encourage longer term settlement and that the formation of social connectedness was fostered by 'family context (particularly presence of dependent children), place of residence (small towns) and the provision of assistance and help on arrival' (Wulff and Dharmalingam 2008, p. 157). The authors argue for a more tailored approach to regional migration policy for 'particular communities rather than indiscriminately across to the vast expanse of 'designated' regions. Given that regional schemes have been operating for close to 10 years, now may be the time to consider more careful spatial and household targeting' (Wulff and Dharmalingam (2008, p. 157). The paper concludes with the policy implications and future research directions. These authors argue for in-depth and community-based approaches, such as longitudinal studies on cohorts of regional skilled migrants so as to track their settlement experiences, mobility choices and the key issues at play when trying to attracting and retain skilled migrants.

Goel and Goel (2009) undertook a joint study with the Whyalla Economic Development Board in 2008 to determine the settlement experiences of recent migrants to Whyalla. The researchers conducted an exploratory study utilising semi-structured interviews with 24 primary applicants. The main finding of the research was that the key reason for settling in this particular region was the job/employment of the primary applicant. The factors that kept migrants in the region were related

to quality of life and service provision: health; education; housing and; socio-cultural dimensions. The profile of the immigrant community in the region is a predominantly male primary applicant. They are mostly in the 33-42 year age grouping and were more likely to be from South and Southeast Asia, Oceania and Africa. There were more trades qualified migrants than professionals and the employment outcomes for partners was relatively low. Nearly 50% lacked an awareness of welfare provision, had difficulty accessing health services and found housing costs an issue (Goel and Goel 2009, pp. 8-9). The study points to the need for greater organised support services by local communities for skilled migrants and their families and for policy changes to increase better accessibility to essential services like health and housing.

A study funded by Rural Industries Research and Development Corporation on the attraction and retention on new immigrants in regional and rural Australia was conducted by Collins and Krivokapic-Skoko (2009). This study involved a national survey of 915 immigrants currently residing in regional areas across Australia and who had been in Australia less than 5 years. The respondents came to Australia on a variety of different immigration schemes including entrepreneurs, professionals, skilled and unskilled and humanitarian categories and were mainly drawn from NSW, Victoria, QLD and WA (86%). The survey covered five main areas: Migrant decisions and mobility; Qualifications; Labour market experience; Migrant satisfaction and; Community participation. Some of the key findings include:

- Two-thirds of the immigrants participating in this survey are currently still living in the city or town that was their first destination in Australia.

- According to this national survey three most important reasons for living in current place were: **family connections, job opportunities and life style**.

- Generally, the respondents included in this survey were very satisfied with the current place since more than 80 percent of them would encourage relatives or friends to move to the area. Natural attractors such as **Rurality** and **Climate** are two important features of the places which according to this survey are both liked and disliked. However, the single most important factor regional and rural immigrants complain about are **Inadequate Amenities**. Thus, the retention of the immigrants in rural and regional Australia is very strongly related to constructed attractors - the availability and quality of the public transport, infrastructure, retail sector, as well as recreational, entertainment or cultural activities.

- With regard to the movement intentions, almost four in five respondents indicate that they intend to stay in their current place.

- These new immigrants to the Australian bush **are highly educated**.

- The data indicates that the immigrants in non-metropolitan areas have **a positive labour market experience.** First, they showed a high rate of economic participation. Second, immigrants do not wait long for their first job in Australia. Third, almost one third of the respondents did not experience any problems in finding work. The ones who experienced some problems mentioned a lack of recognition of overseas qualifications, a lack of local experience and language difficulties as major difficulties in finding a job. Fourth, the immigrants tend to be overwhelming positive about their job. Finally, data show favourable outcomes in terms of the immigrants' economic wellbeing, since one third of the respondents owned home and the 'owner-mortgage' category account for more than half of the housing arrangements.

- The regionalisation of immigration policy also boosts entrepreneurship in regional and rural Australia. One in 10 surveyed has started own business in Australia.

- However, there is some evidence of **downward occupational mobility**: respondents are currently employed at a skill level lower than the skill used in their job in their home country. The percentage of respondents currently employed in management, education, trades, engineering and government is lower than the percentage that were employed in those job types prior to migrating to Australia.

- Respondents were overwhelming positive about their job; overall 90 percent of the respondents either liked their job or described their job as being 'OK'.

- The participants in this survey strongly indicated that they **were made welcome** since moving to their current place. Ninety five percent indicated that that the community made them feel either very welcome or somewhat welcome, while two-thirds felt that that were made very welcome.

- Immigrants living in rural and regional Australia respondents are likely to take part in the activities organised by local communities and in the activities involving sport or different hobbies (Collins and Krivokapic-Skoko,2009, pp. x-xi).

The Institute for Social Science Research conducted a research project for DIAC in 2010 that explored the factors that influence skilled migrants locating to regional areas. The study noted that while migration to regional areas in Australia is a well established policy objective, there is very little research that provides evidence of the factors and processes which influence migrants' decision to locate to regional areas (ISSR 2010, p.iv). The regions that were the focus of this research were: Darwin, NT; Karratha, WA; Mt Isa, QLD; and Mildura, Vic. Interviews were conducted with a total of 110 skilled migrants across these four regions. The key messages from the study were: employment factors were the most important in skilled migrants' decisions to move to regional Australia, followed by characteristics of the chosen region; overall there was a positive view of regional life;

regional employers have strongly positive impressions of skilled migrants; and intolerance in regional areas is not significant disincentive for skilled migrant settlement (ISSR 2010).

Canada leads the research in immigration, settlement and integration and the concept of welcoming communities. Some of the Canadian literature is presented below and in sections 2.6 and 2.7.

Canadian studies

Flint (2007) studied immigrants to Colchester County in Nova Scotia, Canada. The study is titled *Rural Immigrants Who Come to Stay* and explored the reasons immigrants were attracted to and stayed in a rural community. Flint (2007, p. iii) summarises the research as follows:

> The case study finds that immigrants are usually first attracted to this rural region through personal relationships or family ties with area residents, and that the strength of these ties correlates with the likelihood that immigrants will remain. Other findings are that immigrants who are visible minorities, immigrants who have difficulties with English, and immigrants who are female have the most difficulties integrating into the community and that immigrant professionals have difficulties with credential recognition. The report develops a typology of immigrants who arrived with different expectations and faced different problems. Data was obtained from semi-structured interviews with thirty immigrants.

Flint (2007) developed a typology of migrants who have settled in a rural/regional area. This typology may become useful for exploring the attraction and retention of skilled migrants to Australia's regions. The typology includes six types and is summarised in the Table 2.6.

TABLE 2.6: TYPOLOGY OF IMMIGRANTS TO RURAL CANADA

Type	Description of Type
"Visionaries": realising the dream	Migrants who have come to an area to realise a dream and the particular area was judged by the migrant as the best place in the world to fulfil that dream. These migrants were prepared to sacrifice the luxury and convenience of a city for a simpler life. These visionaries integrated quickly into their adopted community and were small business people, farmers or professionals.
"Relatives" : family ties	Family ties or future spouse or partner in the particular region were the main attractors. These migrants found it difficult to find a place in the broader community and reported feeling isolated , difficulties finding work or making intimate relationships and their social circle usually limited to the family member they had joined friends. This was exacerbated if the migrant had English as a second language.
"Professionals" : professional opportunities	Professionals who have settled in the region mainly for professional reasons (employment opportunity). They had not planned to settle in the region but found the best employment opportunities due to skill shortages of professionals in rural regions despite their lack of Canadian work experience. These migrants made connections with the community through associations and professional colleagues. The wives of male professionals tended to have feelings of social isolation and found it difficult to find work other than at entry level which did not reflect their prior training or experience. Both these two issues made it difficult to forge friendships in the community
"Entrepreneurs": business opportunities	Self-employed entrepreneurs who settled in the rural region because it offered the most attractive entrepreneurial opportunity.
Skilled workers	Skilled people who have come to the area to find work in their respective area of expertise. Nonetheless these workers still experienced difficulties finding employment commensurate with their training and experience. This was due to lack of recognition of qualifications and overseas experience and language difficulties.
Refugees	Refugees who have left their home countries due to extremely difficult and dangerous situations. Tended to be sponsored by a local Church and had access to government assistance to settle in the particular region.

Source: Flint (2007, pp. 17-18)

Flint (2007, p. 21) made several suggestions to combat the difficulties migrants face in settling in rural and regional areas in Canada. Those most pertinent to this study include:

- Expanding existing community based English language courses
- Establishing an employment referral and counselling service specifically designed for migrants
- Greater efforts be made to reach out to migrant women
- The value of migrants themselves as consultants and advisors on migration and settlements services should be recognised and utilized more effectively.

The phases and experiences of settlement process is seen as crucial in the retention of migrants to regional areas. Wayland (2006) broke the settlement processes into three phases: early settlement (requirements for housing, food, clothing, information and orientation, and other 'reception' or settlement services), intermediate settlement (advanced or employment specific language instruction, training and education to upgrade skills) and long-term settlement (work to overcome systematic barriers to participate in society as equals to the domestically born population). Handford and Tan (2003) present three phases of integration into Canadian society: settlement, adaption ad integration.

Settlement refers to the meeting of the basic needs of newcomers, including: housing, food, registering children in school, signing up for language training, accessing general mainstream services with the assistance of the service provider, and understanding basic rights and responsibilities.

Adaptation refers to the next step in the process, characterized by an immigrant's ability to realize some benefits of settlement—that is, being able to access mainstream services independently, understanding Canadian social and cultural norms, improving language skills, developing contacts and building friendships in the community, and reassessing personal goals.

Integration refers to the ultimate goal of the process, at which point immigrants act as fully functioning members of Canadian society. Among other things, it assumes they have found and are maintaining employment appropriate to their skills and background; they participate in mainstream organizations; they offer a portion of their time to the

community; they feel comfortable with Canadian values and participate in the political process (voting, running for offi ce, etc.). (Handford and Tan 2003, p. 8).

These phases of settlement is also a useful framework to analyse what interventions and activities can be done over the three phases that would best ensure a smooth settlement for skilled migrants and their families to regional Australia and what difference agencies and organisations can do to assist with this settlement transition and thereby increase the likelihood of retaining skilled migrants and their families in regional Australia.

2.5 Employer perspectives on the use of skilled migration

There exists very little research on perspectives from employers who have utilised temporary employer sponsored skilled migration in Australia as a means to source talent. Khoo, Voigt-Graf, McDonald and Hugo (2004) undertook a small exploratory survey of 135 employers who had sponsored skilled workers for temporary entry in 2003. The sample was diverse, mainly located in Sydney, and the largest number of respondents were from the IT and communication sectors followed by the accommodation, café and restaurants sector. Over one quarter of the respondents had more than 300 employees. The top source countries for the skilled migrants were English speaking (UK, US, South Africa, Ireland, Canada and India). The majority of surveyed employers had never encountered problems related to inappropriate skills but some experienced problems related to a lack of knowledge of workplace culture and language problems. The main reasons for sponsoring temporary skilled migrants was the skills required could not be sourced domestically. The survey found that the 457 visa had given employers a certain amount of flexibility to be able to tap into the global pool of labour relatively easily. 'In short, with the internationalisation of the Australian economy, there is an increasing demand for people with specialised skills and knowledge that is not available in Australia's relatively small labour market. If the skills and knowledge were available in Australia, most employers indicated that they would not go through the costly and lengthy process of recruiting workers from overseas' (Khoo et al. 2004, p. 24).

The Australian Human Resources Institute (AHRI) undertook a survey of its members (HR practitioners) in relation to the use of temporary skilled migration, in particular the 457 Visa. The AHRI survey data provides a much more recent and larger sample (n=1045) of employers who have utilised temporary employer sponsored migration and those who have not. The published report for

28

the HRpulse survey is titled, *Australian Experiences with Skilled Migration-Perception and Reality* (AHRI 2009).

Key findings from the AHRI report (2009, p. 5) demonstrate the extent of skilled migration activity across industries:

- 69% of respondents reported their organisation experienced skill shortages.
- More than 85% of respondents believe a skilled migration scheme is necessary.
- 95% of respondents whose organisations employed skilled migrants reported trying to fill the vacancies within Australia first.
- 96% of respondents whose organisations employed 457 visa workers reported that their organisation benefited from the scheme.

Nonetheless, problems with skilled migrants were noted:

- 32% of respondents whose organisations employed 457 visa holders, reported experiencing a problem.
- Of the problems relating to skilled migrants themselves, approximately a quarter of employers (24%) and half of those working alongside 457 workers (53%), saw English proficiency as the main one.
- By contrast 85% of respondents whose organisations have not employed skilled migrants reported their main area of concern was English proficiency.

Systemic issues were also recorded:

- On the matter of the system, many respondents reported problems in navigating the immigration process, with 50% of those employing 457 Visa workers wanting to change the medical obligations of employers and nearly a third the visa sponsorship process as a whole (30%).
- 45% of respondents whose organisations have not employed skilled migrants reported that it is easier to source Australian citizens than to go through the immigration process.

In summary, there exists only a few small scale studies on skilled migrants in Australian regions and the literature is almost silent on the factors distinguishing organisations that use and do not use skilled migration in Australia. While it is apparent that experiencing skill shortages is one potential factor, there exists no research attempting to develop an explanatory model in this context or one which focuses on key workforces for regional sustainability.

2.6 Economic, social and civic contributions of migrants

In 2011 DIAC commissioned Hugo (2011) to undertake a study of the economic, social and civic contributions of first and second generation humanitarian entrants to Australia. It must be noted here that the experiences and circumstances of refugee-humanitarian migrants is very different from skilled migrants however the indicators of the economic, social and civic contributions of settlers used by Hugo (2011) could easily be applied to skilled migrants. Hugo (2011) used extant data and a survey of 600 refugee-humanitarian settlers was also collected and analysed. The key aspect of this study for the current study was how economic, social and civic contributions of these refugee-humanitarian settlers was analysed. Hugo (2011) used the following indicators: Economic contributions: Population, participation and productivity. The economic contributions were based on the three "Ps" from the Department of Treasury's Intergenerational Report and include: Population which is explored in terms of sheer numbers but also age and fertility rates of these settlers and low rates of remigration; Participation and engagement in the workforce and; Productivity which has a number of dimensions: recognition of qualifications gained overseas; entrepreneurship; strengthening of Australia's international linkages. Social and civic contributions were focused on the role of social capital and strengthening of the life of the community, volunteering and community self help structures and engagement in ethnic groups and broader neighbourhood (Hugo 2011, pp. 250-256).

A report which was funded by the Canadian Ministry of Advanced Education and Labour Market Development (MAE&LMD) undertook a literature review as part of developing a research framework for the Canadian Welcoming and Inclusive Communities and Workplaces Program (WICWP). The review focused on promising practices and policies from across Canada. The themes of the review were categorised under three main categories: social inclusion, civic integration and economic integration. The sub themes under each of these three main themes are listed below:

Social Inclusion

Building consensus at the community level that immigration is positive and fostering cooperative relationships among stakeholders

Fostering cultural competency

Cross-cultural relations

Combating racism and discrimination

Building social networks

Inclusive schools

The role of universities

Service delivery to newcomers

Civic Integration

Inclusive schools

Involvement in public processes

Economic Integration

Inclusive workplaces

The role of schools and universities (MAE&LMD, 2009, p. p. 3-4).

Another report funded by the Social Planning and Research Council of British Columbia, Canada in 2009 came up with a similar framework. The report was a literature review which examined the 'social, cultural, political and economic outcomes of making communities more welcoming and inclusive, both across Canada and internationally' (Thomson, 2009, p. 2). The framework is based around three main themes:

1. Social Inclusion

    1.1. Social Capital and Social Inclusion

    1.2. Strengthening Integration of Newcomers and Immigrants

    1.3. Strengthening Learning Outcomes through Inclusive Education

    1.4. Access for All: Welcoming Disability in the Community

2. Civic Participation

    2.1. Promoting Civic Engagement and Volunteerism

    2.2. Promoting Recreational and Artistic Participation

3. Economic Integration

    3.1. Strengthening Economic and Employment Opportunities

    3.2. Diversity and Inclusion in the Workplace (Thomson, 2009, p. 1).

Both these thematic analyses has some synergy with the Hugo (2011) study and its focus on the economic, social and civic contributions and metrics. The MAE&LMD (2009) review however adds a practical and applied depth to these themes or dimensions and provides a focused look at the role key stakeholders can make to ensure a more inclusive settlement process for migrants where civic integration is fostered and encouraged and economic participation is maximised.

2.7 Welcoming Communities: Canadian research frameworks

In 2010 a report was published on behalf of the Integration Branch of Citizenship and Immigration Canada. The report reviewed the literature and research on welcoming communities which included academic literature, government federal, provincial/territorial, and municipal) reports and community based reports. Best practice and cases where also collected from within both the public and private sectors. The report claims to describe 'the current consensus regarding characteristics and indicators of a welcoming community based on the current state of knowledge in this area' (Esses, Hamilton, Bennett-AbuAyyash and Burstein, 2010, p. 5).

So what does a welcoming community look like? The report lists three main characteristics of a Canadian welcoming community:

- Growing awareness by the Government of Canada that more attention needs to be paid to both communities' receptivity to and long-term integration of immigrants
- A focus on outcomes rather than solely inputs and activities is a critical feature of Citizenship and Immigration Canada's modernization initiative
- Government's increasing focus on regionalization requires defining and identifying key indicators of a welcoming community (Esses et al 2010, p. 5).

Esses et al (2010) claim the term "welcoming community" was first used in the 1990s and was originally used when discussing diversity management. The term became popular with those interested in immigration and has become used for describing an approach to immigration policy. 'In addition to referring to a specific location – in the context of immigration, a location seeking to attract and retain immigrants – the term welcoming communities has also become synonymous with a policy approach, and has been described as a "focus of work" (Esses et al 2010, p. 9). A welcoming community is:

'...conceptualized as a collective effort to create a place where individuals feel valued and included. Ultimately, a welcoming community attracts and retains newcomers by:

- Identifying and removing barriers
- Promoting a sense of belonging
- Meeting diverse individual needs
- Offering services that promote successful integration, with successful integration defined as the "ability to contribute, free of barriers, to every dimension of Canadian life – economic, social, cultural and political."

Thus, we define a welcoming community as a location that has the capacity to meet the needs and promote inclusion of newcomers, and the machinery in place to produce and support these capacities (Esses et al 2010, p.9).

The seventeen characteristics of a welcoming community are as follows in ranked order. The top three being the most important. Those welcoming communities who are most successful will meet a range of these characteristics and theses characteristics will interact upon each other:

1. Employment Opportunities

2. Fostering of Social Capital

3. Affordable and Suitable Housing

4. Positive Attitudes toward Immigrants, Cultural Diversity, and the Presence of Newcomers in the Community

5. Presence of Newcomer-Serving Agencies that Can Successfully Meet the Needs of Newcomers

6. Links between Main Actors Working toward Welcoming Communities

7. Municipal Features and Services Sensitive to the Presence and Needs of Newcomers

8. Educational Opportunities

9. Accessible and Suitable Health Care

10. Available and Accessible Public Transit

11. Presence of Diverse Religious Organizations

12. Social Engagement Opportunities

13. Political Participation Opportunities

14. Positive Relationships with the Police and the Justice System

15. Safety

16. Opportunities for Use of Public Space and Recreation Facilities

17. Favourable Media Coverage and Representation (Esses et al 2010, p. 11).

There are also conceptual dimensions of a welcoming community:

- Spatial dimension - a physical location in Canada – a town, city, or region – in which newcomers feel valued and their needs are served
- Discourse dimension - a community having agency and engaging in actions that facilitate the integration of newcomers
- A collective effort to create a place where individuals feel valued and included
- A location that has the capacity to meet the needs and promote inclusion of newcomers, and the machinery in place to produce and support these capacities; includes both outcomes, and processes that work toward producing and maintaining these outcomes (Esses et al 2010, p. 5).

The report has set an evidence based research framework for the future which includes:

- A systematic, sustained program of research examining each of the characteristics identified, the presumed indicators of each characteristic, and the outcomes associated with their presence in a community, alone and in concert with other characteristics, is required
- We must first identify the end state we are aiming for and then put into place a systematic program of research to examine the extent to which each of the characteristics contributes to this desired end state, and the dynamic process by which the characteristics mutually reinforce and support each other
- Systematic research on programs that have been identified as best practices is essential, with a focus on identifying their key ingredients

34

- To date, a number of the initiatives identified as best practices do not have strong empirical support for the claims made on their behalf, and little attention has been paid to the specific features that contribute to their possible success (esses et al 2010, p. 7).

The following section of the report outlines the methodology for the study across a three phases mixed methods research design.

3. Methodology

3.1 Research design

The research design employed for this proposed research is an exploratory mixed methods design utilising both qualitative and quantitative data collection methods across three sequential research phases. Mixed methods 'are used when the phenomena being studied is considered complex and beyond the reach of a single method' (Morse & Niehaus 2009, p.15). Mixed methods research provides opportunities for presenting a greater diversity of divergent views and can provide stronger inferences (Teddlie & Tashakkori 2003, p. 15).

A sequential Exploratory Design will inform the research methodology for this proposed study, where the first method (qualitative) can assist develop and inform the second method (quantitative) (Greene, 2007). This design is well suited to exploring a phenomenon (Plano Clark and Creswell, 2008) and is useful when the researchers need to develop an instrument because one is not available (Creswell, 2009). There are two variants of the Exploratory Design: the instrument development model and; taxonomy development model. The model chosen for this research is the instrument development model. This model is used when a quantitative data collection instrument is designed from the findings from the qualitative data. Creswell and Plano Clark (2007) describe this design as follows:

> In this design, the researcher first qualitatively explores the research topic with a few participants. The qualitative findings then guide the development of items and scales for a quantitative survey instrument. In the second data collection stage, the researcher implements and validates the instrument quantitatively. In this design the qualitative and quantitative are connected through the development of the instrument items. Researchers using this variant often emphasize the quantitative aspect of the study (Creswell and Plano Clark 2007, p. 77).

The proposed research will deviate slightly from this description in two respects. Firstly, there was three phases in the research and three quantitative instruments were developed (Health Services Survey, Workplace Survey and the Community Migrant Survey). Two of these instruments collected data in Phases 1 and the third survey collected data in Phase 3 of the research. The qualitative data collected in the first phase of the research was collected through semi-structured interviews of HR Managers. The findings or inferences from the first phase of the study informed the development of the data collection

36

methods in the subsequent phases. The overall design is sequential. Phase 1 of the research involved a Health Services scan, semi- structured interviews with HR managers and the rolling out of a Workplace Survey. Phase 2 involved the collection and analysis of three sets of secondary data and a series of five case studies of small to medium businesses which have successfully used skilled migration to recruit essential skills for their businesses in a time of regional skill shortages. Phase 3 contained a set of interviews with community leaders and members of various ethnic communities within the Gladstone region. Figure 1 provides a visual depiction of the overall research design.

FIGURE 6: SUMMARY OF RESEARCH DESIGN AND PHASES

Phase 1: QUAL + QUAN	Phase 2: QUAN + QUAL	Phase 3: QUAL + QUAN
Health services scan: Health Services Survey (n=14) HRM Manager interviews (n=7) Workplace Survey (n=26)	Secondary data sets: • Census & DIAC Settlement data • GRC-citizenship • GAPDL-RSMS • DETE-public schools SME Case Studies (n=5)	Interviews with migrant leaders and groups (n=8) Community Migrant Survey (n=73)

*sequential

*data collection

For construct and validation of the survey instruments used in the study the researchers conducted an initial review of the literature to identify pre-existing tools. The developed instrument was reviewed by the expert researchers for content validity, and minor changes were made to clarify responses. The Health Services and Community Migrant Surveys comprised of two sections: The first section, collected demographic information including age, gender, marital status and education qualifications. The second section, contained questions related to participants' perceptions of settling in Australia and intentions of remaining in the region. The Workplace Survey has a third section which invited participant comments on employee relationships, organisation commitment and influences to stay or leave their respective employment.

3.2 Samples

Purposive and snowball sampling was be used for the semi structured interviews, Health Service , Workforce and Community Migrant surveys. The data gathering occured over 7 months (April – October) during 2012. Details of the samples for each of the data collection phases is outlined in the sections of part *4. Data Analysis* of the report.

3.3 Data analysis

Quantitative data analyses were conducted using the computer software SPSS for Windows version 19 (SPSS Inc. Chargago II USA). Descriptive statistics compiled for each set of variables within the surveys. Frequencies, means and standard deviations or median (as appropriate) were computed to obtain a profile of the participants' demographic characteristics. Nominal data (dichotomous variables) were analysed using Chi-Square test to examine the differences in participant groups.

Data from the qualitative data collection (semi-structured interviews) was recorded, transcribed and entered into Nvivo 9 software for coding and thematic analysis.

3.4 Limitations

In general the limitations of the research relate to the fact there is no comprehensive data collection system for the location and demographics of skilled migrant populations. DIAC has a few data collection mechanisms: *Longitudinal Survey of Immigrants to Australia Survey* (LIAS) the most recent survey being completed in 2006, the *Continuous Survey of Australia's Migrants* (CSAM) collects data every 6 months and began in September 2009;   Migration Program Statistics and the Settlement database. DIAC's Settlement Database has statistical data on permanent arrivals to Australia since January 1991. The database brings together data from various internal and external sources to assist the government and community agencies involved in the planning and provision of services to migrants (DIAC, n.d).

 The census does collect some limited data that could identify migrants: country of birth, birthplace of parents, language spoken at home and English language proficiency. As a result this research project has attempted to fill the gaps by accessing other forms of secondary data within the community through the Regional Certifying Body for the RSMS (GAPDL), citizenship records maintained by the local government body (GRC), public school data collected by DETE and Census 2011 and DIAC Settlement Database data. There are limitations related to the primary data collection along with the secondary data analysis. The limitations related to each specific data collection phase are detailed in the relevant sections of the report in 4. Data Analysis.

3.5 Ethics Approval

Two sets of Ethics approval were sought and received. The details of these are as follows:

CQUniversity:

Human Research Ethics Committee: H12/03-034.

Granted for the following period, 24th April, 2012 to 14th March 2013.

Queensland Health:

Central Queensland Health Research Ethics Committee: HREC/12/QCG/10.

Granted on the 4th May, 2012.

© Corina Rosu Dreamstime.com

4. Data analysis

This section of the report presents the results from the three Phases of the research. Section 4.1 presents the data collected during Phase 1 of the research, Section 4.2 presents Phase 2 data and Section 4.3 presents the data from the third and final phase.

4.1 Phase 1 Data Analysis

The first subsection relates to the data from the health services scan and survey, the second sub section presents an analysis of the qualitative data from the interviews with HR Managers (n=7) of larger employers in the region both from the public and private sectors and the third sub section presents data from the Workplace Survey of skilled migrant workers (n=26).

4.1.1 Health services scan

A health services scan was conducted in the Gladstone region for mapping skilled migrants working in the non-hospital related health centres. The survey covered medical centres, dental practices, pharmacies/chemists, optometry practices, physiotherapy practices, chiropractic practices and podiatry practices in the four major towns within the Gladstone Local Government area (Gladstone, Calliope, Boyne Island and Tannum Sands). A telephone scan was undertaken prior to the distribution of the survey and the data collected is presented in Table 4.1.1a. The telephone scan found a total of 150 health practitioners were employed in the region and one third (n=51) of these were overseas trained.

TABLE 4.1.1a: HEALTH SERVICES WORKFORCE

Health Practitioner	Total Number	Overseas trained #	Percentage
Drs/ GPs	47	24	51
Dentists	24	12	50
Pharmacists	22	7	32
Physios	21	8	38
Nurses	21	0	0
Optometrists	8	0	0
Chiropractors	5	2	40
Podiatrists	4	0	0
TOTAL	150	51	34

Following the preliminary telephone scan, a physical distribution of the surveys was conducted in Aril-May 2012. Fifty one surveys have been distributed in the region. To date, 17 completed surveys have been returned giving a response rate of 33.33%. Though the response rate is low and statistically insignificant at this point, we would like to present the preliminary findings in this section. Of the 17 respondents, 11 were male (64.7%) and 6 were female (35.3%). These 17 respondents came from an array of countries including New Zealand, India, South Africa, England, Iran, Ireland and Sri Lanka. The occupation structure of the respondents is presented in Table 4.1.1b. Doctors and dentists together formed almost two thirds of the total respondents.

TABLE 4.1.1b: HEALTH SERVICES SURVEY-OCCUPATION

Health Practitioner	Number	Percentage
Drs/ GPs	6	35.3
Dentists	4	23.5
Physios	5	29.4
Pharmacist	1	5.9
Practice Manager	1	5.9
TOTAL	17	100

The current residential status was also explored in the survey. Of the 17 respondents, half were permanent residents (n=8), four were Australian citizens and 5 were on a visa. Table 3 presents data on the current residential status. The current residential status in relation to their occupation was also analysed. It was found that of the 5 respondents who were currently on a visa, 3 were doctors and 2 were dentists. This data is presented in Tables 4.1.1c and 4.1.1d.

TABLE 4.1.1c: HEALTH SERVICES SURVEY -RESIDENTIAL STATUS

Residential Status	Number	Percentage
Australian Citizen	4	23.5
Permanent Resident	8	47.1
Visa	5	29.4

TABLE 4.1.1d: HEALTH SERVICES SURVEY - OCCUPATION & RESIDENTIAL STATUS

	Australian Citizen	Permanent Resident	Visa
Drs/ GPs	1	2	3
Dentists	0	2	2
Physios	1	4	0
Practice Manager	1	0	0
Other	1	0	0

Limitations

The limitations related to the Health Services Survey relate to the fact only 17 out of a possible 51 surveys were completed. This represents a 33.33% response rate however the small numbers mean there can be no generalisations made.

KEY FINDINGS:

50% of the general practitioners and dentists working in medical centres and dental services in the Gladstone region were overseas trained.

Just under one third (32%) of pharmacists and over a third (38%) of physiotherapists were also overseas trained.

Overall just over one third of the Health Services workforce as represented by medical centres and health services located in the community, were overseas trained.

4.1.2 HRM Manager Interviews

All these employers have large staff numbers ranging from approximately 300 to over 1000. There is no doubt that each of these employers (excepting one which deliberately chose not to use skilled migration) have tried to recruit locally before resorting to the skilled migration option. All noted the current skill shortages and some recognise that for certain occupations these shortages are global shortages.

Skill Shortages

HRM001:

> *… from a medical perspective they would have recruited them from an overseas pool because there's a limited pool of Australian applicants. I don't know that we really have any other alternative choices because there is a significant gap in the demand and supply at the end of the day.*

HRM003:

> *I think we definitely obviously have a preference to recruit locally and Australian based, um, but we realise that it is a skill shortage, we do struggle to find suitable candidates at times, um, for our roles and definitely open-minded to applicants from overseas*

HRM006:

> *I think Engineering is difficult at the moment because of the mere, you know, the magnitude of everything that's happening, not only in Gladstone but everywhere at the moment, so yeah, I mean your civil structurals [sounds like] are really hard to get at any time and they're predominantly the ones we want. That's how we ended up with three civil structurals out of Australia.*

The occupations varied upon the core business of the employer but included engineers and medical practitioners. A variety of recruitment strategies were used including company websites, recruitment agencies, online vacancy outlets such as Seek.com and some targeted recruitment.

Recruitment Strategies

A variety of recruitment methods were used – organisational websites. As mentioned earlier one employer chose not to use skilled migration:

HRM005:

… our personal strategy is that there are many more things that we can do, um, before we get to a decision where we need to engage skilled migrants.

Don't just go out and try and recruit them because that's the way it's always been. So we've been looking at you know, restructuring you know redefining roles, broadening peoples' roles so they've got a bit more, you know some more challenges and making it more interesting for people and that's what they enjoy. I mean, after all of that, we are going to get to a point where ok we will have some trouble filling in roles, but at the moment we're not doing too bad.

One employer spoke of the skilled migration process as "onerous" and thought sharing information with other employers facing the same situation may be helpful:

HRM001:

I know that there is quite onerous processes that we have to do to get people in the country in, and just availably they're correct. But if we could in some way, shape or form stream line that process um that would be helpful.

I think sharing what other people have done and having the tools and what other people have done in some sort of a larger forum we are not um, whether through shared forums or having shared tools or those sorts of things

Some employers were using visa and residency options to retain the skilled workers to their organisation and the region:

HRM004:

… we have been putting everyone one 417 and then if we wish to keep them then we move them to 457.

I think the reason for the 417 was initially that if they, you know a trial period as an example and then if don't of course if we don't have any other opportunity moving forward then um.

HRM003:

...there is kind of pros and cons to both, we want to support our employees and help them gain their permanent residency because there is obviously benefit's tht comes with that for them as individuals and for their families but at the same time, and they can gain their employer nominated permanent residency with it like only after being here for 12 months,

but whereas *for the regional scheme they have to be here for 2 years, so kind of delays it. But then there's all the commitment too (laughs), with the employer that they're tied to the business for 3 years whereas with the regional scheme they're not, so, it's more about tying them to the region.*

One employer spoke of the stresses experienced by skilled migrants while another was very open and honest about how s/he began to realise the impact of migrating on the actual person:

HRM004:

We identified people just being homesick in general and we have had a couple of people who've just transferred back to the Island who did feel homesick with long hours and wherever they've come from the past, if you've arrived here as a skilled migrant and now you are adapting to not only new workplace but the length of work-time um, can be a knock to the system.

HRM006:

I think it was frustrating for me personally as a recruiter because I needed to sit back and understand their angst, you know, this is a massive move for them and the worry that goes with it, you know like the constant emailing, whereas I'm thinking everything is fine, for goodness sake, you know, Get on the plane and get here sort of thing, so I don't think that's a negative, I just say that, you know, from a recruiter's point of view you need to sit back and put yourself in their shoes…

Relocation and settlement for skilled migrant workers

Generally most if not all provide relocation expenses and some housing:

HRM001:

…some areas particularly in medicine you know they all have on-site accommodation provided…we would try and support people at least temporarily to get them on their feet so that they don't have to worry about doing that before they actually settled into their position...they may get on-site housing but if you've got a (inaudible) rental house, they might pay up to $800 a week then you now generally they want half of that provided to support with the housing and then that has to be on a case by case basis. They are definitely

certainly trying to, within the health service, standardise how we manage that across that sector.

HRM003:

…we offer obviously flights and relocation for all of their property like their belongings when they move over to Australia. We offer a resettlement allowance as such so that which is one month's salary…we provide them with temporary accommodation when they first move to Gladstone, um, and that, usually that would involve sort of around the six weeks.

…for a lot of our 457 visa holders {organisation's name] rents the properties and then has an arrangement where the employees salary sacrifice the rent, um, through our payroll.

HRM004:

…they're provided with a car um food allowance, travel is provided and accommodation

HRM006:

We provide relocation and all the flights etc for the whole family. We provided and are still providing medical insurance for them, so we said that we would do that until their permanent visas have come through…we have assisted them with their application for permanent visas…

Settlement for workers and families

Settlement of skilled migrant workers and their families seemed to be well intentioned but ad hoc at best:

HRM001:

…they try and on board, integrate them into community and you know social events and set them up with cultural you know culturally appropriate areas and that sort of stuff. So that's largely left to individualised areas to do rather than doing that sort of having a generic on boarding process and them being supported. And that when it's left to each area, you know there's no one that's really dedicated to do that in the other smaller areas.

…it's more ad-hoc about whether someone's following up to say 'do you need any further help with that' you know 'can I set up those things for you?' coz they might have some contacts um you know, it's all done as part of an initial interview and all discussion um but then someone may take that responsibility on the day to say 'look I'm happy if you contact

me for schools coz I've got children at school' do you know...maps, give them contacts for schools you know, we would do that at the initial meeting.

...what I mean? It's, in my opinion, not done in a coordinated way that is consistent.

HRM002:

...for staff we would have the expectation when they come that they actually speak good English um so that that makes it easier for them to integrate because they can then understand instructions and how to get to places and can socialise a lot easier. We don't formally introduce them to a specific community, you know like Fijian or you know whatever.

...there's no specific micro-community support that we provide. But you'd hope that because they are at a higher education level that they would have and because they would speak good English, they would be able to source those resources if they wanted to themselves or they'd ask somebody to point them in right direction anyway.

...they'd be socialised at work um, and integrate that way.

HRM003:

...we have some ties in with the GAPDL and some of the multicultural groups. Um, we also um, provide information um, to the GAPDL group um, regarding the family and work background of the people coming so that they can help them integrate.

...we also notify our employees of the newsletters and things when there is the welcome to Gladstone type morning teas and events that are going on. And we have, one of our managers' wife is a liaison to help settle people to the area so..

HRM004:

And I know a couple of the skilled migrants we do have here, their wives have attended and sort of creating a bit of networking for the other wives and you know the husbands who are here on the job side are trying to get their partners to meet each other.

HRM006:

...we were fortunate in that one of the ones that we did get is very active within his community, so when the next one came along he was able to provide that support, network, to him...

I don't believe the [orgnaisation's name] itself went out of its way to any extent to really help them, you know, sort of settle into the community, so maybe some more work needs to be done there…

HRM003:

I think that is one of the hardest things is that the family hasn't settled as well as the employee. Um, obviously the employee gets a ready-made contact group and mingles with people socially in the work environment um, whereas the families I think, um I've been advised anecdotally that sometimes it has been hard with the language barrier and different things.

HRM001:

…someone might hear that the doctor's wife is an accountant and she would like a job 'yeah I know someone and I can hook her up' but not necessarily no one has acted upon in a coordinated way upfront. And once people are in there they have that bit of on-boarding, the staff generally get them socialised fairly quickly but their wives or respective partners don't. ..with some of the doctors, and particularly when they're um might be a surgeon or paediatrician or an SMO coming that we would do a bit of a meet and greet and talk about the schools, what PR, what processes, give them some

Attraction and Retention

Some employers experienced high turnover of their skilled migrants:

HRM001:

…for junior medical staff the turnover will be reasonably rapid because they only stay 1 or 2 years until they complete their AMC exam…In the SMO- senior medical officer position, you'd be hoping that they're going to stick around a bit longer um, and look our attrition rate with senior medical staff has been fairly low up until the last couple of years where as it's been a bit higher.……because they've got career aspirations to become an anaesthetist and they would need to go to a more treasury health environment in order to get that. So I think it's just a bit of stepping ground, particularly in regional areas you know to them doing something else…lack of career pathways, workload, housing support…

HRM003:

…we've had only around 4 or 5, um, of our skilled migrant workers leave in the last sort of four or five Years…I believe that the turnover of this particular group is probably lower if not consistent with the rest of the business.…we are not having any trouble in attracting them given that we're not targeting at this stage and we're not having any real problem in retaining them at this stage…because we obviously have a number of 457 visa holders working for us at the moment, a number of them are looking to gain permanent residency in Australia, so depending on how we approach that whether it's the regional sponsored migration scheme or whether it's the employer nominated scheme as to the ties that they will continue to have then with [organisation's name] and whether that becomes an issue.

HRM004:

We've, unfortunately failed to retain a majority or at least half of our skilled migrants.

…we actually went overseas, we met with the, you know we met with universities and agencies overseas. You know to attract and to source candidates. We obviously had some sort of attraction with accommodation and the relocation of family and um you know basics like car you know a car with accommodation. I feel that a lot of them have come here as a stepping stone and just as an opportunity to enter the market - the Australian market and have been able to go over to WA…a better on boarding process.

Communication and language

Some of the employers referred to communication and language barriers:

HRM001:

…the biggest component is of course communication and the language barrier, even though they are required to pass an English language test before you know they get registration, and I'm talking medical, um that doesn't always translate into really well developed understanding of you know the the slogan and you know the Australian version English language. And also you know the written word to verbal communication can often be difficult…

HRM002:

… coming from an English speaking country it's probably easier to integrate with lifestyle and culture. And if you're coming from a non-English speaking background country then it would be harder to integrate unless you're already aware of um, micro-communities that are in the wider community for example you know Filipinos or Peruvians or wherever.

HRM006:

There was some, you know, language barriers, if you like, in just understanding their … their English is good but just, you know, with the accents and things like that, we found a little bit difficult…

Benefits of skilled migrants

Benefits of skilled migration were seen to be around creating greater diversity in the organisation:

HRM001:

The positives that they do bring you know other cultures you know that it becomes a multi-cultural organisation and that diversity of communication skills for a whole raft of reasons can have positive benefits on the organisation and the you know it does bring different factors in to the work force, it is an available work force.

HRM004:

… he came over and he's brought quite a different attitude I think to the engineers as well as the organisation or the project as a whole.

Limitations

Limitations in respect to this data collection relate to the fact only seven HR Managers were willing to be interviewed in the time period the project had available. All managers work for organisations with large employee bases. Two of whom are from the public sector and the remaining four from the private sector sector.

KEY FINDINGS:

Every employer employed locals and/or had attempted to recruit locals first however loss of skilled workers attracted by resources sector employment and ongoing skills shortages has meant the majority of the employers have had to resort to skilled migration recruitment options.

A variety of recruitment strategies were employed and different visa and residency options used to retain the skilled workers.

Relocation and settlement assistance for the skilled workers was provided however social and cultural settlement for the workers and their families was informal and ad hoc.

Retention of skilled migrant workers was varied with some rates high and others relatively low.

Benefits of employing skilled migrants included greater organisational diversity and knowledge from overseas.

4.1.3 Workplace Survey

During the study period, a total of n=26 participants were surveyed across the study area.

Demographics

The majority of the participants were male (73%) and married (65.4%). The ages of the participants varied with the majority (73.1%) between the ages of 30 and 44 years (Table 4.1.3a).

TABLE 4.1.3a: WORKPLACE SURVEY-DEMOGRAPHIC PROFILE OF PARTICIPANTS (N=26)

	Male (%)	Female (%)
Marital Status		
Married	73.7	42.9
Single	21.1	28.9
Other	5.3	28.6
Age		
20-24	5.3	0
25-29	5.3	28.6
30-34	26.3	14.3
35-39	26.3	14.3
40-44	26.3	28.6
45-49	10.5	14.3

There was no significant difference in marital status or age between the gender groups (p=.194 and .625 respectively). The country of birth for the participants was vast including; Austria, Britain, England, Fiji, India, Ireland, Jamaica, Netherlands, Nigeria, Philippines, Scotland, South Africa, UK, Venezuela and Zimbabwe. The majority of the participants, in this study, arrived in Australia (73.1%) after 2010 and subsequently settled in Gladstone (76.9%). A partner or spouse (69.2%) accompanied the participant on their journey. Just over half (57.7%) of the participants had children (range, 1 to 3 children; mode, one child). 23 per cent entered Australia as a permanent resident (PR) , 61.5 per cent on a 457 visa and the remainder (15.2%) on 176, 417, 575 or 676 visas (Table 4.1.3b). Just over half (57.7%) of the participants without PR intended to apply for PR in the future.

Of the 26 participants twelve were engineers (civil, chemical, mechanical & environmental), three were medical/health (2 nurses and 1 doctor) and the remainder were a mix of professionals.

TABLE 4.1.3b: WORKPLACE SURVEY-ENTRY VISA

Residency/Visa	Per cent
Permanent resident	23.1
176	3.8
417	3.8
457	61.5
575	3.8
676	3.8

Education and employment

Skilled migrants in the study originated from a variety of professions including administrator, engineers (n=12), environmental science, medical doctor, registered nurses (n=3), NDT technician, Planner/scheduler, process technician, project manager/planner, purchase logistics manager and teaching/training. The dominant professional group were engineers including chemical, civil, environmental and mechanical engineers. All participants had complete post-secondary education with the majority having completed a Bachelor Degree or above (Table 4.1.3c). This group were experienced with just under half (46.2%) having more than 10 years professional experience prior to arriving in Australia (Figure 2).

TABLE 4.1.3c: WORKPLACE SURVEY - HIGHEST EDUCATIONAL QUALIFICATION

Qualification	Per cent
Certificate or Diploma	11.5
Bachelor	61.5
Graduate Certificate/Diploma	7.7
Masters	15.4
PhD/Doctorate	3.8

The majority of participants (80.8%) believed they did not have any difficulties finding suitable employment in Australia. Where difficulties were encountered they were generally related to perceived paucity of local/Australian experience, delays in registration by professional bodies and absence of response from the employing company. One third (30.8%) of the participants had undertaken additional studies since arriving in Australia. Courses included; Tertiary Studies such as a Bachelor of Nursing, Postgrad cardiac care certificate, Diploma in Environmental Management,

Certificate IV and Workplace Health and Safety I and II, Diploma in Child Health and short courses in interventional radiology and trainees in pumps and steam.

FIGURE 7: WORKPLACE SURVEY -YEARS OF EXPERIENCE PRIOR TO ARRIVING IN AUSTRALIA
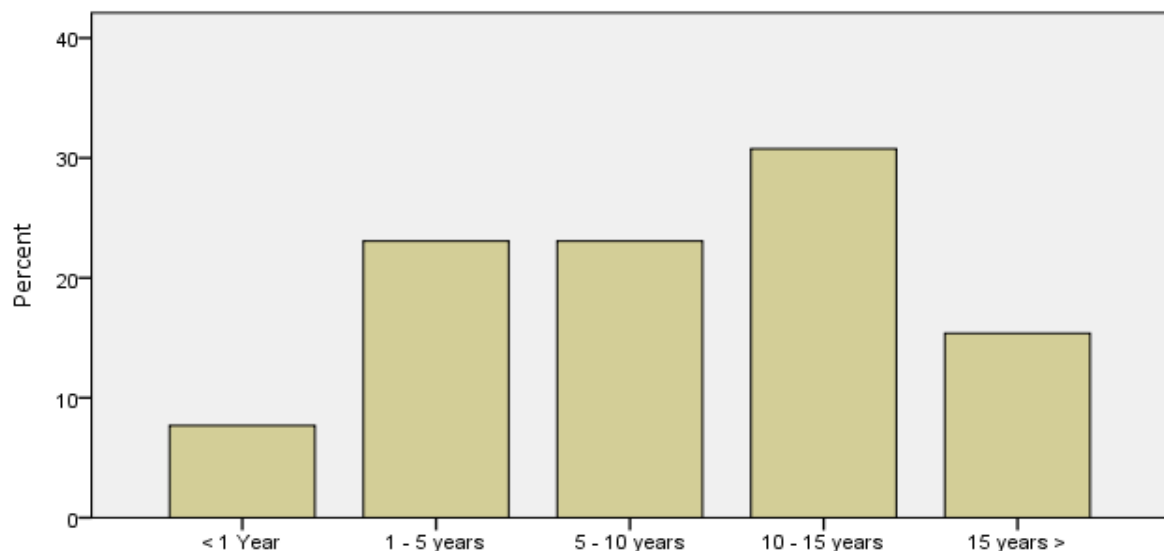
Perception of the Australian Labour Market

Participants (65.4%) researched potential jobs and employment opportunities prior to coming to Australia and determined that their chances of gaining employment in their professional field were either OK (15.4%), good (19.2) or very good (30.8%). The attraction to move to Australia was predominantly for lifestyle reasons (30.8%) or to improve career (30.8%). These were followed by the prospect of safe and stable political environment (19.2%) and other uncited reasons (11.5%). The least likely reasons noted for moving were the ease of migration (3.8%) and presence of friends or family in Australia (3.8%).

Career

On a whole, participants believed that the move to Australia was a good career move (76.9%) because of improved; health care, pay, opportunities, lifestyle and career advancement. Being placed below or not recognised for professional ability were the main reasons cited for the moving to Australia being a negative career move. Participants joined in community social groups or organisations (42.3%) and undertook volunteer work (23.1%). Since arriving in Australia, over two thirds (65.4%) had completed an Occupational Health and Safety (OH&S) course. None of the

participants had completed either an English language course or required assistance to develop a curriculum vitae or job application.

Cultural issues and settlement assistance

Negative experiences as a migrant in Australia were reported by one third of participants (26.9%) and included racism, slur against nationality and hostility. Hostilities were extended to bullying of participants children. The removal of the living Away from Home Allowance (LAFHA) tax free allowance limited one participant's ability to purchase a house. Where participants did receive settlement assistance (34.6%), generally this was in the form of accommodation, house and relocation budget, LAFHA, rental assistance and employer assistance.

None of the participants expressed any experiences of difficulties 'fitting into' the Australian work place and generally ranked their sense of belonging to the Gladstone community as "OK" (50%), "good" (42.3%) or "very good" (7.7%). The majority noted they would stay in Gladstone once their current visa expired with 42.3% either undecided or not intending to not stay. The survey then explored the extent to which participants agreed or disagreed with a number of statements that related to their reasons for considering moving away from Gladstone. The statements were measured on a 5 point Likert scale where 1 represents strongly agree and 5 represents strongly disagree. Based on the mean score, found in Table 4.1.3d, it can be seen that the top reasons respondents are considering leaving Gladstone are "facilities are not good (Mode; 4)", "Not what I expected (Mode; 3)" and "Friends or family live in other areas (Mode; 3)".

TABLE 4.1.3d: WORKPLACE SURVEY - REASONS FOR THINKING ABOUT LEAVING GLADSTONE

Factor	Mode	Strongly agree (%)	Agree %)	Neither agree nor disagree (%)	Disagree (%)	Strongly disagree (%)
Not what I expected	3	0	14.3	47.6	33.3	4.8
Facilities are not good	4	4.5	31.8	22.7	27.3	13.6
No employment opportunities for myself	2	0	0	4.5	54.5	40.9
No employment opportunities for my spouse	2	5.3	10.5	10.5	42.1	31.6
Family/friends live in other areas	3	14.3	28.6	33.3	19	4.8
I don't like the area	2	0	4.5	18.2	63.6	13.6
My family is unhappy	2	0	9.5	19	57.1	14.3
Don't feel comfortable in this town (feel like an outsider)	2	0	4.5	13.6	72.7	9.1
Don't feel accepted by the locals	2	0	9.1	18.2	59.1	13.6
My career is not advancing	2	0	4.5	13.6	68.2	13.6

Where participants did consider moving from Gladstone just over half (52.4%) identified that they were considering moving to another regional town in Queensland (14.3%) or they would make the move to Brisbane (38.1%). The next places of choice were Western Australia (4.8%), Darwin (0.8%) or another country (9.5%). Just under a third (28.6%) was undecided on where they would potentially move to. To elicit a greater understanding of the lifestyle factors impacting participant's decision to stay, participants were invited to identify how important a series of lifestyle factors were in influencing their decision to stay (Table 4.1.3e). Employment opportunities for both the participant (mean 4.85) and their spouse (mean 4.42) were the strongest influencing factors. These were closely followed by "easier international travel (mean 3.96)", "Cultural travel (mean 3.96)" and equally schools and shops (mean 3.92). Religious tolerance (mean 3.13) was the least contributing factor influencing participant's decisions to stay.

TABLE 4.1.3e: WORKPLACE SURVEY - LIFESTYLE FACTORS IMPACTING DECISION TO STAY IN GLADSTONE

Factor	1* (%)	2 (%)	3 (%)	4 (%)	5* (%)	Mean	SD
Shops	23.1	61.5	3.8	7.7	3.8	3.92	.976
Schools	53.8	15.4	7.7	15.4	7.7	3.92	1.41
Sporting Facilities	15.4	53.8	26.9	0	3.8	3.77	.863
Cultural Activities	7.7	50.0	34.6	3.8	3.8	3.53	.859
Government and community services	11.5	53.8	30.8	3.8	0	3.73	.724
Employment opportunities for myself	84.6	15.4	0	0	0	4.85	.368
Employment opportunities for my spouse	57.7	26.9	15.4	0	0	4.42	.757
Cultural tolerance	26.9	46.2	23.1	3.8	0	3.96	.824
Religious tolerance	15.4	26.9	38.5	11.5	7.7	3.31	1.12
Better social networks/ties	26.9	38.5	26.9	3.8	3.8	3.81	1.02
Easier international travel	36.0	36.0	16	12	0	3.96	1.01
Better climate	15.4	34.6	30.8	11.5	7.7	3.38	1.13

1=Very Important, 2=Important; 3=neither important nor unimportant, 4= Unimportant 5=Very Unimportant

Organisational support

The final section of the survey related to participants perceptions of employee support. The skilled migrants in this study general did not report high levels of support from their employer. As Table 4.1.3f demonstrates, participants did not believe that the employers;

- valued their contributions to its well-being (76.9%)
- employers took pride in their accomplishments (73.1%)
- cared about their well-being (73.1%) or
- cared about their opinion (65.4%).

Half of the participants (50%) agreed to strongly agree that their employer showed a little concern for them as an individual with a further 23% partially agreeing and disagreeing with the statement.

TABLE 4.1.3f   WORKPLACE SURVEY - PERCEIVED ORGANISATION SUPPORT (N=26)

Factor	1(%)	2(%)	3(%)	4(%)	5(%)	6(%)	7(%)	Mean	SD
My employer takes pride in my accomplishments.	15.4	38.5	19.2	15.4	3.8	7.7	0	2.77	1.42
My employer cares about my well-being.	7.7	34.6	30.8	11.5	11.5	3.8	0	2.96	1.28
My employer values my contributions to its well-being.	11.5	50	15.4	7.7	3.8	11.5	0	2.77	1.50
My employer considers my goals and values.	15.4	19.2	26.9	26.9	3.8	3.8	3.8	3.12	1.50
My employer shows a little concern for me.	3.8	11.5	11.5	23.1	11.5	30.8	7.7	4.50	1.68
My employer cares about my opinions.	11.5	34.6	19.2	23.1	0	7.7	3.8	3.04	1.56
My employer cares about my general satisfaction at work.	15.4	11.5	30.8	23.1	11.5	3.8	3.8	3.31	1.54
My employer is willing to help me if I need a special favour.	7.7	26.9	23.1	19.2	15.4	7.7	0	3.31	1.44

1=Strongly Disagree, 2=Moderately Disagree; 3=Disagree; 4= Partially Disagree/Agree, 5= Agree 6=Moderately Agree, 7= Strongly Agree

Commitment to Employment contract

Commitment and fulfilment of the employer to agreed pre-employment contracts was examined in the next section of the survey. Generally (76.9%) participants believed that employers were breaching the employment contract by failing to keep promises made during recruitment. There was a strong belief (83% agreed to strongly agreeing) that employers were breaking many of its promises, despite the belief that they, employee had upheld their side of the agreement. The following table (Table 4.1.3g) demonstrates the participant's strong belief that commitment to and fulfillment of pre-employment promises were typically not forth coming by employers.

TABLE 4.1.3g WORKPLACE SURVEY - PARTICIPANT PERCEPTION OF EMPLOYER COMMITMENT TO PRE-EMPLOYMENT CONTRACT

Factor	1* (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	Mean	SD
Almost all the promises made by my employer during recruitment have been kept so far	23.1	42.3	11.5	7.7	3.8	3.8	7.7	2.69	1.78
I feel that my employer has come through in fulfilling the promises made to me when I was hired	26.9	30.8	19.2	3.8	3.8	7.7	7.7	2.81	1.89
So far my employer has done an excellent job of fulfilling its promises to me	23.1	26.9	19.2	7.7	3.8	11.5	7.7	3.08	1.96
I have not received everything promised to me in exchange for my contributions.	0	11.5	7.7	3.8	15.4	30.8	30.8	5.38	1.69
My employer has broken many of its promises to me even though I've upheld my side of the deal.	0	11.5	0	3.8	3.8	34.6	46.2	5.88	1.61

1=Strongly Disagree, 2=Moderately Disagree; 3=Disagree; 4= Partially Disagree/Agree, 5= Agree 6=Moderately Agree, 7= Strongly Agree

Affective organisational commitment

Organisational commitment was determined in this study by asking participants to identify their agreement to six questions. These questions are presented in Table 4.1.3h. For the participants in this study, working for their particular organisation did not have a great deal of personal meaning (84.6%) or emotional attachment (42.3%). Further, a strong sense of belonging to the organisation was not evident in this group, with 65.4% of participants strongly disagreeing to disagreeing with the statement "I feel a strong sense of belonging to the organisation". Consistent with this sense of not belonging to the organisation, participants were not proud to tell others that they worked at the organisation (73.1%) nor did they enjoy talking about the organisation to other people who did not work there (61.5%). On an average (mean 4), the group would be happy to work at the organisation until they retire.

TABLE 4.1.3h WORKPLACE SURVEY - PARTICIPANT PERCEPTION OF COMMITMENT TO THE ORGANISATION

Factor	1* (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	Mean	SD
Working at the organization has a great deal of personal meaning to me.	19.2	26.9	38.5	11.5	0	0	3.8	2.62	1.30
I feel a strong sense of belonging to the organization.	7.7	23.1	34.6	23.1	3.8	3.8	3.8	3.19	1.39
I am proud to tell others I work at the organization.	15.4	38.5	19.4	15.4	7.7	0	3.8	2.77	1.45
I feel emotionally attached to the organization.	7.7	3.8	30.8	34.6	11.5	7.7	3.8	3.77	1.40
I would be happy to work at the organization until I retire.	7.7	15.4	19.2	23.1	11.5	3.8	19.2	4.04	1.91
I enjoy discussing the organization with people who do not work here.	7.7	19.2	34.6	23.1	7.7	0	7.7	3.35	1.50

1=Strongly Disagree, 2=Moderately Disagree; 3=Disagree; 4= Partially Disagree/Agree, 5= Agree 6=Moderately Agree, 7= Strongly Agree

Job satisfaction

It was evident, by participant responses to three satisfaction questions (Table 4.1.3i) they were neither satisfied with their job nor the organisation. Few respondents agreed or strongly agreed that they 'really enjoyed their job (26.9%)' or were 'extremely happy with the organisation (26.9%)' and could not be happier. Few were satisfied with their job (23.1%).

TABLE 4.1.3i WORKPLACE SURVEY - JOB SATISFACTION (N=26)

Factor	1*(%)	2(%)	3(%)	4(%)	5*(%)	6(%)	7(%)	Mean	SD
I really enjoy my job and I could not enjoy it more.	3.8	15.4	34.6	19.2	19.2	0	7.7	3.65	1.47
I am very satisfied with my job.	3.8	23.1	34.6	15.4	11.5	0	11.5	3.54	1.63
I am extremely happy with my organization and could not be happier.	3.8	7.7	38.5	23.1	11.5	7.7	7.7	3.85	1.49

1=Strongly Disagree, 2=Moderately Disagree; 3=Disagree; 4= Partially Disagree/Agree, 5= Agree 6=Moderately Agree, 7= Strongly Agree

Intention to quit

The final section of the survey reports the participants intention to quit their job. Again intention to quit beliefs were determined by asking participants to identify their agreement with five 'intention to leave' questions. Participants reported that they 'often thought about quitting (80%)', 'that there was not much to be gained by staying indefinitely (65.4%)' and' as soon as possible they would leave the organisation (69.2%). There was evidence that participants in the study would 'probably search for a new position with another organisation in the new year (57.7%) or 'leave the organisation in the new year (61.5%)'.

TABLE 4.1.3j   WORKPLACE SURVEY - PARTICIPANT INTENTION TO QUIT (N=26)

Factor	1*(%)	2(%)	3(%)	4(%)	5*(%)	6(%)	7(%)	Mean	SD
I often think about quitting my job with my present organization.	3.8	7.7	7.7	0	30.8	30.8	19.2	5.15	1.66
I will probably search for a new position with another organization in the next year.	3.8	3.8	15.4	19.2	11.5	26.9	19.2	4.88	1.71
I would leave the organization next year.	3.8	0	11.5	23.1	11.5	19.2	30.8	5.19	1.67
There is not too much to be gained by staying with the organization indefinitely.	7.7	3.8	7.7	15.4	19.2	26.9	19.2	4.92	1.79
As soon as it is possible, I will leave the organization.	7.7	0	7.7	15.4	11.5	15.4	42.3	5.38	1.88

1=Strongly Disagree, 2=Moderately Disagree; 3=Disagree; 4= Partially Disagree/Agree, 5= Agree 6=Moderately Agree, 7=Strongly Agree

Limitations

The findings of the current study should be considered in the context of several methodological considerations that limit the extent the study findings can be generalised to all skilled migrants.

Firstly, nonrandomised purposive sampling was adopted with a small response rate. The difficulties recruiting participants may reflect a low level of support for the topic within the data collection site. Secondly, findings could be biased as participants may have elected to participate because of strong personal beliefs on the topic (sample bias). The voluntary and anonymous nature of the data collection has the potential to contribute to sample bias with participants opting to participate because they saw this as an opportunity to voice their dissatisfaction with their work current environment. Self-completed questionnaires such as these have the potential to misrepresent the actual population if non-responders differ to the responders.

These limitations should be taken into consideration when interpreting the results and future research could address these important aspects.

KEY FINDINGS:

Attraction: The main attractor for migrating to Australia was predominantly for;

- lifestyle reasons (30.8%)
- to improve career (30.8%)
- prospect of safe and stable political environment (19.2%).

On a whole, participants believed that the move to Australia was a good career move (76.9%) because of improved;

- health care, pay, opportunities, lifestyle and career advancement.
- Being placed below or not recognised for professional ability were the main reasons cited for the moving to Australia being a negative career move.

None of the participants expressed any experiences of difficulties 'fitting into' the Australian work place and highly ranked their sense of belonging to the Gladstone community with the majority intending to stay in Gladstone once their current visa expired.

Retention: The top reasons for considering leaving Gladstone were:

- poor facilities
- the area not being what was expected
- friends/family living in other areas.

Another regional town in Queensland (14.3%) or Brisbane (38.1%) were the relocation places of choice.

Lifestyle factors impacting respondents' decision to stay were employment opportunities for both the participant and their spouse with religious tolerance being the least contributing factor influencing participant's decisions to stay.

The skilled migrants in this study generally reported that they did not feel valued by their employer and that the employer was in breach of their employment contract by failing to keep promises made during recruitment. Further, a strong sense of belonging to the employing organisation and job satisfaction were not evident in this study. Participants reported intentions to search for a new position with another organisation or leave the organisation in the new year.

Community involvement: Participants joined in community social groups or organisations (42.3%) and undertook volunteer work (23.1%).

4.2 Phase 2 Data Analysis

4.2.1 Secondary data sets

Three sets of secondary data sets were collected and analysed during the second phase of the research. This was followed by Case studies of small to medium sized enterprises (n=5) who are utilising skilled migration to source skills for their respective businesses in Gladstone. The three sets of secondary data were supplied by three members of the research projects Community Advisory Committee: Luis Arroyo from the Gladstone Regional Council, Karen Sweeney from GAPDL the regional certifying body for the RSMS and David Manttan from the QLD Department of Education, Training and Employment (DETE).

4.2.1.1 RSMS Visa Data

Data on the RSMS visa applications to the Gladstone region were collected from the regional certifying body-GAPDL. This section presents the results from data regarding RSMS applications processed during 2010 (July) – 2012 (June). The applications included in this data came from Small and Medium enterprises. The number of applications processed each year has significantly increased over the three years and this is evident from Table 4.2.1.1a. The number of applications processed in the first quarter of 2012 is nearly the total number of applications in 2010 and this indicates the tremendous growth in RSMS applications to the region.

TABLE 4.2.1.1a: RSMS APPLICATIONS PER YEAR

Year	Number
2010-(July-Dec)	24
2011	39
2012 (Jan-June)	22

During the time period 2010 (July-Dec) – 2012 (Jan-June), a total of 85 successful applications have been processed. Of these applicants, 74 were male (87.1%) and 11 were female (12.9%). The majority of the applicants (78.8%) were in the age group 20 – 39 years of age. The age range of RSMS applicants are provided in Table 4.2.1.1b.

TABLE 4.2.1.1b: RSMS - AGE RANGE

Age range	Number	Percentage
20 – 24	10	11.8
25 – 29	20	**23.6**
30 – 34	15	**17.7**
35 – 39	22	**25.9**
40 – 44	9	10.7
45 – 49	4	4.8
50 – 54	3	3.6
55 – 59	1	1.2
60+	1	1.2

The applicants for RSMS visa over the three years came from a wide range of nationalities. Table 4.2.1.1c presents the top 5 nationalities among the 85 successful RSMS applicants. The most number of applicants came from Philippines (31.8%) followed by India (12.9%) and China (9.4%) and South Africa (9.4%).

TABLE 4.1.1.1c: RSMA - TOP 6 NATIONALITIES

Nationality	Number	Percentage
Philippines	27	31.8
India	11	12.9
China	8	9.4
South Africa	8	9.4
Hungary	6	7.1
UK	5	5.9

The occupation structure of the applicants was also explored. Of the 85 successful applications, 15 were chefs/cooks by occupation and 10 were welders. Data on the top 5 occupations is presented in Table 4.2.1.1d.

© Corina Rosu Dreamstime.com

Limitations

The limitations related to this secondary data relates to the fact that not all employers utilise the Regional Certifying Body (GAPDL) to assist in recruiting skilled migrants on the RSMS. As a result the GAPDL data will not paint the complete picture in terms of RSMS visa holders in the region.

KEY FINDINGS:

The number of RSMS applications to the region has rapidly increased since 2010.

The RSMS applicants are predominantly male (87.1%) and in the 20-39 years of age (78.8%).

The top 6 nationalities of RSMS applicants were from:

Philippines; India; China; South Africa; Hungary and; UK.

The top 6 occupational groups for RSMS applications for the last 2-3 years were:

Chef/cook; welder; metal fabricator; metal machinist; motor mechanic and; diesel mechanic.

4.2.1.2 Citizenship Data

Gladstone Regional Council is the body that manages data on citizenship approvals for the region. During 2009 (May - Dec) – 2012 (Jan - April), a total of 337 new citizenships have been granted in the Gladstone region. Of the 337 new citizens, 175 were male and 162 were female. The gender breakdown of the citizenship data for 2009 (May-Dec) - 2012 (Jan- April) is presented in Table 4.2.1.2a.

TABLE 4.2.1.2a: YEAR OF CITIZENSHIP & GENDER

Year	Gender		Total
	Male	Female	
2009 (May - Dec)	38	25	63
2010	47	42	89
2011	72	65	137
2012 (Jan - April)	18	30	48
Total	175 *(51.9%)*	162 *(48.1%)*	337 *(100%)*

FIGURE 8: YEAR OF CITIZENSHIP & GENDER
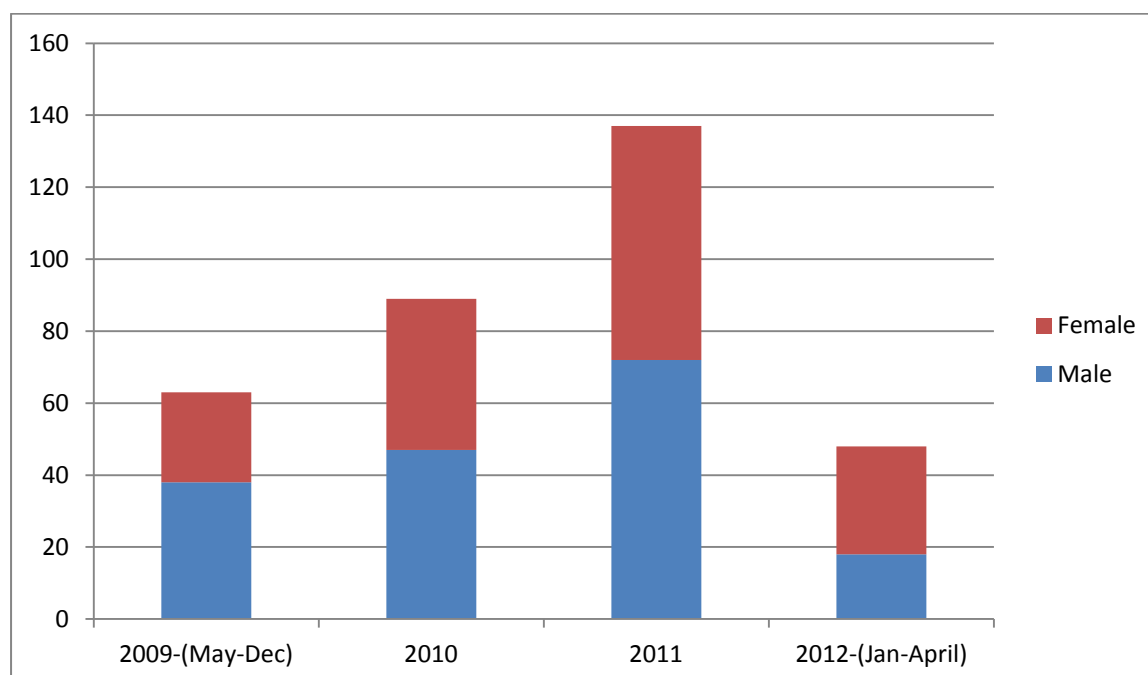
The country of origin of the new citizens in the time period 2009 (May-Dec) – 2012 (Jan-April) was also examined. The top 6 nationalities during this period are presented in Table 4.2.1.2b. South Africa (21.3%) and U.K (16.9%) had the highest number of citizenship approvals during this period followed by Philippines and India.

TABLE 4.2.1.2b: CITIZENSHIP - TOP 6 NATIONALITIES

Country	Number
South Africa	72
U.K	57
Philippines	48
India	31
New Zealand	17
Zimbabwe	17

A comparison of the citizenship statistics for the Gladstone region to that of the national statistics was also conducted. The top six nationalities in the Gladstone region are represented in the top 10 nationalities in the national statistics. However, in 2010-11 data, People's Republic of China was the third largest former citizenship but China did not come in the top 6 nationalities in the Gladstone region. On the other hand Zimbabwe which was in the top 6 nationalities in the Gladstone region was not in the top 10 former citizenships at a national level during 2010-11. Data on former citizenships (national statistics) for 2010-11 is given in Table 4.2.1.2c.

© Corina Rosu Dreamstime.com

TABLE 4.2.1.2c: CITIZENSHIP - TOP 10 NATIONALITIES 2011-12

Country	Number	Percentage
United Kingdom	16 401	19.5
India	10 076	12.0
People's Republic of China	6 876	8.2
Philippines	5 592	6.6
South Africa	4 206	5.0
New Zealand	3 458	4.1
Vietnam	1 929	2.3
Sri Lanka	1 671	2.0
Republic of Korea	1 570	1.9
Malaysia	1 487	1.8
Other	30 917	36.7
Total	**84 183**	**100.0**

Source: DIAC (2012)

In 2011-12, 84 183 people became Australian citizens by conferral from at least 180 different countries.

Limitations

Limitations with respect to the GRC citizenship data are related to the fact that although someone may have been in Gladstone when they became an Australian citizen this does not mean they will still be a resident in the Gladstone region. They may have moved on.

KEY FINDINGS:

There has been a steady increase in citizenship applications since 2009.

The gender balance is relatively even with male applicants at 51.9 per cent and females at 48.1per cent.

South Africa (21.3%) and U.K (16.9%) had the highest number of citizenship approvals during this period followed by the Philippines and India.

4.2.1.3 DETE data

The Department of Education, Training and Employment (DETE) can access data from public schools in the region which record the number of school students who have English as a second language. This does not count those children of skilled migrants who come from countries with English as the first language (E.g., UK, Ireland, Canada, USA, New Zealand, South Africa). The data comes from public primary schools (n=8) and public high schools (n=3). The Gladstone region has many private schools and data from these schools is not included here. The data presented is from 2009 to 2012 and shows that 165 school students from a CALD background enrolled in Gladstone public schools in the last four years. Eighty nine or 53.9% cent were in primary schools and 76 or 46.1% were in secondary schools.

TABLE 4.2.1.3a: GLADSTONE REGION PUBLIC SCHOOL ESL STUDENTS

	Primary	Secondary	Total
New arrivals in 2012	23	7	30
New arrivals in 2011	26	19	45
New arrivals in 2010	18	21	39
New arrivals in 2009	22	29	51
Total	**89 *(53.9%)***	**76 *(46.1%)***	**165 *(100%)***

The schools also record the type of visa the parents of these children are on and the results for recorded visa of parents is presented in Table 4.2.1.3b.

© Corina Rosu Dreamstime.com

TABLE 4.2.1:3b: VISA CATEGORY OF GLADSTONE REGION PUBLIC SCHOOL ESL STUDENTS

Visa	Visa Title	Number
457 visa	Temporary business (long stay)	78
119 visa	Regional Sponsored Migration Scheme (119)	18
857 visa	Regional Sponsored Migration Scheme (857)	14
856 visa	Employer Nomination Scheme (856)	13
136 visa	Skilled Independent (136)	5
100 visa	Partner Visa (100)	5
309 visa	Partner Visa (309)	4
101 visa	Child Visa (101)	3
445 visa	Dependent Child Visa (445)	3
Other visas	Skilled Regional Visa (887), New Zealand Citizen Family Relationship Visa (461), Skilled Regional Sponsored Visa (475), Partner Visa Onshore (820), Bridging Visa E (050), Bridging Visa F (060), Prospective Marriage Visa (300), Partner Visa Onshore (801), Skilled Independent Resident Visa (885), Bridging Visa A (010).	13

(missing data = 55)

The majority of parents were on 457 visas (n=78) followed by RSMS visas (n=32) and Employer Nominated Scheme (n=13).

Limitations

Limitations here are related to the fact that the data is dependent of the willingness of the parents to supply this information to the respective school. Limitations are also related to the fact this is data from public schools and does not cover the independent or private schools in the region. The data that is reported is for children of skilled migrants whose first language is not English. Therefore the data does not reflect the number of children in the public school system who are children of English speaking skilled migrants.

© Corina Rosu Dreamstime.com

KEY FINDINGS:

Despite the fact this data only represents children of migrants who do not have English as a first language it does attest to the number of children from CALD backgrounds that are entering the public school system in the Gladstone region.

There are implications for the Department of Education, Training and Employment (DETE) in terms of providing English language services for these children and efforts needed to ensure the schools are inclusive.

4.2.1.4 Census and DIAC Settlement Database Data 2011

Recent data from the 2011 census and the DIAC Settlement Database are presented in this section.

Census 2011 data

In the 2011 Census, there were 57,891 people in Gladstone LGA and of these 52.0% were male and 48.0% were female. Aboriginal and Torres Strait Islander people made up 3.5% of the population. Table 4.2.1.4a presents data on the number of Gladstone residents who had parents born overseas.

Table 4.2.1.4a: Birthplace of parents – 2011 Census:

Stated responses	Gladstone	% of total persons in the region	Australia	% of total persons in Australia
Both parents born overseas	8,552	16.2%	6,876,586	34.3%
Father only born overseas	3,108	5.9%	1,407,270	7.0%
Mother only born overseas	2,394	4.5%	989,220	4.9%
Both parents born in Australia	38,773	73.4%	10,757,087	53.7%

Source: ABS Census 2011

The majority of Gladstone residents had both parents born in Australia (73.4%) and 16.2% of people had both parents born overseas. Those that had one parent born overseas represented 10.4% of Gladstone residents. Table 4.2.1.4b contains data for the country of birth.

Table 4.2.1.4b: Country of birth – 2011 Census:

Country of birth	Gladstone	% of total persons in the region	Australia	% of total persons in Australia
Australia	46,314	80.0%	15,017,847	69.8%
New Zealand	1,950	3.4%	483,398	2.2%
England	1,499	2.6%	911,593	4.2%
South Africa	582	1.0%	145,683	0.7%
Philippines	444	0.8%	171,234	0.8%
Scotland	244	0.4%	133,432	0.6%

Source: ABS Census 2011

The majority of Gladstone residents were born in Australia (80.0%). The most common countries of birth were New Zealand 3.4%, England 2.6%, South Africa 1.0%, Philippines 0.8% and Scotland 0.4%.

Table 4.2.1.4c presents data on the language spoken at home.

Table 4.2.1.4c: Language spoken at home – 2011 Census:

Language spoken at home	Gladstone	% of total persons in the region	Australia	% of total persons in Australia
English only	51,578	89.1%	16,509,291	76.8%
Afrikaans	282	0.5%	35,031	0.2%
Tagalog	213	0.4%	81,457	0.4%
German	143	0.2%	80,371	0.4%
Filipino	130	0.2%	55,400	0.3%
Spanish	79	0.1%	117,498	0.5%
Households where 2 or more languages are spoken	1,169	6.0%	1,579,946	20.4%

Source: ABS Census 2011

In Gladstone 89.1% of people only spoke English at home. Other languages spoken at home included Afrikaans 0.5%, Tagalog 0.4%, German 0.2%, Filipino 0.2% and Mandarin 0.1%.

DIAC Settlement data 2009- 2012

The DIAC Settlement Database has data on permanent arrivals to Australia. Data represent permanent migrants who arrived in Australia on a permanent visa or were granted a permanent visa while in Australia (certain provisional visa holders are also included). The collection of data in the Settlement Database is not mandatory and may result in an undercount. Data from this database were collected for the year range 2009 to 2012. Data for 2012 was from 1st January to 4th November 2012. Table 4.2.1.4d

Table 4.2.1.4d: Gladstone LGA and Migration Stream:

	2009	%	2010	%	2011	%	2012	%	Total	%
Family	67	23.3%	49	23.7%	72	28.8%	45	37.2%	233	26.9%
Humanitarian	4	1.4%	1	0.5%	0	0	0	0	5	0.6%
Skilled	216	75.3%	155	74.9%	177	70.8%	72	59.5%	620	71.7%
*Total	287	100%	207	100%	250	100	121	100	865	-

*Total value includes other streams and unknown.
Source: DIAC Settlement Reports.

There seems to have been a decline in 2010 which may have been the result of a tightening of quotas during the GFC. There also seems to be a decline in overall numbers for 2012 despite 7-8 weeks left of 2012 yet to be added. Table 4.2.1.4e breaks down the number of permanent arrivals by gender.

Table 4.2.1.4.e: Gladstone LGA and Gender:

	2009	%	2010	%	2011	%	2012	%	Total	%
Male	133	46.3%	104	50.2%	136	54.4%	71	58.7%	444	51.3%
Female	154	53.7%	103	49.8%	114	45.6%	50	41.3%	421	38.7%
Total	287	100%	207	100%	250	100%	121	100%	865	100%

Source: DIAC Settlement Reports.

Table 4.2.1.4f details ratings on English language proficiency.

Table 4.2.14f: Gladstone LGA and English Proficiency:

	2009	%	2010	%	2011	%	2012	%	Total	%
Very good	109	38.0%	65	31.4%	54	21.6%	15	12.4%	243	28.1%
Good	4	1.4%	1	0.4%	7	2.8%	0	0	12	1.4%
Poor	13	4.5%	17	8.2%	22	8.8%	15	12.4%	67	7.7%
Nil	2	0.7%	0	0	7	2.8%	0	0	9	1.1%
Not recorded	159	55.4%	124	60.0%	160	64.0%	91	75.2%	534	61.7%
Total	287	100%	207	100%	250	100%	121	100%	865	100%

Source: DIAC Settlement Reports.

Table 4.2.1.4g breaks those new permanent settlers into age ranges.

Tabel 4.2.1.4g: Gladstone LGA and Age on arrival:

	2009	%	2010	%	2011	%	2012	%	Total	%
00 – 05	39	13.6%	24	11.6%	37	14.8%	13	10.7%	113	13.1%
06 – 11	29	10.1%	15	7.2%	20	8.0%	13	10.7%	77	8.9%
12 – 15	19	6.6%	8	3.9%	11	4.4%	8	6.6%	46	5.3%
16 – 17	8	2.8%	2	1.0%	7	2.8%	0	0	17	2.0%
18 – 24	13	4.5%	22	10.6%	20	8.0%	12	9.9%	67	7.7%
25 – 34	81	28.2%	68	32.8%	81	32.4%	38	31.4%	268	31.0%
35 – 44	61	21.3%	45	21.8%	47	18.8%	26	21.5%	179	20.7%
45 – 54	27	9.4%	16	7.7%	25	10.0%	6	5.0%	74	8.6%
55 – 64	7	2.4%	5	2.4%	1	0.4%	3	2.5%	1616	1.8%
65 +	3	1.1%	2	1.0%	0	0	2	1.6%	77	0.8%
Invalid	0	0	0	0	1	0.4%	-	-	11	0.1%
Total	287	100%	207	100%	250	100%	121	100%	865	100%

Source: DIAC Settlement Reports.

Table 4.2.1.4.h compares new permanent arrivals to several LGAs in the central Queensland region.

Table 4.2.1.4h: LGAs in Central QLD and Calender year of arrival:

	2009	2010	2011	2012	Total	%
Mackay	823	511	576	259	**2,169**	**42.1%**
Rockhampton	342	335	343	194	**1,214**	**23.6%**
Gladstone	287	207	250	121	**865**	**16.8%**
Bundaberg	194	128	159	83	**564**	**10.9%**
Emerald	150	87	65	36	**338**	6.6%
Total	1796				**5,150**	100%

Source: DIAC Settlement Reports.

Limitations

The Census data from 2011 does not correspond to the Census data from 2006 which means comparison between the two sets of data is not possible. Also the Census data is a snapshot at a point of time in August 2011 and does not reflect the current demographics in Gladstone in 2012. The DIAC Settlement data records data for those entering Australia as permanent residents (not those on temporary or provisional visas) and is dependent on the skilled migrant's willingness to complete and submit the data to DIAC.

KEY FINDINGS:

- The majority of Gladstone residents were born in Australia (80.0%). The most common countries of birth were New Zealand 3.4%, England 2.6%, South Africa 1.0%, Philippines 0.8% and Scotland 0.4%.

- 16.2% (8,552) of Gladstone residents had both parents born overseas. Those that had one parent born overseas represented 10.4% (5,502) of Gladstone residents.

- In Gladstone 89.1% of people only spoke English at home. Other languages spoken at home included Afrikaans 0.5%, Tagalog 0.4%, German 0.2%, Filipino 0.2% and Mandarin 0.1%.

- 865 permanent resident migrants settled in Gladstone since 2009.

- When comparing surrounding regions, Mackay has 2,169 PR settlers since 2009 and Rockhampton had 1, 214 PR settlers.

4.2.2 SME Case Studies

The following case studies were conducted among business organisations in Gladstone which have sponsored and recruited skilled migrants to meet the increasing demand for skilled employees in the region. These organisations shared their reasons, experiences and probable challenges in attracting, sponsoring, recruiting and retaining skilled migrants in the Gladstone region. The organisation name appears in cases where permissions were given and psuedonyms were used with case studies where the organisations preferred to remain anonymous.

Case Study1: Bill Robertson Toyota, Gladstone: From Regional to International

What started as a family business in the early 1970s, Bill Robertson Toyota is now one of the largest car dealers in Gladstone, a regional town in Central Queensland. Bill Robertson and his wife started the business as a car repair and petrol station in 1972. Over the years, the business expanded and the company is now a multiple award winner Toyota dealer. James Robertson, son of the original owners of the company is the current principal for the Toyota dealership and looks after the company's day to day business. The company has 47 employees, most of them are full time. The company proudly employs locals and did not have any recruitment or retention concerns until the recent mining and resource boom in Gladstone. To maintain its award winning services to customers, James always needed to have trained and qualified automotive mechanics or motor mechanics on staff. The regional mining and resources boom resulted in most of James's apprentices leaving after the specified and mandatory apprenticeship period. The obvious choice for the apprentices was better opportunity and higher pay in the mining and resources industry. Apparently, James was left with the question: how to manage the situation as demand for services increased rapidly. The organisation always maintained a high service quality towards its customers and would like to maintain their commitments in future. After several attempts of advertisements for the post of qualified auto mechanics, James started to consider skilled migration as an option to meet his business demands. Other vehicle dealers in the region also experienced the similar crisis and they opted for skilled migrants with overseas qualifications to meet the increasing demands of auto servicing. For James, the decision in recruiting skilled migrants was two faceted: business driven to maintain high quality customer services and proven experiences of other dealers in recruiting skilled migrants.

Since 2005, James has recruited 13 skilled migrants in two phases by using 457 visas which he believes to be very easy to process. Moreover, six of his 457 visa holders have become permanent residents of Australia. What a success! All of James's skilled migrant employees were drawn from

the Philippines. Gladstone houses a large Filipino community and it was one of the deciding factors for James to recruit Filipino employees. Living and working in a foreign county is always challenging for the migrants and James always keep that notion in mind. It was a thoughtful decision to recruit the Filipino migrant employees so that they could have access to a readily available community in Gladstone. The employees never felt isolated and lonely in the community and it helped them to settle in a regional town in Australia: Gladstone. James reported his skilled migrant employees to be very hard working with a very good work ethic. James is sensitive to multiculturalism and understands the language challenges that skilled migrants face after moving to Australia. The years of experience with skilled migrant employees indicates that the language barriers and challenges improves over time. James provides housing assistance, transportation and other benefits towards his skilled migrant employees and believes organisational support assist them to improve their wellbeing, belongingness to the organisation and allows them to become continuously productive. However, he always believes that the mining and resources boom will remain a challenge for the local availability of human resources for Gladstone businesses.

Gladstone Toyota Team

Case study 2: Business E: Skilled migrant- the only option!

The business – Business E started as a family business in 2007 and rapidly increased its scope and breadth within a few months. The business primarily deals with the electrical issues of vehicles and Business E's customers range from individuals to business organisations. The unprecedented growth of the region due to the mining and energy boom resulted in phenomenally increased business opportunities for the organisation. Initially, the business had only one service vehicle and within six months, they had expanded to three service vehicles which indicates three fold growth of the business within a short time period. In 2010, Business E expanded its business horizontally and leased a workshop to meet increasing business demands. The business always employed local talent and supports school based apprenticeships. Currently, the business employs ten employees who include eight full time employees and two school based apprentices. As the business grew, Business E advertised in Seek.com (the largest job portal in Australia) and in regional and national newspapers to attract and recruit an Auto Electrician. Due to limited interests from the regional and national talent pool, Business E opted for sponsoring skilled migrants. The immediate availability of skilled migrants was a great choice for the business as they had minimum lead time from advertisement of a position to actually employing an Auto Electrician under the 457 visa scheme. Business E has sponsored and recruited one skilled migrant. The skilled migrant was already in Australia and lost his job due to last year's flood. Business E sponsored the employee under 457 visa. The decision making process to employ a skilled migrant for Business E was influenced by the unavailability of local and national applicants for the advertised post. Business E was relieved to have filled their employee demand with 457 visa holders.

Business E was so happy with the recruitment that they are planning to recruit more employees under the Regional Skilled Migration Scheme or the 457 visa. As indicated by the Business Manager of Business E, skilled migrant brought in new work values, expertise and international standard and business opportunities for the organisation. So, if it is all good in relation to employing skilled migrants, what are the challenges? According to Business E, the uncertainty and limited knowledge of the skilled migration application process during the first round of recruitment of skilled migrants was the biggest challenge. After the first round

of recruitment, it was as smooth as butter. As suggested by the Business Manager, the matching of skill levels of the overseas trained employees would remain a challenge for any business. The Department of Immigration was always helpful in assisting Business E with their application process and was instrumental for the business to successfully undertake skilled migrant recruitment. Business E is looking for more skilled migrants for their businesses in the future and would like to recruit from a global pool of skilled employees to combat the increasing skill shortages in the Gladstone region.

Case study 3: Indian Balti Restaurant: Zero Turnover for Skilled Migrant Employees

One of the newest entrants in the Gladstone business arena: the Indian Balti Restaurant has years of experience managing restaurants and other service businesses. The parent company of the restaurant had previously owned and managed three restaurants on the Gold Coast and Brisbane and has invested in the resource boom area of Gladstone. The Indian Balti Restaurant is one of Gladstone's newest restaurants opening in April 2012 and is based at a new shopping precinct. Pushpa Bakshi is the Sole Director of KABC Pty Ltd T/A Indian Balti and is also involved in managing other Businesses: Life Coaching, Yoga, Neuro Strategy Small Business Skills Mentoring (for the Government of Queensland).

Ajay is planning major expansion for KABC in the restaurant business across the Gladstone region and Pushpa and Ajay have stated they feel under great pressure from the local community to open more outlets. Pushpa has said "Our customers have to drive 30-40 kms one way to pick their food. Sometimes we feel bad when they have to drive from Tannum and beyond these areas".

In 2012, the Indian Balti restaurant won the 2012 Best New Restaurant – Northern Queensland Region at the 2012 Savour Australia Restaurant and Catering Awards and are the finalist for the Australian national wide awards as well as being nominees for the Gladstone region as restaurateurs and successful individual in two sectors. Pushpa's business organisation has been awarded as outstanding business organisation and was recognised for the contribution work they do through Australia. The Restaurant and Catering Association of Australia has more than 7000 members and is the largest in the hospitality industry.

Pushpa and Ajay have used the skilled migration scheme to support the increasing demand for skilled employees for her restaurant. Of the eight employees of the restaurant, five of them are currently sponsored by the business. So, how did the business cope with skill shortages in the

hospitality sector and what were their experiences of overseas trained skilled employees? According to Pushpa, the restaurant faced difficulty in attracting qualified chefs for the business despite there was numerous applicants with years of experiences and certificates in hospitality. The specific skill set for the required chef was missing from the available applicants and Pushpa sponsored her restaurant chefs through the regional skilled migration scheme. All the overseas trained skilled employees were reported to be exceptional in job performance. This has also helped Pushpa retain the skilled employees for the restaurant as satisfied and highly performed employees as they are less likely to leave the organisation.

The restaurant used a migration lawyer and GAPDL (regional certifying body) to facilitate the sponsorship and recruitment of the employees. There are three specific areas that the restaurant emphasizes for -its employees. Mentoring and constant training of the employees, empowerment and growth opportunities. Being a trainer and mentor, Pushpa assists trains and motivates her employees to remain focused on the job and the efficiency of the restaurant. Pushpa takes care of her employees and the employees develop a sense of belongingness to the organisation. It is essential for any businesses, be it large or small to be competitive without employee mentoring activities. Employee empowerment is omnipresent at the restaurant and employees are involved in managing the restaurant. Employees are not only able to perform their jobs properly, but also help each other as and when required. This makes the workplace more vibrant and dynamic. Pushpa also believes in employee growth opportunities and believes that her employees will be future assets of the organisation, Gladstone region and become a standard for the hospitality sector. Further, the restaurant provides a range of employee benefits: housing assistance, transportation, food, uniform and performance bonuses which have resulted in zero turnover of skilled employees for Pushpa.

The Skilled Migration Scheme has been very successful for the business and local community. Pushpa and Ajay now plan to expand into catering for functions, parties, workers camps, etc. Pushpa stated "We have acute staff shortage problem for the front of the house. We have hired local staff but the turnover is very high. We train them and then they leave for the mining companies and other better opportunities. As of now we have done everything to hire local staff but not even one application has been received despite adverts and posters and signs everywhere.".

Indian Balti Restaurant staff and owners: Amrik Sidhu, Jitentdra Ghandhi, Deepak Singh, Ajay and Pushpa Bakshi (owners) with their recent award for the Best New Restaurant In Northern Queensland .

Pushpa and Ajay have sponsored 6 skilled migrant employees to work across two shifts. These skilled migrants are international students and can work up to 20 hours a week as well as undertake their university studies. Of the 6 skilled migrant students two have now obtained their permanent residency (PR) and another three are waiting for their files to be processed. One sponsorship was cancelled by the Department of Immigration however the skilled migrant has returned to the Gold Coast and has returned to study there.

Pushpa is also a local mentor for Gladstone business and for the Government of Queensland to achieve sustainable business growth in the region. Pushpa and Ajay through their company KABC support the local community and are members of GAPDL; GEA (Gladstone Engineering Alliance); GCCI (Gladstone Chamber of Commerce and Industry); Multi Cultural Association of Gladstone; and other local bodies. Ajay Bakshi (Electronics Engineer and MBA) is the General Manager of KABC Pty Ltd and looks after the day to day running of the restaurant.

Case Study 4: Coffee Club Gladstone: Recruiting Onshore Skilled Migrants

If you recently had a coffee and a meal at the Coffee Club Gladstone, it might have been prepared by one of the skilled migrants that the organisation employs. Coffee Club Gladstone has sponsored and employed ten skilled migrants as cooks and chefs. The history of Coffee Club Gladstone goes back to 2004 when it first started its operations and offered quality food and dining experiences to its customers. Currently the business employs fifty staff, of whom ten are recruited from a pool of skilled migrants. Salesh and Fareen are the owners of the Coffee Club Gladstone and enthusiastically employ skilled migrants for their business. According to them, the unavailability of skilled chefs and cooks remains a challenge for the business.

To meet the skill gap, she and her husband made a deliberate decision to recruit onshore skilled migrants. They used an innovative way to attract and employ skilled migrants. They advertised for the positions (Chefs and cooks) in the local and national media (i.e. seek.com.au) and uses a step by step process before recruiting the right employees. Since the business usually requires the Chefs and cooks to be employed on short notice, overseas applicants are a difficult option for the business and so they depend mostly on the availability of local onshore skilled migrants. The prospective employees are qualified skilled migrants who are already in Australia and are willing to work in regional areas. Salesh and Fareen understand the difficult choices that skilled migrants have to make to relocate to Gladstone from metropolitan cities so they offer the selected applicants two weeks of work experience in Gladstone at the restaurant. If the prospective employees are happy with the arrangements and lifestyle of Gladstone, the business sponsors them for the RSMS visa.

According to Salesh and Fareen, the reasons behind using RSMS over other visa options are the reduced application formalities and easy process. There are several benefits of employing onshore skilled migrants. Firstly, the onshore recruitment helped the business to retain skilled employees as the business has always witnessed a high turnover which is also the industry norm. Secondly, the process to sponsor and recruit offshore or overseas skilled migrants is time consuming and the hospitality business is time sensitive to remain competitive in the dynamic and changing market of Gladstone. And finally, the onshore skilled migrants are well aware of Australian culture, norms and rituals. As indicated by Salesh and Fareen, onshore skilled migrants have completed accredited cookery and bakery programs and their communication, language skills are excellent and is a great fit for the organisations. They are very satisfied with their employees.

So, what are the future challenges to recruit skilled migrants? According to both Salesh and Fareen, the likely turnover of skilled employees after a mandatory two years employment with the

businesses under RSMS visa is main concern for the business. The turnover would result in poor business performance, attract increased cost to recruit new employees, increased cost related to training and development and ultimately the sustainable growth of the business. According to the current immigration rules, an employee under RSMS must be employed with the business for two years and small businesses such as Coffee Club Gladstone would benefit tremendously if the mandatory employment is increased to four years (just as 457 visa). The increased mandatory years in employment under RSMS would also assist the employees to settle in regional areas, integrate with the local culture and be part of the society. This would also benefit small businesses like Coffee Club Gladstone to retain employees and enjoy a sustainable growth over a number of years. Salesh and Fareen both advocate for increased acceptances of skilled migrants in the region and believes Gladstone can be a great example of multiculturalism. The business has sponsored skilled migrants from India, Fiji and Korea. They also indicated that the business would sponsor any employees as long as they have the required skills irrespective of their nationality.

Salesh and Fareen have argued to streamline the application process for the skilled migrants and has suggested to fast track applications. In the current application format, it may take several months to have an RSMS visa approved. The Curry Leaf, a business concern of Coffee Club Gladstone cannot offer lunch to its customers due to shortages of employees. The business only offers dinner and Salesh and Fareen suggest that it is not only the skilled employees that the region is lacking, but also there is an acute shortage of semi-skilled (i.e. waiters) or unskilled employees in the Gladstone area.

Over the years, Gladstone has become home to several nationalities and its increasing by days. Though Salesh and Fareen's family was one of the first Indian families in Gladstone, presently there is a large multicultural community in the region and as they have suggested the Multicultural Association in Gladstone works very effectively to integrate the different cultural groups. Some of the chefs from their businesses have participated in the Association's annual events. They have also provided housing assistance to the skilled migrants and helped them to settle in Gladstone. Salesh and Fareen set a good example to other businesses who sponsor skilled migrants for their businesses.

Case Study 5: Company X: Targeted recruitment with a focus on settlement

Company X has sponsored and employed overseas skilled migrants to address the issue of shortages of skilled employees for its businesses in Gladstone. Company X came into existence due to a merger of seven businesses. The organisation owns two businesses in Gladstone: Company Y and Company Z. Both companies have been in Gladstone for more than two decades. Company X has experienced a steady business growth over the years and it's business has been expanding in the region. Martin Karlsen, a South African migrant is the General Manager for Company X and is responsible for Company X's Gladstone businesses. The engineering division of the company currently employs seventy four employees, of whom fourteen are skilled migrants. Martin is an experienced manager in recruiting skilled migrants; he was involved in the recruitment of nearly sixty skilled migrants from all over the world in three different businesses that he has been working since 2005 in Australia. Being responsible for the Gladstone business, Martin was strategic in sponsoring and employing skilled migrants to achieve sustainable human resources for Company X's Gladstone operation. Martin employs three groups of employees for the business: a well-qualified limited number of local employees underpinned by a strong apprenticeship program, employees on 457 visas, and casual employees. The three cohorts of employees have provided Company X's Gladstone operations the flexibility to appoint local, skilled migrants and others to increase business efficiency in its operations. For Company X, the decision to recruit skilled migrant employees was demand driven due to the shortages of available skilled employees in the region. Since 2010, Company X has two levels of sponsoring and employing skilled migrants. Company X has negotiated a labour agreement with the Department of Immigration and Citizenship to recruit and fast track 457 visas for prospective skilled employees either on the list of skills in demand or not; the local Gladstone business of Company X also sponsor skilled migrants Martin uses various migration agents to recruit employees and currently has skilled migrant employees from South Africa, the Philippines, UK and Ireland. Martin also used GAPDL as the Regional Certifying Body to process a single RSMS visa.

Company X initially used 457 visas for the primary entry of the skilled employees in Australia. If the employee turns out to be a good performer and is willing to stay permanently in Australia the company uses the RSMS visa option to sponsor their permanent residency. With the use of overseas skilled migrants, Company X can choose from a wide pool of applicants with appropriate qualification and years of experience. Martin uses a very thorough and effective recruitment process. After a selection process and the initial communication with the prospective skilled employees, a face-to-face Skype interview is conducted. According to Martin, Skype interview is a very useful tool

in establishing credibility of the applicant, organizational cultural fit, personality, language and other skills that would actually fit within the organisation. This is a key aspect of Martin's effective recruitment strategy for assessing and recruiting overseas trained skilled migrants for highly skilled position. Martin is highly satisfied with his employees and would like to continue recruiting skilled migrants in future. So, are there risks involved in employing skilled migrants? According to Martin, the only risk is the significant amount of time and money invested in recruiting a skilled migrant, and the chance the person would not stay long enough to call Gladstone home due to personal preferences such as, perception of small town, unfavourable climate etc. Also to reduce the risk of division among employees, Martin assists his employees to integrate among each other and with the Gladstone society. Being a corporate member of WIN, Martin is informed about various activities (such as Botanic to Bridge run) that skilled migrants and their family members can participate it. Martin motivates his employees to participate in social events and believes in assisting employees in settling into Gladstone.

Two areas that Martin suggests to improve the skilled migration process: beside IELTS, more English proficiency test should be included to test language aptitude of the applicant. For example, with the Filipino skilled migrants because of their affiliation to the US education system would be more comfortable with TOEFL or any US based English testing services. For trade assessments, VET Assess should include an international trade standardisation program so that businesses can readily identify potential employees with accredited qualifications. Martin indicates that the Department of Immigration and Citizenship is highly efficient in processing applications and in dealing with his queries. He has suggested using professional migration agents to recruit skilled migrants and to avoid unnecessary hassles caused due to agents' unethical business behaviour, passing on additional cost to the organisation or to the prospective employees. In terms of settlement of skilled employees and their families, Company X provides a very robust induction process and has a person dedicated to assist employees to settle in the Gladstone region. The organisation provides housing assistance, transportation and other administrative help (opening a bank account, obtaining a tax file number, helping with driving licenses). Company X also provides assistance to family members accompanying the skilled migrants. The extent of support depends on case by case basis and after consultation with the employees to identify the specific need of the family to settle in Gladstone. With all the support, extensive programs for the skilled migrants, Company X has witnessed no turnover of its skilled migrants.

Limitations to the Case Study research:

Though case study research was instrumental in understanding the current practice, challenges and trends of sponsoring and recruiting skilled migrants, the approach has some limitations. There is no doubt that case studies provided a vivid colourful scenario of the reality, there is a challenge to apply the scenario to all business contexts. Since the case study was conducted in a single business unit at a given time, the generalizability of the event cannot be predicted and applied in other businesses (Stake, 2005). Thus, the case studies cannot be representative of the general group of businesses in Gladstone. Also, case studies are a descriptive method and not an explanatory research; cause-effect relationship cannot be established in case study analysis which can only be established in a controlled environment and empirical research design. Finally, though case studies in the reported form are comprehensive in nature, it is unlikely to provide the complete picture of sponsoring and recruiting skilled migrants as the businesses and its managers reported the cases from memory and there is always a possibility of a key aspect of the experiences within the business may not be included in the case studies.

KEY FINDINGS:

Skill shortages: Each of the Case Studies has embraced skilled migration options in the face of resounding skill shortages and the lack of ability to attract and recruit domestic skilled workers in and to the region. All the businesses who participated only employed skilled migrants after several failed attempts to recruit local, regional or national skilled employees.

Variety of visa options: These businesses have used a variety of skilled migration options. The skilled migrant pathways utilised by these local businesses includes: international students, onshore skilled migrants, temporary 457 visas, Labour Agreement and the Regional Skilled Migration Scheme (RSMS).

Settlement & Integration: Each of the Case Studies have all placed a strong emphasis on the settlement of their respective skilled migrants and their families (where applicable). Post arrival support (housing, transportation and other supports) to the skilled migrants and their families help them to settle in Gladstone, integrate into the local community and the workforce.

Retention: Each Case Study demonstrated successful strategies for retention with little if any turnover.

Entrepreneurship: Some of these businesses were owned and run by skilled migrants themselves and were examples of the entrepreneurial activities of skilled migrants in regions.

4.3 Phase 3 Data Analysis

Interviews with Ethnic Community Groups and Community Leaders

The project wanted to gain greater insight into the experiences of migrants in the Gladstone region and conducted interviews with representatives of ethnic and migrant community groups. This provided richer data that could compliment the secondary and primary data that was collected. This section presents the thematic findings from interviews with ethnic group representatives in section 4.3.1., community leaders in section 4.3.2. and community migrant survey in 4.3.3.

4.3.1. Interviews with Ethnic Community Groups

Semi-structured interviews were conducted with five representatives from four different ethnic groups in Gladstone: South African (n=2), Indian (n=1), Jamaican 9n=10 and Filipino (n=1). The interviews were transcribed and thematic analysis conducted using Nvivo 9 software. The qualitative data from this analysis is presented below under several key themes.

The interviewees were asked if they were employed in their occupations/professions.:

Occupations:

EthnicGroup004:

> *I am employed in my profession. I am basically an Environmental Scientist…*

EthnicGroup001:

> *I am employed and, mm, in my profession I am a teacher by profession…*

EthnicGroup002:

> *I'm not employed in my profession, strictly speaking… my professional career I've been in recruitment for many years…*

EthnicGroup003:

> *I'm a counsellor. And yes, I'm employed and my husband is an engineer.*

The interviewee from the Filipino ethnic group stated they had a membership of 70.

Career

In terms of coming to Australia and Gladstone interviewees were asked if this had been a positive thing in terms of their careers. Three of the five interviewees said it had:

EthnicGroup001:

> *… for me I'm doing something, so I'm in Community Services, Social Services, which is different from teaching, which is what I was doing there, and I'm actually liking what I'm doing here, so actually yes, I'd say yes.*

EthnicGroup003:

> *Yes, definitely yes, coz as I told we've had opportunities endless opportunities for my husband and myself and my children have grown up here so they would have the same. We wouldn't have had the same opportunities if we were in South Africa.*

EthnicGroup004:

> *… for me also career wise it has been a very good move.*

> *… both my husband and me we are enjoying the jobs that we are doing and getting a lot of experience, so it has been a great career … and with experience that we are gaining over here, even if we decide to go back to India, we will get a very good level of placement back there.*

One interviewee said the move had definitely not been good career wise:

EthnicGroup002:

> *… I would say overall it's been a positive career move now, career wise definitely not.**!!!!!!***

> *My husband had two medical practices, I had a thriving recruitment agency, and career wise we were at our peak. Coming here we definitely are nowhere near that, no, definitely not.*

Discrimination and racism:

All five interviewees had experienced forms of racism and discrimination to them personally or members of their family. Two reported their children had experienced this:

EthnicGroup001:

> *My older son, I know he had some issues at school which could have been considered, which could be considered racist…*

94

EthnicGroup004:

… my son faces some sort of comments about the colour of the skin when he goes and plays…

Others spoke about subtle forms of discrimination:

EthnicGroup002:

… these a lot of subtle comments that have been made about being South African and that we have … you know, that's very negative…

EthnicGroup003:

… we have faced discrimination and continue to um discrimination in very subtle ways. We have experienced discrimination. And also I think because of a lot of our cultural differences, sometimes it is difficult to really be um you know really fully understood where we're coming from and why we do things the way we do. And also sometimes I find that because I have an accent sometimes I find that people are not um as helpful or respectful as they should've if I wouldn't have an accent.

Gladstone is not a very um it's not a very friendly place to immigrants. So and also so I would say if the work wasn't here, we wouldn't have been um, because it took us so long to really settle in…

EthnicGroup005:

… it's probably more the racial and how other people treat you, like in the workforce and, you know, and if you look at some things are, like discriminatory, yeah, that's my feeling of what I, my experiences, or mainly that negative, yeah, discriminatory treatment from some people.

Experiences – negative:

When asked about any negatives experiences they had experienced in Gladstone all five interviewees reported some negative experiences related to employment and employment opportunities, tolerance of the community to diverse peoples and subtle forms of discrimination. Some of these excerpts are listed below:

EthnicGroup002:

… in the beginning it was really hard integrating and feeling part of the community for obvious reasons – (1) our accent, (2) is it wasn't that easy to get into paid work at a

95

professional level, and (3) it really, you know what one reads on the internet when you do your research before coming, and in reality especially perhaps in rural places like Gladstone, it's often very different.

… these a lot of subtle comments that have been made about being South African and that we have … you know, that's very negative…

… if my experiences and qualification in South Africa would be perhaps acknowledged better…

EthnicGroup004:

In the beginning when I was looking for a job, in spite of being PhD and having international publications, I was not considered to be the same calibre as Australian applicants.

I was really quite upset, because I was working as a senior scientist in India and then having a PhD, and then when I was not being considered just because I did not have the Australian experience, it seemed to me a bit of a bias.

EthnicGroup005:

… unfortunately you also have negative, yeah, experiences, especially regarding your nationality.

Cultural awareness and diversity:

One interviewee made some insightful comments about the differences between cities and regional areas in relation to cultural awareness and diversity:

EthnicGroup003:

And also when I go to bigger cities like Brisbane, I find that they're more accommodating and they're more culturally diverse and they're more used to foreign people, so they are I bet more friendly and accommodating. I think Gladstone is not that accepting of culturally diverse people as what they should be.

I think um making the community more aware of the cultural differences so that people um, would be more tolerant um, tolerate more the cultural differences.

I think Gladstone is um a bit sheltered with regards to immigrants, although they have all the companies and industries here, I think they should make um cultural um they should focus more on um you know informing people of the different cultures or you know.

And I think the main thing that I would push on is cultural awareness and that shouldn't just be with the cultures that's here but the Australians should be more culturally aware, the Gladstone community should be more aware of the cultural differences and be more tolerable.

Experiences – positive:

Interviewees also spoke of the positive experiences they had in Gladstone. These related to reception of people, work opportunities work experiences, safe society and opportunities to connect with people through social and religious groups:

EthnicGroup001:

… apart from meeting wonderful people, because I've made some good friends here who have just been open and have accepted us. The other thing is being employed

It's been good so far. I think all members of my family, my sons love being here, they want to stay, my husband is happy being here.

EthnicGroup002:

… having a member with a disability, so we came here predominantly to create a better lifestyle for our children, yeah, and that wasn't just for work opportunities to come to Australia, but living in Gladstone was specifically for work opportunities.

So the positive experience I've had is that we've made good friends and we've settled in pretty well, we've made it work.

… I suppose having a lower crime rate than in South Africa is a positive experience, and then knowing that with a lot of hard work, what we originally came here for would eventually materialise and actualise.

EthnicGroup003:

… its more safe than where we come from in South Africa. Also the fact that there is a lot of opportunities for us. So we have the safety issue, the opportunity issue and yeah, basically that is all the positives.

EthnicGroup004:

…the positive experiences that I have been having are increasing the quality or betterment in the quality of life, and betterment or improvement in financial status, and education for my children.

I'm getting to learn a lot of new things working in challenging environments, so I'm enjoying the work at (inaudible) and work experience here,

EthnicGroup005:

I'm active with the Filipino social and Australia social clubs, and I am also very active in the church, yes. So interacting with people and people who are likeminded, you know, likeminded people, yeah, who are really embracing and who are really welcoming, it is the best experience ever…

The following analysis addresses settlement and integration issues before discussing what we have categorised at the Big Issues before ending with the data coded under attraction and retention theme.

Settlement:

Two interviewees expressed positive experiences in settling in Gladstone:

EthnicGroup004:

… settling in Gladstone is easier than in Brisbane, yes, because I am having much more … because I think the main thing is that being a small place we are very close to each other, and we can meet quite frequently which was not possible in Brisbane because of the distance, and the accommodation problems, so here, yeah, that's one of the main reasons that I am finding communication and getting in touch with others much more easy or better.

EthnicGroup005:

… we have settled in very nicely.

Another interviewee spoke of the activities that they had engaged in through migrant community groups in relation to settlement:

EthnicGroup002:

… when I first started here, we realised that there was a need to engage effectively employers and get them more thinking about, from the social perspective in terms of

settlement, settlement people, which we have refined our language now and we're talking to them along the lines of a skilled retention, and they finally got the message, so we have now in place, we have now in place particular a bi-monthly intercultural industry reference group, and we discuss and bounce ideas from one another, and those are in relation to a specific social issues, specifically about emerging issues coming into our community, or affecting our community.

Talk to them or identify people in the community that have come from the same cultural background, to talk to them at least, in the beginning at least once a week or once every second week, even much time, on a regular basis, questions and answers, because reading information, impractical I think (inaudible), just to help them better settle in and to be mindful of planning, just to help them plan better, and planning with indepth knowledge not just with brochures type of knowledge, and then if for example, especially if it's just having the one spouse out there in the workplace, and transport is a big problem if you haven't got your driver's licence yet, and things like … there's a lot of things.

Being invited to social gatherings and being given information was appreciated:

EthnicGroup001:

… for my husband yes, there was a welcome pack that was given and it made us aware of the things that were happening in the community. They invited us out to barbeques and yeah, there's that kind of thing.

EthnicGroup002:

… they invited us into social things that was really very nice…

Integration:

There was a lot of data related to integration. Ideas and suggestions related to employers and community leaders providing cultural awareness programs, organising events within their own cultural groupings and liaising with council and other community groups and providing English language classes:

EthnicGroup001:

… for the companies to know more about what the 457 Visa is and what that means to the company to employ them, so yeah, just being aware, and having cultural awareness training for all staff members as well so that it's not just the head of the company that's employing them because they work, the rest of the staff members there is a, you know, there is an awareness of the different cultures and how they can work together as a team within the companies.

Here you tend to, you do feel different, so I guess for the community leaders is have more cultural awareness programs, and I know this is a multicultural thing, and that's wonderful, I think that's a great idea, but even information sessions or in public places putting, if you identify what culture is most evident in the community, having stuff in their language or, you know, just … and making sure all agencies that have to deal with the public, that they have some training in cultural awareness.

EthnicGroup002:

… maybe an inter-cultural with the community leaders and the cultural leaders were together, so you've got that balance and mix between those brochure type information packs and one-on-one.

EthnicGroup004:

I organise all the events that happen and I get in touch with the councils and other organisations. We had about eight altogether this year of the community, and so it has been really very well settled down in the community.

I think people are very, quite helpful and interactive over here, and people, they go out of the way…

EthnicGroup005:

… maybe a lot of other immigrants are quite shy and there is the language barrier there, but I think a lot of employers, even the community, has done something in terms of English speaking, yeah.

One interviewee touched on the difficulties they experienced in cultural understanding and sometimes conflict they felt about raising their children to become Australians:

EthnicGroup003:

I think all 4 of us have settled in the Gladstone community. Um, my children are um they have jobs here and they've been studying as well so yes they have um all 4 have successfully settled in the Gladstone community.

I would say it would just be the cultural differences um and because for us because of our cultural differences we have raised our children differently and we've had to I think sacrifice a lot of what we believe and how we would like to raise our children, we had to sacrifice that so that we could all um adapt more to the Australian way of doing.

… we have tried to um actually integrate within the Australian community because we were raising our kids Australian. But at the end we had to get involved with the south African community because they understand your culture and they just understand where you come from and your culture and the way you think…

… it also isolates you from Australia because you want to integrate with Australians and you want to you know because your children are Australian because you're raising your children to be Australian. It's not always a good thing, because it isolates you more from integrating in the Australian society and culture and everything.

Factors assisting in integration:

The factors which assisted in integration were related to the activities organised by various community groups and local government: Gladstone Regional Council, WIN, CAS and Women Connecting Women, Women's Health Centre, joining clubs and social groups as well as volunteering:

EthnicGroup001:

…the Welcome to Gladstone Morning Tea…

… when I started working, for my job I realised I needed to be a little bit more in a community, so then I accessed all the community things and I went to those, and I really didn't know that there was so much out there. So there's a lot in the community to get new immigrants settled and, you know, to inform them of what's happening.

So the Welcome to Gladstone Morning Tea, I've met quite a few people through that. The WIN (inaudible) there; CAS with their different information session.

And there's Woman Connecting Woman as well.

EthnicGroup003:

I think the fact that the children were involved in school activities and my husband and I just thought um, obviously we need to be involved in the school activities and that has exposed us to make friends. And also we attend church here, um that has also been important for us to integrate into the community coz we got to know people like that.

I would say the Women's Health Centre there was a South African lady that worked there and she pointed us in the direction of the multicultural um club.

EthnicGroup004:

I'm in touch with some of the associations over here like WIN (inaudible) intercultural neighbours means you just ask them for their help and they are ready to talk to you about it and to discuss things, so people are quite friendly and they are always ready to reach out and help you out in any way you want. Yeah, that's one very big for integrating into the community.

EthnicGroup005:

… volunteering is very important, joining clubs and social groups is very important…

… one of the factors that contributed to that is that there were five families that came here together, and so we did have a group of like already micro community, (inaudible) community, and we still, you know, we still consider ourselves a real family…

One interviewee appreciated opportunities to develop one on one relationships through book clubs and smaller more intimate settings:

EthnicGroup002:

… what helped me integrate was building one-on-one relationships…

… book clubs or more the personal little groups together have helped, but the bigger groups weren't really…

… the key importance was to find somebody that could see my individuality that was there, without judging, that was they understood, that gave me (inaudible) with a one-on-one without benefiting anything out of it, and just because she could see, she could value what I could contribute and how I was feeling, and I felt very safe and confident here. Because I was culturally different..

Big issues:

The cost of living and in particular rents in the Gladstone region was considered a Big Issue:

EthnicGroup001:

There have been some challenges because the cost of living here is much higher than in Canada.

… we did our research on what the cost of living was here. When we came we found that it was much higher than what was in our research…

… then things went sky high again and then being Gladstone with the industry, rents went up, so our rent, you know, jumped in a short period of time, so those things.

I think at the moment it's just that it's really expensive to live here, so if that was a little bit more manageable perhaps.

EthnicGroup004:

… the rent is a bit too high compared to what we were looking in Brisbane…

Employment opportunities and lots of people coming to live in Gladstone because of the work:

EthnicGroup001:

I guess job, if there are no opportunities, so if my husband's company had no projects and he wasn't working, they would send him back to Canada anyway…

EthnicGroup001:

I'm concerned, I've heard comments and I am concerned about how the Gladstone community, how they see people coming in and working, and I'm thinking that I'm wondering how or what could be done to just bridge the gap between the community, the locals then, and the new people coming in, so that there is no animosity between the two groups, so that the locals won't feel that we're taking their jobs away from them.

An issue was not having overseas work experience and qualifications recognised which limits skilled migrant's ability to enter the labour market at their respective professional levels:

EthnicGroup002:

… if my experiences and qualification in South Africa would be perhaps acknowledged better, and that I didn't have to take so long and have to work so hard to get into a recognised paid

position, and I reckon I've got pretty OK communication skills, but it was still a huge barrier for me…

EthnicGroup004:

… they should not be biased about our educational qualifications even if we come from Third World countries…

Oh, they are coming from a Third World country so they are not as good as the Australian candidates. That bias should be removed.

thing, so this is, I think this is something that means leading to stress on the family …

Skills wastage and atrophy was also noted:

EthnicGroup004:

… the main issues that they are facing are there are many people who are coming and they are very highly qualified, they have been in very high positions back there in India, but when they are coming over here their qualifications are not being considered, and many of them are forced to sit at home and not do any

EthnicGroup005:

I still know a lot of people who are like examples, business administrator, teachers, or lawyers, who are not using that skill…

Transport was also identified as an issue within Gladstone and getting from Gladstone to other parts of Australia:

EthnicGroup002:

Yes, is that it is too far away from, we have relatives in Sydney and Melbourne, and my son in Melbourne, it's too far away, so I can't … and because of career opportunities we're not going to be choosing to make Gladstone our permanent home, if we can help that, yes.

EthnicGroup002:

… transport, public transportation would be a very big factor, and knowing that I could be recognised as an individual not just as a foreigner.

… issues that would make me leave is the airport, it's very limited flights into Gladstone, and very expensive if you're not working in industry, that's one, and then the second things are career opportunities.

EthnicGroup004:

… the transport system, obviously there is none. If you don't have private transport it's very difficult, you cannot go from place to place…

Services and in particular health related services were noted as a Big Issue as was vacation care:

EthnicGroup003:

…we were confused a lot of things, from how doctors work and Medicare works and you know just normal stuff like superannuation you know just just better information on how stuff works and um yeah. Just normal stuff that they just take for granted, it's all new for me, it's like being born again.

EthnicGroup003:

Gladstone is growing but the infrastructure and services is definitely not um not developing with the population.

… I don't think medical care and hospital services is really not very good.

… for instance I have had certain significant medical issues and I have had to go to Brisbane and it's basically something that I think should be available in Gladstone. And definitely there is not enough shops and things like that.

EthnicGroup004:

… education system can be a better, can be better provides, coaching classes or any other sort of activities for students.

Day care for students, don't have many options for day care over here. Actually one of my friends, she could not take up a job just because she could not get her children into of the daycares over here, they were all filled, so that is a big problem…

… my son also he goes to PCYC [sounds like] but he is not enjoying over there, but for me I don't have any other option, there is no choice for me to send him anywhere else. Maybe if there were

infrastructure for day care or after-school care, vacation care, can be looked upon or improvised upon, that will be good for the community.

… maybe in three or four years time we have to leave the place because of my son's education…

Attraction and retention:

Each of the interviewees had different responses to what attracted them and what would make them stay in the region. One interviewee emphasised the need for cultural awareness training by employers as important, rent prices and the social friendships developed between the people they work with as providing a strong retention mechanism:

EthnicGroup001:

… for the companies to know more about what the 457 Visa is and what that means to the company to employ them, so yeah, just being aware, and having cultural awareness training for all staff members as well so that it's not just the head of the company that's employing them because they work, the rest of the staff members there is a, you know, there is an awareness of the different cultures and how they can work together as a team within the companies.

… if the rental prices went down [laughs] because it's so expensive to live here.

The friends I've made in the company that both my husband and I work for, they're fabulous, so we would stay for that.

… that is really dependent on my husband's company and if there are projects for him. If there is then we're happy to stay because the visa is four years, and we've been almost two, so we would be happy to stay.

So more cultural awareness forums so that, or advertisement for whatever needs to be done to, yeah, address other issues there.

EthnicGroup003:

I would appreciate if employers would understand how we work. Because of my culture I think we are more direct and um I think a bit more I'd say we work hard and more disciplined maybe.

> *I think it would be good if the employers can understand um the cultural differences so that they could understand when you feel frustrated about something where it comes from or why you tend to be specific about something you know um, it's because of I think our cultural background.*

Attractors were the opportunity to live in a safe and secure society and contributing to that society through their professional expertise:

EthnicGroup002:

> *… for safety and security…*

> *… we just thought with our expertise it would be a lot easier to share and contribute towards a new community in Australia, yeah, but it wasn't all that easy, no, but that's what attracted us…*

The employment opportunities were a key attractor:

EthnicGroup003

> *… why we stay in this region is because my husband is an engineer and there's lots of work for him.*

EthnicGroup004:

> *… it was the quality of life and we had friends staying in Australia, and they told us about the advantages of staying here, about the job prospects, about income status, and that attracted us, and attracted us to Gladstone was my husband got a job here in Gladstone…*

EthnicGroup003:

> *… my husband was approached from a company in NSW but I think when we did our research it was the fact that the climate was the same as what we were used to in South Africa. And we thought that the integration process and resettling process would be difficult enough and we didn't want to go through the shock of a different climate as well.*

Lack of higher education opportunities for children and pollution were an issue for one interviewee:

EthnicGroup004:

… maybe in three or four years time we have to leave the place because of my son's education, so if the education system at uni level is improved over here, so that will be good.

… the only reason that would make us leave will be obviously if there is a lack of higher education system and if the pollution level degenerates over here.

A key factor for retaining interviewees was related to support and training:

EthnicGroup005:

Aside from six months training and things like that, maybe an ongoing language support training, and then maybe confidence building training, and things like that…

… identifying what their qualification, what their skills are, and then providing pathways for them to be able to use that better.

When we finish our jobs like, you know, when we are ready to retire. That would just be the only reason, otherwise yeah, it is such a good place to live.

A more cultural aware and tolerant community was also noted:

EthnicGroup003:

… making the community more aware of the cultural differences so that people um, would be more tolerant um, tolerate more the cultural differences.

KEY FINDINGS:

There were generally, positive outcomes for interviewees in relation to their respective careers.

Negatives experiences: these tended to be related to employment and employment opportunities, a perceived lack of tolerance of the community to diverse peoples, and subtle forms of discrimination.

Positive experiences: these related to the reception of people to them, work opportunities and experiences, the perception of Australia as a safe society and opportunities to connect with people through social and religious groups.

Integration: Ideas and suggestions for improving integration related to employers and community leaders providing cultural awareness programs, organising events within their own cultural groupings and liaising with council and other community groups and providing English language classes.

Factors which assisted in integration were related to the activities organised by various community groups and local government: Gladstone Regional Council, WIN, CAS and Women Connecting Women, Women's Health Centre, joining clubs and social groups as well as volunteering.

Big issues:
- Employment opportunities in Gladstone (positive)
- Rental prices and lack of public transport (negative)
- A consistent issue was not having overseas work experience and qualifications recognised which limits skilled migrant's ability to enter the labour market at their respective professional levels and creates skills wastage and atrophy (negative).
- Lack of services and in particular health related services and child and vacation care were seen as an issue (negative).

Attraction factors:

- Opportunity to live in a safe and secure society
- Employment opportunities
- Support and training
- Social friendships developed between the people they work with providing a strong retention mechanism.

Retention factors:

- Need for cultural awareness training by employers was seen as important
- Rent prices need to be affordable

4.3.2 Interviews with Community Leaders

Three community leaders were interviewed from three key community groups. The community leaders represent groups with large and diverse memberships which includes individuals and organisations ;

Members:

Each community group had healthy numbers of members ranging from 200 to 350:

CommunityLeader002

> ...we're probably in the order of 200, 200 members.

CommunityLeader003

> We've got a database, we have a database with more or less 350 individuals, we have a database of approximately 80 organisations or corporate boards that we work with, and there's also partnerships, departmental partnerships within council, which we have a portfolio of about 17 now, actually 18 different departments that we have multicultural implementations with as well.

Cultural Diversity:

The diversity of ethnic groups is a key feature of the Gladstone region which boasts community members from all areas of the globe. The larger ethnic groups are from the Philippines, South Africa, UK and India:

CommunityLeader001

> ...in the last six months, for example, but that does not represent the number in total that we see, and that will be Indian, Sri Lanka, Japan, Chinese. We have Iran, we have a number of, let me think, some South Africans, some English as well, some Australians – I mean they're quite well represented in our group – also we have some South Americans, but again see there's so many countries there.

CommunityLeader001

There is a lot of Filipinos in Gladstone, but we don't have that much of participation from the Filipino groups, no, compared to others.

For example, Indians, we have a high number of participants from India. We have, I would say for example from Sri Lanka, if there's ten people from Sri Lanka, at least half of them will participate...

Now the same will happen for the people from Iran or Iraq. There isn't that many but more than half of them are aware and they do participate

Filipinos will be, for example, is a really big ethnic group in Gladstone, but it does not get represented as much in our ... but that doesn't mean we don't have Filipinos that participate, *but we might have three or four but out of 100 that's a very low rate of participation from the Filipino community.*

.. although we have a greater rate of participation from South Africans compared to Filipinos, but again it's quite low when you compare to the amount of South Africans that we see in Gladstone.

... we just started talking with the Islamic, Gladstone Islamic Group, and there's also, I mean there's another quite important group too, for example Thai and Indonesian

CommunityLeader002

We have Filipinos, we have Indians, we have a lot of the Asians, other Asian groupings such as Thais, Indonesian, Sri Lanka, South Africans, and a few from Eastern Europe, Africa and South America.

CommunityLeader003

it seems that the majority of the groups at this stage, including the Filipino Association, including the Islamic Association of Gladstone, is that they are what we call a bit of a transient, transient population, transient organisation, that they only thinking about the racial term areas, whether it is sport and recreations, whether it is settlement grant, whether it is assistance with transport, but we see that after six

111

months those committed are very well settled, they move on to the next level and then we have new people come, which will start a cycle.

CommunityLeader003

Historically and traditionally things, the census indicated that the three largest major communities coming to the region are English, New Zealanders, as well as Filipinos.

… since 2006 we have an increase in variety of nationalities or the emerging communities including the South East Asians, so Bangladesh, India, Sri Lankan, as well as Chinese, you know, (inaudible) from Chinese background, as well as Persians, which is Iran, and there's quite an extensive amount of Filipinos who are actually continuously coming to the region for skilled purposes.

Occupations of skilled migrants:

Each leader indicated an array of occupations being represented in their respective memberships from highly skilled professionals to trade and service occupations:

CommunityLeader001

Most of them are professionals. There's a high number of engineers of course, and there's also doctors

… they will be the accountants, doctors. There's a number of trades like boilermakers, welders. There are some of the Asian ones that are teachers, or they're married to somebody that is a teacher. We also get a lot of spouses which don't always have a husband that is from another country, so they're Australians, so their husband is Australian, so I mean their occupation will vary

CommunityLeader002

… you tend to find that a lot of your membership tends to be female, simply because the males tend to be working…

CommunityLeader003

I mean say that at least 6 in 10, they are trades people, so the boilermakers, the metal fabricators, and the welders.

Services and activities:

Each of these community groups offers difference services and information. These range from social and cultural activities, to multicultural festivals and significant events, sporting events, conferences, a variety of training (driver awareness, First Aid, English conversational classes, Vocational certificates, information services or products:

CommunityLeader001

Relay for Life, Family Day, the Tropical social night, community events like play group day and dad's day, Father's Day, Multicultural Festival, and we also have, some of those events are our events, like the Topical Night.

Then we also have the Multicultural Week, Multicultural Week includes the forum which is the Cultural Diversity Conference.

… we also have training services which, for example, volunteers training, First Aid, computer skills, a driver awareness training, that is coming up soon, and we also have things related to English as a Second Language, so we have English conversational classes. We have a Language Café, which is in partnership with the Friends of the Library, Gladstone Library, and we are trying to start something related to the (inaudible) test, the English test…

CommunityLeader002

Well principally of course the one that becomes the beacon if you like, the principal element of what we do, is the multicultural festival, the Annual Multicultural Festival

… so last financial year we had a very successful training exercise where we put about 80 people through a Certificate III in Hospitality course

… we might hold events or support ethnic groups to hold events such as the Fiji Day coming up in October…

> *... we have links with Gladstone Training Company, so it's general certificate level courses*

The role of the LAMP Officer at the Council is seen as significant:

CommunityLeader001

> *Well funding is always a major problem, but again there's a lot of support as well, like the fact that we have a LAMP Officer in Council is something not all councils have, so the council has been quite proactive for a number of years looking at a lot of different things*

> *I think it's important that we get a bit more professional about the whole service provisions, especially when it comes to culturally diverse people, because yeah, we can't just ... it's all good to do things in good faith but yeah, we need to look at changing behaviours, not just getting people to eat different foods.*

CommunityLeader003

> *... the whole purpose of this particular program is to put a more positive community relation across the community, which means that we have two primary goals, and the first one is working with community and the other one is building capacity within councils to provide services in a culturally and linguistically appropriate manner to all residents including those who are coming from non-English speaking background.*

> *... this LAMP program in contrast all LAMP programs across the state, we are operating in what we call a social bridge of integration of interaction, so one side you've got newcomers, no matter whether they come from and just in the town and the other one you've got the local residents.*

The LAMP program focuses on those most vulnerable in the migrant population and leverages this support through interagency between organisations, departments and sponsors with volunteering featuring strongly as a means to build social capital:

CommunityLeader003

> *... but where we actually focus our efforts the most would be on the ones who are more vulnerable in our community, and they would be precisely those women who*

114

might not have kids, who are socially isolated, and they find difficult to participate and engage in community processes.

Volunteering has become one of the key strategies to engage those people, Gladstone Regional Volunteering is one of the products that we have in-house as an option for those who want to put, you know, to put their name down and participate in different capacities or in a volunteering capacity.

It's about providing and sharing information at very early stages, and sometimes even before they come here we can actually get them engaged through a more cordial process, as opposed they come here and they are not happy what they're doing, what services do we have in the community, and that's where we are directing our efforts to support WIN and GMAI to assist those relocation services as well.

… it's about the fostering inter-organisational partnerships between those two organisations so they can actually provide better services.

Other services offered include a multilingual database, specific guides and information on services and activities available in the community:

CommunityLeader003

This is about building our own database here of multiple multilingual skills, or say for instance I have now a register, database, with people within council, councillors, staff members, who speak more than one language, and potentially could actually assist from their call customer service as they require when they have an inquiry on the phone and face-to-face in one of the front counters.

… so we are currently building a specific guide, multilingual guide, for them to, you know, to know exactly what the procedure would be in the case of this upper management, when we are now going to summer, for instance, you know, we get either cyclones or we get floods, you know it could happen.

There's some work to be done and certainly the cross-cultural training is the soft approach that we are using.

Settlement:

The role of the employer in assisting skilled migrants and their families settle into the region was seen as very important:

CommunityLeader001

> ...they need to recognise that the services that you provide to the family members of the worker, are as important or even more important as you provide to your employees.

CommunityLeader003

> ...when I first started here, we realised that there was a need to engage effectively employers and get them more thinking about, from the social perspective in terms of settlement, settlement people, which we have refined our language now and we're talking to them along the lines of a skilled retention, and they finally got the message, so we have now in place, we have now in place particular a bi-monthly intercultural industry reference group, and we discuss and bounce ideas from one another, and those are in relation to a specific social issues, specifically about emerging issues coming into our community, or affecting our community.

CommunityLeader001

> ... when it comes to corporate membership then we'll provide a bit more support to those companies that employ some of the people from overseas when it comes to integration activities

> ... we help with some of them to other services, or give advice to the employer as to how to deal with some of the issues that the international workforce can bring.

> ... we've got about four corporate members so far...

CommunityLeader002
> ... with the Gas industry, they've been very supportive of the festival

116

Children:

Working with children is also seen as crucial in the settlement of skilled migrants and their families, especially in terms of fostering and creating cultural awareness and sensitivity within the community:

CommunityLeader001

> *We have a number of activities at the schools, both state and private schools, and professional development sessions for teachers and community, individuals*
>
> *We also have the Gladstone, the high school literacy program, English as a Second Language integration program, which we're looking at developing it and expanding it into the other high schools as well.*
>
> *… we have English as a Second Language Program that runs in the Gladstone State High School.*
>
> *… we also have, once a year we have a Multicultural Week which involves workshops in the schools to talk about diversity, the need to, well not to use, what am I say, that an Australian doesn't basically have to look blonde and wear thongs to be an Australian, so it looks at, yeah, prejudice and sort of things that we think that an Australian is, it's not always what we are.*
>
> *It looks at also issues of bullying and see differences as not something that needs to be (counter 30:40), yeah, encourages kids to think about, you know, where they come from and how they can contribute to their class and their school, regardless of where they come from.*

CommunityLeader002

> *… Multicultural Development Association out of Brisbane. Yeah, that was a program working with schools. Now Fei does a lot of work with C4C with schools.*
>
> *. It gives them a chance to get their message out too, so yeah, that's helped us a lot.*

Government agencies:

The community groups work with many other community groups, agencies, government, education and training providers and sponsors/employers. This interagency seems to be crucial for effective and collaborative efforts which rely heavily on volunteers and small government grants for subsistence:

CommunityLeader001

> *… we work with, well obviously government, the (counter 22:30) Gladstone Regional Council. We work with like the Friends of the Library. We work with Community for Children, GAPDL, we work with Relationships Australia which they actually provide us with an office. We work with the Women's Health Centre in a number of projects, you know, just collaborate. We have a presence in the Early Childhood Network. We have a presence in the Community for Children Committee, Advisory Committee. We have someone that sits, coordinator, Community Response to (inaudible) and Family Violence. We have a presence in, for example, well the Intercultural Reference Group.*
>
> *Well with the university, with TAFE, with, again there's a lot more.*

CommunityLeader002

> *… two years ago we worked with the Multicultural Development Association from Brisbane…apart from MAQ, Multicultural Affairs Queensland, and we don't work with them in the sense that we asked them for some funds to hold the festival and they provide some funds, but there isn't a government agency that necessarily has links, apart from the Department of State Development…*

CommunityLeader003

> *LAMP is actually funded through the State Government, through Multicultural Affairs Queensland. They provide 30%, 30% of the total budget, and 70% comes from local government on expenses… the Department for Communities, it would be the main arm, but as I said before the funding is not only restricted to multicultural activities…*
>
> *The Department of Immigration and Citizenship, which is State Government. From the State Government we have the State Government Migration Unit, which is based*

118

in Brisbane. As well we've got the Department of Employment & Training which has previously provided funding to develop some workforce skilling strategy...We get also Department of Communities, which is a whole umbrella of children and services providers.

Big issues:

The Big Issues identified by the community leaders were similar to the ethnic group representatives and included transport, and language/communication, children, lack of services especially health and childcare and social isolation of skilled migrant spouses, settlement information and cross cultural training:

Transport and language/communication

CommunityLeader001

Well the first one, depending on where they come from, is the language and the transport...That will then lead on to whether you have more (counter 32:27) employment if you want to, so if your English is not good and you don't drive, then you're going to have less chances to get a job...… think there's a lot of services already, it's just that the continuation of the services will depend on the support of the community and the recognition of potential funding partners to be there

There are some in services though, like for example health and understanding about the Health system and their awareness, maybe that's one of the places where they're lacking

CommunityLeader002

And then there's, in Gladstone, lack of transport, public transport.

Children and social isolation

CommunityLeader002

I would think a major problem for migrants is going to be related in some sense to their kids...particularly where English is not first language or even second, and it's a female and they've got kids, problem!...Don't know anyone, don't know who to talk to, got to put the kids in school, hubby is away 12-hour days, don't drive, haven't got a car, haven't got a licence, so that can become a real, that would be in my mind the major issue for how that can be resolved.

I think that is the single biggest issue, and that obviously has affects then on the family and relationships and things like that, and the working partner is obviously only going to have an opportunity to meet other workers, they're not going to be heavily involved in community unless he's of a nationality where there's other nationalities of the same that he can fall in with, and that's usually the easiest.

And obviously English language is another issue which I've mentioned I suppose as part of that issue.

Services

CommunityLeader003

We've seen that families or young families with no kids are less likely to stay in Gladstone and more than likely to go to Brisbane, Sydney, and Melbourne, even though the salaries are not best, even though they might come from other professional living standards, just for the sake of having – between brackets [access] – to better quality of services, which may not be transferable.

I'm very concerned, and this is not only for skilled migrants, but it's for new residents in general, about the lack of childcare services.

CommunityLeader003

There's something we have to definitely do with our CALD kids in the childcare services, not only from the community point of view but also from the staffing point of view.

Settlement Information

CommunityLeader003

We've identified that there's a mega gap, systemic gap, in which who is responsible to provide that information to newcomers, specifically spouses who are looking for work. This is the major gap in the system…in a nutshell I think that the access and equity continue being the major barriers.

The other one from the local level barrier is perhaps the lack of cohesiveness in some of the services. There certainly has been certainly duplication of some services in the past. We found that while we, we actually would communicate one another in terms of services provided very well to address specific issues, it needs to be improved, it needs to be improved in some capacity.

Cross cultural training

CommunityLeader003

I believe that there are some sectors of the community still are very conservative and are sceptical to skilled migration as an effective mechanism of addressing skill shortage. There's some work to be done and certainly the cross-cultural training is the soft approach that we are using.

CommunityLeader003

cultural diversity management ownership process has to be shared, not only by this council, lead by this council and all the services provided, but it has to be shared by other sectors of the community in equal capacity.

Coordinated services

CommunityLeader003

There's a need for an integration between economic and social moral, in other words there's a reason for this council to work with not only GAPDL but other services providers in a more cohesive and comprehensive and coordinated manner. The lack of coordination is one of the things that is affecting us to produce an outcome as a whole...

we believe that we have a comprehensive, very compiled evidence of what a community needs, and we believe that those services should come and strategically we have a very much under-resourced hospital who is not, who is not progressive or up-to-date with the needs of our community, and this is, you know, it's a major issue that it is affecting us.

Attraction and retention:

Attraction and retention of skilled migrants can depend on the type of visa and residency status of the migrant. For those on temporary 457 visas the issues and circumstances maybe different from those on permanent visas:

CommunityLeader002

… we generally have what you might say two classes of migrant. One is people who come here to stay, for permanent residency, and the other one is 457s, who are people who come here and may or may not end up staying, and may or may not bring their families.

Cultural awareness

Retention is seen to be related to proactive efforts to increase cultural awareness and inclusion in workplaces, the community and schools:

CommunityLeader001

I know they're thinking about it, but to see cultural inclusion and cultural awareness as something that is critical. I know some of them do but not all of them do

if you train your staff and your management staff to be more culturally competent and to be … you're going to be able to retain your employees, and you're also going

to be sort of fulfilling your social responsibility when it comes to providing the new family and also the community with a bit more education about cultural differences, so you're going to be proactively avoiding or proactively stopping any potential issues that can come up from racism and discrimination and cultural issues, and misunderstandings about people's backgrounds

CommunityLeader003

I think that our community is definitely welcoming, it's very welcoming and we're doing quite a cutting edge initiative in terms of settlement and getting people more integrated to our community activities, not only multicultural but mainstream community activities...So no matter how much settlement you do here, no matter how much activities, how much well connected you are in the community, if you don't, if you feel that you can't fulfil your long-term goals you are on your way out.

So I guess that the key of this is just to make sure that everyone has access to, and access (inaudible) not only employment but, you know, quality of lifestyle and, you know, living standards and so forth.

Others were more critical of what needs to be done:

CommunityLeader002

Well if you ask … I don't actually know, I don't know if the Gladstone community wants to attract and retain skilled migrants.

Things like the Multicultural Festival give people an opportunity to see what others can do and what their culture is all about but, you know, I often wonder to myself if you've got people who are receptive and open to other cultures, other communities, well they're not racist anyway, but does that make an impact on the ones who are? Probably not

I certainly think it's going to be a function of people on the ground, and that face-to-face, that personal contact, that just makes so much difference.

You just feel so much more comforted if you've got someone to talk to, someone's there, someone can help you with issues, point you in the right direction, and maybe,

you know, it's great if they're of your particular culture, background, and things like that, but I'm also thinking that has problems too because some countries in particular are very cut out of status conscious, is where you fit into the pecking order is to whether they'll talk to you or not.

Benefits of skilled migration:

Key benefits of skilled migrant include the economic benefits and the cultural diversity skilled migrants bring to regions:

CommunityLeader002

The key benefit clearly is bringing those skills to particularly regional areas, and enabling economic growth and development with opportunities for everyone.

If we couldn't bring migrants here, if we couldn't attract them, if we didn't have anything attractive, well then we'd be, you know, little more than a fishing village circa....So migrants, growth, industry, and development, run hand in hand, so the key benefit is it helps us all, it provides people who have got skills, particular skills, it provides children so our community can grow, it provides diversity and interest in a community, rather than just a mono culture of just Anglo Saxons.

… so it's a sense Gladstone is lucky, we get good quality skilled people, and their families, to assist in our growth and development. We all benefit from it and how to actually translate that understanding so that maybe it makes their acceptance and their stay in a regional area, because regional areas are fairly notorious for being xenophobic, so I don't know.

CommunityLeader003

… there's tangible benefits for the regions in that process, and some of the benefits is just cultural diversity...Cultural diversity is a term that we use to describe how diverse crews contribute in a tangible manner to organisational outcomes, from the local government perspective and this is what we like the most...That's a new

124

phenomenon in our region, I mean we never seen that, we've never seen that in which, you know, migrants have fulfilling, are leading the way in some processes

KEY FINDINGS:

Interagency: Each of the community groups work with many other community groups, agencies, government, education and training providers and sponsors/employers. This interagency seems to be crucial for effective and collaborative efforts which rely heavily on volunteers and small government grants for subsistence.

Settlement: The role of the employer in assisting skilled migrants and their families tosettle into the region was seen as very important.

Big issues:
- Lack of public transport
- Language/communication
- Lack of services especially health and childcare
- Social isolation of skilled migrant spouses
- Working with children is seen as crucial in the settlement of skilled migrants and their families, especially in terms of fostering and creating cultural awareness and sensitivity within schools and the community.

Attraction and retention: of skilled migrants can depend on the type of visa and residency status of the migrant. For those on temporary 457 visas the issues and circumstances maybe different from those on permanent visas.

Key benefits: of skilled migrants include the economic benefits (growing the population and skilled workers) and the cultural diversity migrants bring to regions and the follow on effects this brings to the social fabric of a community.

4.3.3 Community Migrant Survey

The community migrant survey was delivered in two ways, hard copy and online, to try to encourage higher response rates. The community migrant survey was distributed through community groups with 98 hard copy surveys sent out with 34 hard copy surveys returned. In total 29 useable surveys were completed in the hard copy and 44 completed surveys were submitted online for a total of 73 completed surveys. As can be seen in Table 4.3.2a, 56.2% of respondents were female, most respondents (80.9%) were between 25 and 44 years of age, the majority (93.2%) were married or had a partner and most (83.8%) brought their partner with them to Australia. Just over half of the respondents (58.9%) had dependent children with most (81.4%) having one or two children in Australia with them. When assessing the country of birth of the respondents it was found that respondents came from 26 different countries, with the highest number coming from India and the UK. The number of different nationalities represented highlights the diversity of the workforce in the Gladstone region.

TABLE 4.3.2a: DEMOGRAPHIC INFORMATION

Variable	Category	Sample %
Gender	Male	43.8
	Female	56.2
Age Group	20 - 24 Years	1.4
	25 - 29 Years	15.1
	30 - 34 Years	28.8
	35 - 39 Years	19.2
	40 - 44 Years	17.8
	45 - 49 Years	6.8
	50 - 54 Years	5.5
	55 - 59 Years	2.7
	60 +>	2.7
Marital Status	Married	79.5
	Single	6.8
	Partner	13.7
Did your partner/spouse come to Australia with you?	Yes	83.8
	No	16.2
Do you have dependent children?	Yes	58.9
	No	41.1
How many dependent children in Australia	Zero	7.0
	One	39.5
	Two	41.9
	Three	9.3
	Five	2.3
Country of Birth (Top 6)	India	13.7
	UK	9.6
	Philippines	8.2
	South Africa	8.2
	Sri Lanka	6.8

126

	Iran	6.8

Table 4.3.2b continues the analysis of the demographic characteristics of the respondents. From this table we can see that almost half (45.2%) the respondents have arrived in Australia in the past three years, with the majority also arriving in Gladstone in the past three years (69.8%). Less than one-third (31.5%) of respondents entered Australia as a permanent resident with the majority of the other migrants arriving in a 457 (68.0%) or 475 (16.0%) visa. A number of the respondents (43.3%) were not the primary applicant for this visa. When assessing the visa that the respondents are currently working under the majority of these are still on their original visa with most working under either a 457 (62.5%) or 475 (12.5%) visa. The majority (67.5%) of respondents that are not currently permanent residents state they intend to apply for PR with 25% considering it. Only 7.5% of respondents state they do not intend on applying for PR.

TABLE 4.3.2b: DEMOGRAPHIC INFORMATION (CONT.)

Variable	Category	Sample %
What year did you arrive in Australia?	Prior to 2006	19.2
	2006	5.5
	2007	12.3
	2008	8.2
	2009	9.6
	2010	9.6
	2011	15.1
	2012	20.5
What year did you arrive in Gladstone?	Prior to 2006	4.2
	2006	5.5
	2007	6.8
	2008	1.4
	2009	12.3
	2010	13.7
	2011	26.0
	2012	30.1
Did you enter Australia as a permanent resident?	Yes	31.5
	No	68.5
With which visa did you enter in Australia?	300	4.0
	309	4.0
	417	8.0
	457	68.0
	475	16.0
Were you the primary applicant?	Yes	56.7
	No	43.3
What visa are you currently on?	157	6.3
	175	6.3
	457	62.5
	475	12.5
	820	6.3
	857	6.3

If you are not a PR, do you intend to apply for PR?	Yes	67.5
	No	7.5
	Maybe	25

The next section of the survey investigated respondents working experience and impressions of careers in Australia. Respondents were working in a variety of fields with many are working in medical services, engineering, and customer service roles. The majority of respondents had completed some form of post-secondary education with most having at least a bachelor level degree. As can be seen in Table 4.3.2c more than two-thirds (67.1%) of respondents had more than 5 years experience in their chosen field. It is interesting to note that almost two-third of respondents (63.2%) claimed that they had faced difficulties in finding employment in Australia. The most frequent responses given as to why respondents had experienced difficulty in finding work were the issues of language barriers and lack of local work experience. Some of the other reasons provided for this difficulty in finding work included "citizenship or permanent residence required as job criteria", "have to do exams to get registration at Australian dental council", and "it is hard to find a job in your area if you don't have a good network". The next question also sheds some light onto why respondents may have found it difficult to find a job with almost half (49.3%) not researching job opportunities before coming to Australia. Of those that did research job opportunities in Australia more than one-third (35.1%) stated that they had negative impressions (very poor 18.9% or poor 16.2%) about their chances of gaining employment in their field. This raises the question as to why respondents would migrate to Australia if they though their chance of gaining employment were poor or very poor. The next question may provide an answer to why they moved to Australia if their chance of finding work was not good as the greatest number (42.2%) stated that they migrated to Australia for lifestyle reasons with only 18.8% stating they made the move for career reasons.

Although less than 20% of respondents stated they migrated for career purposes many of the respondents stated that the move to Australia had impacted their career in a positive way (70%). Some of the comments related to positive career outcomes included "there are more opportunities and better work conditions", "opportunity to earn much higher salary and better career progression, "I have a better position and improved career prospects" and "it has helped me to broaden my trade skills and skills related to dealing with clients". Some of the comments from the 30% who claimed migrating to Australia was a bad career move included "I am still unemployed and in my country I had a good job with a high position", "Leaving my network and references behind affected my career" and "I have to start everything from the beginning again".

TABLE 4.3.2c: LIVING AND WORKING IN AUSTRALIA

Variable	Category	Sample %
How many years of experience did you have in your profession before arriving in Australia?	< 1 Year	12.9
	1 - 5 years	20.0
	5 - 10 years	27.1
	10 - 15 years	17.1
	15 years >	22.9
Have you had difficulties in getting suitable employment in Australia?	Yes	63.2
	No	36.8
Did you research jobs and employment opportunities before you came to Australia?	Yes	50.7
	No	49.3
If YES, what impression did you get about your chances of gaining employment in your field?	Very Poor	18.9
	Poor	16.2
	OK	37.8
	Good	10.8
	Very Good	16.2
Have you obtained any assistance with developing your CV/ Resume and writing job applications?	Yes	18.1
	No	81.9
What attracted you to Australia?	Easy to migrate	12.5
	Lifestyle	42.2
	Career	18.8
	Friends and family are here	7.8
	Safe and stable political environment	12.5
	Other	6.3
Has moving to Australia been a good career move for you?	Yes	70.0
	No	30.0

The following section of the survey investigates ways in which respondents have engaged in the community in which they live in Australia. As can be seen in table XXXX a number of respondents (38.0%) had undertaken a training course whilst living in Australia, with 21.9% of all respondents undertaking an English language course. Most of the other courses respondents had undertaken were certificate type courses in areas such as hospitality, hairdressing, manufacturing, first aid and engineering. More than half (50.7%) of all respondents had also undertaken some form of Occupational Health and Safety (OH&S) training since arriving in Australia.

In a sign that respondents are attempting to fit into their new communities almost two-thirds of respondents (64.7%) have joined a community or social organisation to help them settle in to the local community and 41.1% have undertaken some form of volunteer work in the community. However, whilst many respondents have tried to fit into their new environment, many respondents

(41.1%) reported that they had endured negative experiences as a migrant to Australia. A number of respondents reported that they had been accused of stealing jobs from Australians and many reported issues related to racism and discrimination. Some of the comments related to these issues included "being told that I'm taking jobs from Australians", "discrimination/ jobs are given to Aussies, even if they're less qualified", and "I have faced nationalism, prejudice and ignorance", others simply listed racism. Other issues that have arisen include the visa process being too time consuming, too much red tape at the immigration department, overseas work experience not being recognised and not being able to rent a unit without local references. In a sign that most workplaces are making an effort to make migrant workers feel comfortable at work, almost three-quarters of respondents (72.5%) claim they have not had any issues fitting into Australian workplaces. The majority of the respondents that claimed they had some difficulty in fitting in at work cited language and cultural differences as the main issues they faced. In a good sign that Australian workplaces are stamping out racism and bullying only one respondent claimed they had experienced racism and bullying at work.

TABLE 4.3.2d: LIVING AND WORKING IN AUSTRALIA (CONT.)

Variable	Category	Sample %
Have you undertaken any courses since being in Australia?	Yes	38.0
	No	62.0
Have you undertaken any English language courses since coming to Australia?	Yes	21.9
	No	78.1
Have you undertaken any training in Occupational Health and Safety (OH&S) since coming to Australia?	Yes	50.7
	No	49.3
Have you joined any community or social groups or organisations?	Yes	64.7
	No	35.3
Have you done any volunteer work since being in Australia?	Yes	41.1
	No	58.9
Have you had negative experiences as a migrant in Australia?	Yes	41.1
	No	58.9
Have you had difficulties fitting into Australian workplaces?	Yes	27.5
	No	72.5

The next section of the survey related specifically to respondents experiences living in Gladstone. The first question asked respondents to rate their sense of belonging to the Gladstone Community. The feelings of the respondents were varied with almost one-third (30.6%) rating their feeling of belonging as poor (12.5%) or very poor (18.6%), one-third (33.3%) claimed it was okay, whilst just over a third (36.1%) stated they had a good (27.8%) or very good (8.3%) sense of belonging to the community. This highlights that there are issues facing migrants settling into the community in Gladstone. Some of these issues could be compounded as very few respondents (13.9%) were able to access any form of settlement assistance on their arrival to Australia. Of the 38 respondents currently still working under a visa in Gladstone 31.6% state they will more than likely stay in Gladstone at the expiration of their current visa, 28.9% state they will leave Gladstone, and 39.5% are unsure whether they will stay. In total, 59 respondents claim that they are considering moving away from Gladstone, including those who are now permanent residents. Of these, 36.7% state they will leave Gladstone in the next year with a further 50% claiming they may leave within the next two years. The greatest number of people are intending to move to Brisbane (31.3%), followed by Sydney (12.5%) and other parts of Queensland (9.4%) with 29.7% undecided on where they will move to. Interestingly only 4.7% claim they will leave Australia, and no respondents claim they will move to other resource intensive regions of Australia such as Western Australia or the Northern Territory.

TABLE 4.3.2e: LIVING IN GLADSTONE

Variable	Category	Sample %
How would you rate your sense of belonging within the Gladstone community?	Very Poor	18.1
	Poor	12.5
	OK	33.3
	Good	27.8
	Very Good	8.3
Have you been able to access any settlement assistance when you arrived in Australia?	Yes	13.9
	No	86.1
Do you think you will stay in Gladstone once your current visa expires?	Yes	16.4
	No	15.1
	N/A as I am a PR/Australian Citizen	47.9
	Don't know	20.6
If you are considering moving, when do you think this will happen?	1 year	36.7
	2 years	50.0
	3 years	3.3
	4 or more years	9.9
If you are considering moving away from Gladstone where do you think you would go?	QLD (other)	9.4
	Brisbane	31.3
	Sydney	12.5
	Melbourne	6.3
	Hobart	1.6
	Adelaide	4.7
	Back to my home country	1.6
	Another country	3.1
	Have not decided	29.7

The next section of the survey asked respondents how strongly they agreed with a number of statements related to the reasons for them considering leaving Gladstone. These statements were measured on a 5=point Likert scale where 1 represents strongly agree and 5 represents strongly disagree. Based on the mean score, found in Table 4.3.2f, it can be seen that the top four reasons respondents are considering leaving Gladstone are "facilities are not good (2.71)", "I don't like the area" (2.75)", "my career is not advancing" (2.84) and "Don't feel comfortable in this town (feel like an outsider)" (2.86).

TABLE 4.3.2f: REASONS FOR THINKING ABOUT LEAVING GLADSTONE

Factor	1* (%)	2 (%)	3 (%)	4 (%)	5* (%)	Mean	SD
Not what I expected	10.7	21.4	42.9	19.6	5.4	2.88	1.028
Facilities are not good	10.3	37.9	25.9	22.4	3.4	2.71	1.043
No employment opportunities for myself	6.8	22.0	25.4	39.0	6.8	3.17	1.069
No employment opportunities for spouse	13.8	13.8	22.4	34.5	15.5	3.24	1.275
Family/friends live in other area	12.5	26.8	25.0	26.8	8.9	2.93	1.189
I don't like the area	13.6	33.9	23.7	22.0	6.8	2.75	1.154
My family is unhappy	8.5	28.8	33.9	22.0	6.8	2.90	1.062
Don't feel comfortable in this town (feel like an outsider)	11.9	30.5	27.1	20.3	10.2	2.86	1.181
Don't feel accepted by the locals	6.8	23.7	33.9	25.4	10.2	3.08	1.087
My career is not advancing	14.0	29.8	24.6	21.1	10.5	2.84	1.222

1* = Strongly Agree - 5* Strongly Disagree

The following Table (4.3.2g) highlights the importance respondents place on different aspects of life when deciding in where they may like to live. If Gladstone cannot offer the important

lifestyle factors that migrants are pursuing then migrants are more likely to leave the town. The five most important lifestyle factors that these respondents report are "Employment opportunities for myself (2.52)", "Shops (2.57)", "Cultural Activities (2.7)", "Cultural tolerance (2.72)", and "Employment opportunities for my spouse (2.74). Interestingly factors such as schools and government and community services were not seen as important as many of the other factors.

TABLE 4.3.2g: LIFESTYLE FACTORS IMPACTING DECISION TO LEAVE GLADSTONE

Factor	1* (%)	2 (%)	3 (%)	4 (%)	5* (%)	Mean	SD
Shops	18.6	38.6	15.1	21.4	5.7	2.57	1.187
Schools	26.1	24.6	14.5	13.0	21.7	2.80	1.511
Sporting Facilities	17.4	24.6	27.5	21.7	8.7	2.80	1.220
Cultural Activities	18.6	34.3	14.3	24.3	8.6	2.70	1.267
Government and community services	15.7	37.1	10.0	25.7	11.4	2.80	1.303
Employment opportunities for myself	38.0	25.4	5.6	8.5	22.5	2.52	1.602
Employment opportunities for my spouse	27.9	33.8	2.9	7.4	27.9	2.74	1.617
Cultural tolerance	16.2	33.8	19.1	23.5	7.4	2.72	1.208
Religious tolerance	14.5	24.6	29.0	20.3	11.6	2.90	1.226
Better social networks/ties	15.7	35.7	14.3	24.3	10.0	2.77	1.265
Easier international travel	20.3	24.6	24.6	20.3	10.1	2.75	1.277
Better climate	14.7	23.5	30.9	20.6	10.3	2.88	1.204

1* = Very Important - 5* Very Unimportant

Limitations

There is one limitation that must be addressed for the community survey is that the sample size of 73 is not large enough to make generalisations. Rather the information uncovered in this part of the research gives an understanding of perceptions and feelings of the respondents to this survey and acts as a discussion point and as a starting point for future research.

KEY FINDINGS:

- **Attractors:** The main reason many migrated to Australia was lifestyle reasons (42.2%) with a much smaller number stating it was for career purposes (18.8%).

- **Researching Australia before arrival:** Interestingly, when considering moving your family to another country, almost half the respondents (49.3%) did not research jobs and employment opportunities before they came to Australia. Of those that did research job opportunities, 35.1% stated that they had a poor or very poor impression about their chances of gaining employment in their field.

- **Residential Status:** Since their arrival in Australia, almost all of the migrants (92.5%) surveyed claim that they have already received permanent residency, or they will or are thinking about becoming permanent residents of Australia.

- **Negative Experiences:** 41.1% commented that they had encountered negative experiences as a migrant in Australia.

- **Living in Gladstone:** When considering how happy respondents were to be living in Gladstone, almost one-third (30.6%) state they rate their sense of belonging to the Gladstone community as poor or very poor. 33.3% said it was OK and 36.1% said it was good or very good.

- **Leaving Gladstone:** This is further compounded with the finding that 80.8% of respondents are currently thinking about leaving the Gladstone region. Of these 86.7% state they may leave Gladstone in the next year (36.7%) to two years (50%) with the greatest number (31.3%) stating they will move to Brisbane. Finally, when assessing the most important lifestyle factors that were affecting their decision to leave the five most important lifestyle factors that the respondents report they are looking for in a place of residence are:

- Employment opportunities for myself

- Shops

- Cultural Activities

- Cultural tolerance

- Employment opportunities for my spouse.

5. Findings

6. Summary and Conclusion

One of the major barriers encountered by this research was the lack of a central data collection mechanism, which would allow regional stakeholders to calculate in a more accurate manner the total influx of skilled migrants and their dependants who are residing in a region. In addition, it is important to acknowledge the high fluidity and mobility of the workforce coming from overseas and staying in the region, which also exacerbates the complexity of information collection, compilation and analysis. There are however, disparate sets of data that can be compiled to assist "paint a picture" of what might be reflective of the true nature of the skilled migrant community within a local government area. The sources of secondary data collected for this study have been complimented by primary data collected in the form of interviews, case studies and surveys. The research questions driving this investigation will now be used to frame the study's conclusions:
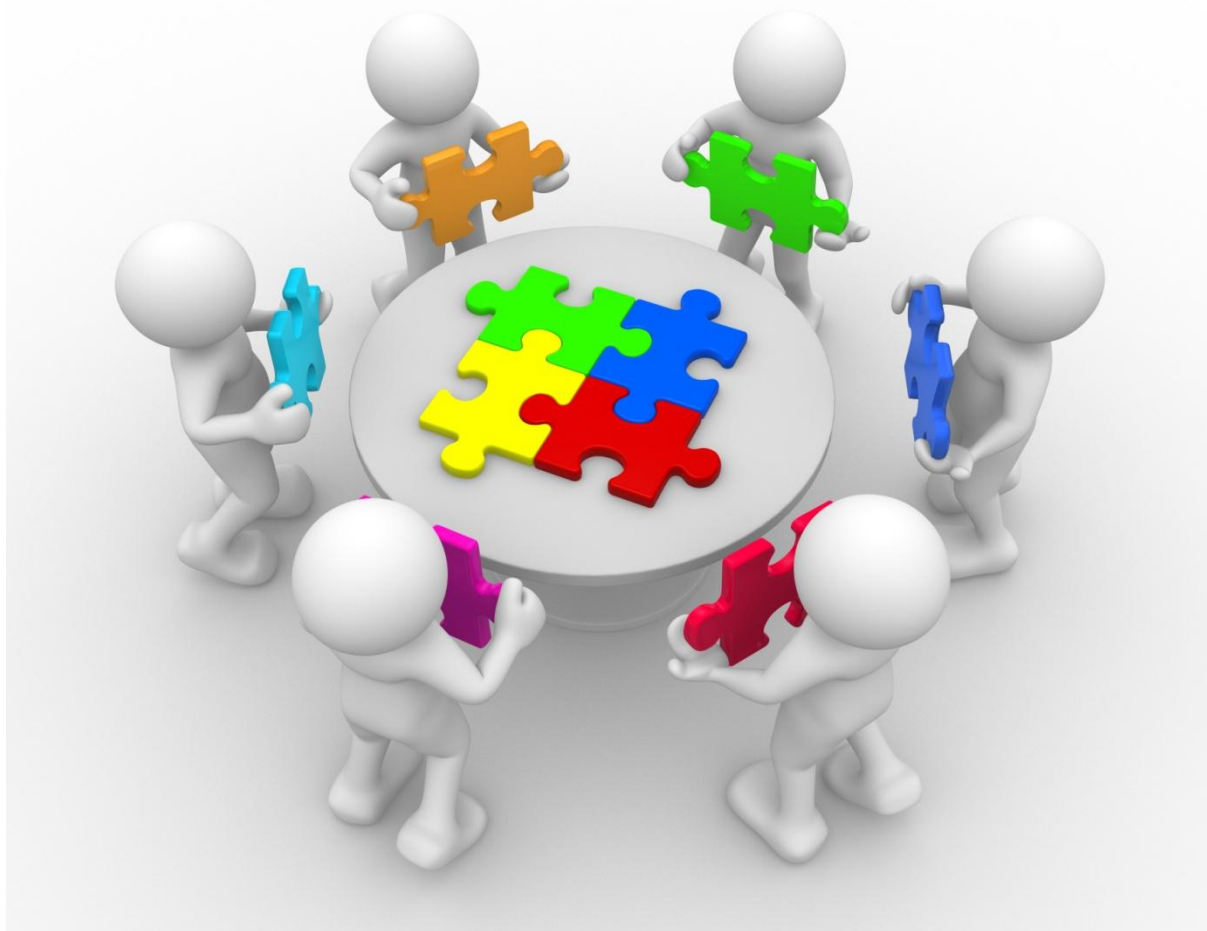
© Corina Rosu Dreamstime.com

In economic terms skilled migrants are providing crucial skill sets (professionals and tradespersons) to large, middle and small size local employers and businesses. For instance, it has been clearly identified that the Health and Medical services in the region not only benefit greatly from overseas migrant skills but depend on them. Skilled migrants and their families also contribute economically through enhanced population growth and entrepreneurship. Both factors generate increased social and physical infrastructure. From the social perspective, while English, New Zealanders and Filipinos have consistently been the most dominant communities across the region in terms of numbers, there is a wide spread of nationalities (72 different ethnic groupings). This is an indication of the richness and vibrancy of the Gladstone cultural heritage. There has been observed, positive community relations among different groups through community self-help structures, large participation in mainstream social and sporting groups, increased engagement of volunteers in community activities and programs and interfaith celebrations. The cultural activities organised by the migrant community groups in Gladstone are testament to the cultural diversity in the region and how this is celebrated through activities such as Welcoming Morning Teas, multicultural festivals and events throughout the year. These are all indicators of social and civic engagement which helps build social connectedness and creates a more tolerant and culturally aware community. It also plays a key role in retaining skilled migrants within the region. It may also inadvertently assist in attracting future skilled migrants and their families to Gladstone.

RQ2: What are the issues encountered by business and communities when employing skilled migrants?

Businesses in Gladstone are faced with skill shortages and difficulties attracting skilled labour regionally and domestically in a time of substantial economic development and growth. Some of this is related to global shortages in certain highly skilled professions (e.g. engineers and health and medical professionals) however this is complicated by current regional labour supply and demand and difficulties attracting skilled workers to regions in general. Importing skilled labour from overseas is certainly expensive and risky and the last option from an employers point of view. Some businesses, for instance, have reported some issues for skilled migrant workers whose first language is not English as having more difficulties settling into work than those who have English as a first language. Those that have been successful at attracting and retaining skilled migrants in their

businesses are those that have invested time and resources into the settlement and integration of the skilled workers and their families (where applicable). A strong focus on supportive employers and communities with particular emphasis on resolving the perennial settlement issues associated with family, housing, schooling, cultural and linguistic challenges faced by skilled migrants and their families locating to regional Australia is crucial. The research has found that businesses need to become more socially and culturally inclusive as far as their human resource policies are concerned in order to attract and retain their overseas employees. Some employers have encountered considerable success when assisting their newly arrived employees and their family dependants from overseas during their settlement and integration. On the other hand, some employers have found it challenging to retain those skills when there is very little evidence of social and integration support.

RQ3: What support does business and the community need to provide to ensure they attract and retain skilled migrants and their families in regional areas?

The key message from the study has been the importance of settlement assistance and integration strategies in retaining skilled migrants and their families. Businesses need to tap into existing migrant community organisations and activities and work with these organisations to improve the settlement and integration of skilled workers and their families. Strategies to combat racism through cross cultural training, public celebrations of diversity, building inclusive schools and inclusive workplaces would go a long way towards assisting in the retention of skilled migrants and their families to the Gladstone region. A lot of work and activity has been undertaken in this space especially by the Gladstone migrant community groups and the Gladstone Regional Council however a lot more could be done with greater involvement from Gladstone industry and businesses.

RQ4: What support do skilled migrants and their families need to better assist them settle, become active members of communities and remain in regions?

Most skilled migrants were attracted to Australia for lifestyle and safety reasons and the employment opportunities the Gladstone region has to offer. Skilled migrants need assistance with settlement which is related to housing, transport, access to health and medical services, childcare and general information about life in regional Australia. They also need opportunities to connect with members of the community through community self – help structures and to the wider

community through social and sporting groups, opportunities to volunteer and opportunities to connect to others who may be feeling isolated, especially the spouses of skilled workers. Key factors identified that would influence the retention of skilled migrants in Gladstone included:

Services

• Lack of public transport

• High cost of rent/accommodation

• Lack of services especially healthcare and childcare

• Need for service providers to adopt more socially and linguistically inclusive policies

Employment

• Employment opportunities for self and spouse

• Not having overseas work experience and qualifications recognised which limits skilled migrant's ability to enter the labour market at their respective professional levels and creates skills wastage and atrophy

• Need for cultural awareness training by employers for all their employees

• Need for Aussie induction training by newcomers

• Need for individually tailored employment coaching or mentoring programs

Social and cultural

• Need for English language training

• Cultural activities

• Cultural tolerance within the broader community

• Social isolation of skilled migrant spouses

• Working with children is seen as crucial in the settlement of skilled migrants and their families, especially in terms of fostering and creating cultural awareness and sensitivity within schools and the community.

Regional communities could develop strategies and activities around the three phases of settlement outlined by Wayland (2006):

Early settlement: requirements for housing, food, clothing, information and orientation, and other 'reception' or settlement services

Intermediate settlement: advanced or employment specific language instruction, training and education to upgrade skills

Long-term settlement: work to overcome systematic barriers to participate in society as equals to the domestically born population.

RQ5: What are the implications of the study findings for policy and practice?

For regional communities: regional areas have traditionally found it hard to attract and retain skilled workers. Skilled migrants and their families are crucial for creating sustainable workforces and services in regional areas. The research and its findings have identified key attractors, retention issues and key settlement and integration strategies that need to be deployed to ensure skilled migrants and their families are retained in regional Australia.

For employers and industry: employers in Gladstone have the opportunity to ensure the retention of their skilled migrant workers by developing a more systematic and comprehensive settlement and integration process which includes catering to the spouse and families of their newly recruited skilled migrant workers, as well as, ensuring the onboarding in the workplace is smooth and culturally sensitive. Employers would benefit greatly from instigating cross cultural training within their respective workforces to ensure their organisations manage diversity well and to increase the likihood of retaining skilled migrant workers into the future

Recommendations:

1. There is a need for a national data collection mechanism on skilled migrants and their families which could be used to evaluate current migration policy and inform future migration policy. This collection mechanism could also assist States and Territories and local government by providing an evidence base for service provision, social planning and the development of a coordinated approach to assist regions attract and retain skilled migrants and their families.

2. The study recommends the development of a model to determine the economic, social and cultural contributions of skilled migrants and their families to regional Australia. It is proposed that this model be based on the "Welcoming Community" framework developed in Canada. A welcoming

community is '... conceptualized as a collective effort to create a place where individuals feel valued and included. Ultimately, a welcoming community attracts and retains newcomers by:

• Identifying and removing barriers

• Promoting a sense of belonging

• Meeting diverse individual needs

• Offering services that promote successful integration, with successful integration defined as the "ability to contribute, free of barriers, to every dimension of Canadian life – economic, social, cultural and political."

Thus, we define a welcoming community as a location that has the capacity to meet the needs and promote inclusion of newcomers, and the machinery in place to produce and support these capacities (Esses et al 2010, p.9).

For example, it is recommended that a central hub be established where newly arrived skilled migrants seeking information (employment, schools, childcare centres etc) could register and this could be administered by a community liaison officer within existing support structures (e.g. WIN or GMAI).

3. The study recommends ongoing monitoring of how skilled migration is impacting upon other sectors in the community including CALD children and youth populating local schools and the required assistance for them to academically and socially integrate into the community.

4. The study recommends a local body (e.g. Chamber of Commerce, GAPDL, GEA, etc) to provide support to small and middle size businesses who are either employing or planning to employ skilled workers from overseas. This would support best practices, learning initiatives and enhance attraction and retention outcomes.

5. This study recommends future research be undertaken to explore the role of regions in branding and attracting skilled migrants to regions and the utility of developing Regional Migration Plans.

6. It is recommended that a future research agenda be developed that explores the experiences of skilled migrants and their families in regional Australia which involves regional comparative studies, longitudinal studies, profession and industry based research and research focused upon the use of skilled migration by small to medium sized enterprises.

References

Australian Bureau of Statistics, 2011, Census QuickStats, ABS.

http://www.censusdata.abs.gov.au/census_services/getproduct/census/2011/quickstat/LGA33360?opendocument&navpos=220#cultural . Accessed on 05/11/2012 11:00am.

Australian Bureau of Statistics, 2011, *Census of Population and Housing, 2011, Basic Community Profile - B43*

Australian Bureau of Statistics, 2011, *Census of Population and Housing, 2011, Basic Community Profile - B45*

Australian Bureau of Statistics, 2012, *Building Approvals, Australia, June 2012, cat. no. 8731.0*

Australian Bureau of Statistics, 2011, *Census of Population and Housing, 2011, Basic Community Profile - B11*

Australian Human Resources Institute (AHRI), 2009, *Australian Experiences with Skilled Migration – Perception and Reality,* HRpulse research report series, 3(1), AHRI, Melbourne, accessed November 2012, http://www.ahri.com.au/scripts/cgiip.exe/WService=AHRI-LIVE/ccms.r?pageid=10953#0904

BIS Shrapnel, 2009, *Mining in Australia 2009-2024 Report*, http://www.bis.com.au/verve/_resources/Mining_-_Extract_-_2009.pdf

Bureau of Transport and Regional Economies (BTRE), 2006, *Skill Shortages in Australia's Regions, Working Paper No.68*, Commonwealth of Australia, Canberra.

Cameron, R & Harrison, J, 2010, *Australian Human Resource Practitioner Views & Use of Temporary Skilled Migration,* Proceedings of 10th World Congress International Federation of Scholarly Associations of Management, July 8 -10, Paris, France, 2010.

Cameron, R, 2011, *Skilled Migration policy: responding to Australia's regional Skill Shortages,* Journal of Economic and Social Policy. Vol. 14, No. 3, Article 4, ISSN: 1325-2224

http://epubs.scu.edu.au/jesp/vol14/iss3/4

Castles, S and Miller, M.J, 2009, *The Age of Migration*. MacMillan, London.

Collins, J and Krivokapic-Skoko, B, 2009, *Attraction and Retention of New Immigrants In Regional and Rural Australia: Literature Review and National Survey 2008*, Rural Industries Research and Development Corporation, Barton, ACT.

Creswell, J.W and Plano Clark, V.L, 2007, *Designing and Conducting Mixed Methods Research,* Sage, Thousand Oaks, California.

Deegan, B, 2007, *Visa subclass 457 integrity review: Final Report*. http://www.immi.gov.au/skilled/457-integrity-review.htm

Department of Immigration and Citizenship (DIAC), 2007, *Evaluation of skilled migration to the Riverina*, Commonwealth of Australia, Canberra, Accessed 3 May 2010, <http://www.immi.gov.au/media/publications/research/_pdf/evaluation-skilled-migration-to-riverina.pdf.

Department of Immigration and Citizenship (DIAC), 2011, *Subclass 457 State/Territory Summary Report 2010-11 to 30 June 2011*, Canberra, ACT.

Department of Immigration and Citizenship (DIAC), 2012, *Settlement Database*, Canberra, ACT.

Drolet, J and Robertson, J, 2011, *Settlement Experiences of Family Class Immigrants in a Small City: Kamloops, British Columbia*, Metropolis British Columbia: Centre for Excellence for Research on Immigration and Diversity, Working Paper Series, No. 11-19, December 2011.

Esses, V.M, Hamilton, L.K, Bennett – AbuAyyash, C and Burstein, M, 2010, *Characteristics of a Welcoming Community, Integration Branch of Citizenship and Immigration Canada.*

Evans, C, 2008, Ministerial statement: Changes to the 2008-09 skilled migration program. http://www.minister.immi.gov.au/media/media-releases/2008/ce08123.htm

Flint, J.D, 2007, *Rural Immigrants Who came to stay: A Case study of recent Immigrants to Colchester County, Nova Scotia*, Atlantic metropolis Centre, Working Paper No, 07-2007, Halifax, NS, Canada.

GAPDL, 2010, Prosperity 2030: *Gladstone region Economic Development Strategy: the Gladstone region – A Diversity of Choice in Which to Work, Live and Invest*, SGS Economics and Planning, Fortitude valley, QLD.

Greene, J.C, 2007, *Mixed methods in social inquiry*. Jossey-Bass – Wiley, San Francisco, CA.

Gladstone Port Authority (n.d) History of GPA, Gladstone Port Coorporation http://www.gpcl.com.au/AboutGPC/HistoryofGPC.aspx

Goel, K and Goel, R, 2009, *Settlement of Immigrants in Regional South Australia-Role of Socioeconomic Determinants*, 10th National Rural Health Conference, Cairns, 17-20 May 2009, http://10thnrhc.ruralhealth.org.au/papers/docs/Goel_Kalpana_D1.pdf.

Handford, P and Tan, K, 2003, *Settlement Accord*, Discussion paper developed for National Settlement Conference II Calgary – October 2-5, 2003.

Hugo, G. 2004a, *Temporary migration: a new paradigm of international migration*, *Research Note,* No. 55, Parliamentary Library 2003-2004, Department of Parliamentary Services, Canberra, ACT, Australia, Accessed 8 March 2009, < http://www.aph.gov.au/library/Pubs/RN/2003-04/04rn55.pdf>.

Hugo, G, 2004b, *A new paradigm of international migration: implications for migration policy and planning in Australia,* Research Paper no. 10, Parliamentary Library, Commonwealth Department of Parliamentary Services, Canberra.

Hugo, G, 2008a, *Immigrant settlement outside of Australia's capital cities*, Population, Space and Place, Vol. 14, pp. 553-571.

Hugo, G, 2008b, *Australia's State-Specific and Regional Migration Scheme: An Assessment of its Impacts in South Australia*, Journal of International Migration and Integration, Vol. 9, no. 2, pp. 125-145. Accessed 6 March 2010, < http://www.springerlink.com/content/j6x214t26173274q/

Hugo, G, 2011, *Economic, Social and Civic Contributions of First and Second Generation Humanitarian Entrants,* Department of Immigration and Citizenship (DIAC), Canberra.

International Labour Organisation (ILO), 2003, UN convention on migrant workers rights enters into force. www.ilo.org/global/About_the_ILO/media_and_public_information/Feature_stories/lang-en/WCMS_075619/index.htm

ISSR, 2010, *Factors that influence skilled migrants locating to regional areas Final Report*, DIAC, Canberra.

Jockel, M, 2009, *457 Visas, Skill Shortages and Worker Protection,* People and Place, Vol.17, no. 2, pp. 30-42.

Khoo, S, McDonald, P, Voigt-Graf, C and Hugo, G, 2007, *A Global Labor Market: Factors Motivating The Sponsorship And Temporary Migration Of Skilled Workers To Australia*, International Migration Review, 41(2), pp.480-510.

Khoo, S, Voigt-Graf, C McDonald, P and Hugo, G, 2004, *A Global Market: The Recruitment of Temporary Skilled Labour from Overseas*. Department of Immigration and Multicultural and Indigenous Affairs Canberra.

McDonald, P and Temple, J, 2008, *Demographic and Labour Supply Futures for Australia*, Australian Demographic and Social Research Institute, Canberra.

Ministry of Advanced Education & Labour Market Development (MAE&LMD), 2009, Jurisdictional Review and Learnings: Welcoming and Inclusive Communities Initiatives, accessed October 2012, www.welcomebc.ca/.../communities/final_report_jurisdictional_learning

Morse, J.M & Niehaus, L, 2009, *Mixed method design: principles and practices*, Left Coast Press, Walnut Crk, CA.

Organisation for Economic Cooperation and Development (OECD), 2002, International mobility of the highly skilled, OECD, Paris.

 OECD, 2009,*The Future of International Migration to OECD Countries,* OECD, Paris.

Oke, N, 2010, *Working Transnationally: Australian Unions and Temporary Migrant Work,* Social Alternatives, Vol. 29, no. 2, pp. 70-75.

Plano Clark, V.L & Creswell, J .W, (Eds.), 2008, *The mixed methods reader*. Sage, Thousand Oaks, CA.

Phillips, J, 2005, *Australia's Migration Program,* Research Note no. 48 2004–05, Social Policy Section, Parliamentary Library of Australia, Canberra, Accessed 6 March 2007,
http://www.aph.gov.au/library/pubs/RN/2004-05/05rn48.htm

Phillips, J, 2006, *Skilled migration to Australia,* E-Brief: Online Only issued 5 June 2006, Social Policy Section, Parliamentary Library of Australia, Canberra, Accessed 6 March 2007,
http://www.aph.gov.au/library/intguide/SP/Skilled_migration.htm

QLD DET, 2011, *Gladstone Region Workforce Development Strategy*, Draft, QLD DET, Brisbane.

Roach Report 1995, *Business temporary entry – future directions. Report by the committee of inquiry into the Temporary Entry of Business people and highly Skilled Specialists*, Department of Immigration and Ethnic Affairs, Canberra.

Skills Queensland, 2011, *Strategic Priorities Issues Paper 2011*, Skills Queensland, Brisbane.

SGS Economics and Planning, 2010, *Engagement is Key to Good Community Planning*, accessed November 2012, SGS News Volume 4, 2010, http://www.sgsep.com.au/engagement-key-good-community-planning.

Saunders, J, 2008, *Skilled migration and the workforce: an overview*, NCVER, Adelaide.

Shah, C and Burke, G, 2005, *Skilled Migration: Australia*, working paper no.63, December 2005, Centre for the Economics of Education and Training, Monash University, Accessed 5 June 2006,
http://www.education.monash.edu.au/centres/ceet/docs/workingpapers/wp63dec05shah.pdf

Teddlie, C & Tashakkori, A, 2003, *Major Issues and Controversies in the Use of Mixed Methods in the Social and Behavioral Sciences,* In Tashakkori, A. & Teddlie, C. Handbook of mixed methods in social and behavioral research. Sage, Thousand Oaks, CA.

Teicher, J, Shah, C and Griffin, G, 2000, *Australian Migration: Triumph of Economics Over Prejudice?*, Working paper No.33, Centre for Economics of Education and Training (CEET), Monash University – ACER, accessed October 2012, www.education.monash.edu.au/centres/ceet/.../wp63dec05shah.pdf

Wayland, S, 2006, *Unsettled: Legal and Policy Barriers for Newcomers in Canada*, Law Commission of Canada, accessed October 2012, www.cfc-fcc.ca/doc/LegalPolicyBarriers.pdf

Withers, G and Powell, M, 2003, *Immigration and the Regions: Taking Regional Australia Seriously*, Chifley Research Centre, accessed October 2012, www.appliedeconomics.com.au/pubs/pdf/rep03_immi.pdf

Wulff, M and Dharmalingam, A, 2008, Retaining Skilled Migrants in Regional Australia: The Role of Social Connectedness, *Journal of International Migration and Integration*, Vol. 9, no. 2, pp.147-160.

APPENDICES

Appendix A   Gladstone Region Council

Appendix B   Gladstone Multicultural Association Inc. (GMAI)

Appendix C   Welcoming Intercultural Network (WIN)

Appendix D   Workplace Survey

Appendix E   Community Migrant Survey

Appendix F   Health Services Survey

Appendix A   Gladstone Region Council

Gladstone Region Council:

The new Council was formed on the 15th March 2008 and includes the former: -

- Calliope Shire Council
- Gladstone City Council
- Miriam Vale Shire Council
- Gladstone Calliope Aerodrome Board

Local Government's role as the third tier of government in Australia is defined in State Government legislation - being the Local Government Act 1993.

Council comprises of a Mayor and eight Councillors, elected on an undivided basis every four years.

> Vision Statement
To be the region of choice with strong leadership, delivering quality infrastructure and services

> Key Values

Leadership respected for its integrity, strong, transparent and ethical representation of the region

- Valuing community input into local decision-making
- Strong relationships with key partners
- Sustainable, environmentally managed growth
- Quality of life for our community
- A community rich in cultural diversity, civic pride and regional identity
- Valuing teamwork and partnerships

For further information please check Gladstone Regional Council website:

http://www.gladstone.qld.gov.au/web/guest/your-council

Luis Arroyo
Multicultural Community Relations Officer

PO Box 29 Gladstone Qld 4680
Phone 07 4976 6352 l Fax 07 4972 6557
Email luisa@gladstoneRC.qld.gov.au Website: www.gladstonerc.qld.gov.au

Local Area Multicultural Partnerships (LAMP) Program

- [Information Sheet (PDF, 158 KB)](#) [Information Sheet (RTF, 46 KB)](#)
- [Summary Report - Evaluation of the CAMS and LAMP programs 2007 (PDF, 58 KB)](#)

The LAMP initiative is a unique partnership between the Queensland Government and local government to support local government to integrate the principles and practices of multiculturalism throughout their organisations and promote positive intercultural relations in their local region.

LAMP is designed to support the Queensland Government's multicultural policy objectives of ensuring that all Queenslanders, regardless of their cultural, linguistic or religious backgrounds:

- have equitable access to services and programs that response appropriately to their needs
- are able to fully participate in and benefit from all aspects of life in Queensland, and
- feel a sense of belonging in a cohesive and harmonious community.

In particular, LAMP aims to:

- strengthen multiculturalism in the local government sector, and
- promote positive intercultural relations and social cohesion in participating local council areas.

There are 13 local councils funded under the LAMP program. A coordination role is also funded within the [Local Government Association of Queensland (LGAQ)](#).

http://www.datsima.qld.gov.au/multicultural/community/community-partnerships/local-area-multicultural-partnerships-lamp-program

REPORT FROM LUIS ARROYO: LAMP CONTACT   GLADSTONE LGA

General Observations.

LAMP has conducted three Community snapshots over the last 12 months with the following findings:

- Our community is experiencing dramatic changes in demographics through a 'blood transfusion' process, in which new residents are rapidly populating the 'Region of Choice' while long-term residents are leaving the Region. Hence the importance of LAMP working on programs to improve sense of belonging and place.
- Services and information access continues to be the major barrier for newcomers (particularly for those ones placed in a working visa) during initial stages of settlement.
- The dramatic change in demographics is directly impacting the way Council delivers its portfolio of services for all Gladstone residents including those from non English Speaking background. This also influences Council's current workforce, which suddenly has become increasingly diverse.
- Increased numbers of United Kingdom, New Zealanders, Filipinos and South Africans passport holders employed by local employers have been noted and will continue growing to an estimated 13,000 workers at construction peak.
- A minor shift in industry action Plans towards 'soft' social infrastructure has also been observed. For instance, after two years of consistent advocacy (by the LAMP program) BECHTEL has now engaged a local Cultural Diversity Consultant to induct its entire workforce.
- SMEs are starting realising and valuing Cultural Diversity as a crucial 'community asset', specifically when identifying 'pockets of hidden workforce'.

Program Deliverables

The major LAMP achievements for 2011- 2012:

A. Enhancing Gladstone Regional Council Service Delivery for all Gladstone residents including those

from Non English Speaking background by:

1. Developing cooperative initiatives in conjunction with friends of the Gladstone library and WIN to develop inclusive programs (such as 'the Corner' and the Language café).
2. Improving Council Customer service access to Translating and Interpreting Services (TIS) through regular training
3. Providing new Council Staff members with a Cultural Diversity training to improve cultural appreciation and understanding
4. Implementing multilingual disaster management resources in ten most spoken language across the region to improves access (as website)
5. Supporting Corporate Council Sister City initiatives (e.g. Get to know Gladstone, intercity images, etc)
6. Facilitating community consultation and feedback in relation to Council's policies through the monthly Intercultural Reference Group meeting.
7. Linking Gladstone Regional Council Healthy Active initiatives to emerging CALD communities (e.g. Fun, Friendship and Fitness)

8. Encouraging new residents to actively participate of the Gladstone Region Volunteering program (GRV)
9. Delivering the monthly Welcome to Gladstone initiative (Morning tea and Packages) and Quarterly Community information sessions in order to provide and interface between Corporate Council and newcomers to the Region as well as service providers and newcomers.
10. Working cooperatively with Council's Community Relations to increase Cultural Diversity Affairs media coverage through Council publications such as Links and Council Connections

B. Strengthening of community advocacy by:

1. Facilitating an interfaith dialogue among the Gladstone Region Main faith traditions. Gladstone Region's First Interfaith Forum will be carried out in October 2012.
2. Systematically introducing an Intercultural training across various sectors of our community (in partnership with key stakeholders), which includes three major components such as Indigenous Culture, Multicultural and Aussie Awareness Training.
3. Implementing a Welcome-Settlement-Integration (WSI) model that supports newcomers through their initial stages of community settlement and integration. This model has been presented at 12th International Conference on Diversity in Organisations, Communities and Nations in Vancouver in June 2012.
4. Supporting Gladstone Region's first Multicultural week in partnership with GMAI's Multicultural Festival and WIN's Annual Multicultural Forum (August 3 - 10).
5. This financial year, a total of $6,500 sponsorship funding has been approved by QGC in order to print 6,000 Welcome to Gladstone Booklet (currently is being updated) - **Welcome Packs.**
6. A total of 34 customer service staff members have participated of the TIS information session.
7. A total of 102 new GRC staff members have been inducted through the Cultural Diversity Training.
8. Supporting CQU's Skilled Research Project by the name of : "Economic, Social and Cultural Contribution of Skilled Migrants to Regional Australia: A Gladstone Case Study"

Luis Arroyo
Multicultural Community Relations Officer

GLADSTONE
REGIONAL COUNCIL

PO Box 29 Gladstone Qld 4680
Phone 07 4976 6352 l Fax 07 4972 6557
Email luisa@gladstoneRC.qld.gov.au Website: www.gladstonerc.qld.gov.au

Appendix B Gladstone Multicultural Association Inc. (GMAI)

Gladstone Multicultural Association Inc. is a not-for-profit community organisation incorporated in Queensland in 1999. The association was established to produce an annual multicultural festival in Gladstone that would allow local ethnic groups to showcase the food, dance and songs of their countries of origin. This festival is a flagship event for the association and is instrumental in creating community awareness of the value and richness that people from other countries can add to a community's culture.

The association is a totally volunteer organisation relying on state and local government, as well as local business and industry, for financial support to put on this event.

In addition to the annual festival, the association conducts social events through the year to highlight the social customs of particular ethnic communities. Events such as a Honky Tonk Cocktail Party, a Latino night and a Fiji and Pacific Islanders night.

http://gmai.org.au/about/

Appendix C   Welcoming Intercultural Neighbours (WIN)

Welcoming Intercultural Neighbours Inc. WIN

Welcoming Intercultural Neighbours Inc. (WIN) is a non-for-profit Gladstone based organisation that has been established to assists new residents and their families integrate confidently into the Gladstone Region. The organisation provides support, information sessions, education and training, orientation programs, referrals, resources development and provision, and events planning and promotion. It seeks the participation of local and new residents who are willing to adapt, integrate, and enrich their lives by coming closer to other cultures and to the Gladstone community. WIN also provides a number of services to businesses, industry and other community organisations such as cultural awareness packages and integration activities.
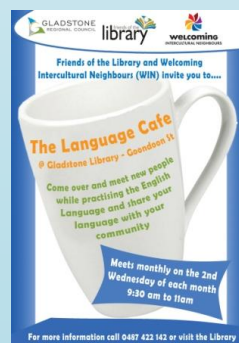
Appendix D   Workplace Survey

CQUniversity Merit Grant Research Project 2012

Economic, Social and Cultural Contributions of Skilled Migrants to Regional Australia:

A Gladstone Case Study

Workplace Survey

This research is funded by CQUniversity and is assisted by a Gladstone Community Advisory Committee.

The project will investigate the economic, social and cultural contributions of skilled migrants and their families to regional business and communities. One of the purposes of the research is to give employers a series of exemplars and strategies for attracting and retaining skilled migrants in regional Australia.

We are gathering information on the major contributions that skilled migrants make to the community and the important issues encountered by them. You have undertaken the process of migrating to Australia and we would like to talk to you about your experiences in the process of migrating and working in regional Australia.

The survey is confidential. Only members of the research team will have access to your survey data which will be kept secure, and you will not be personally identified.

Background Information

DEMOGRAPHIC INFORMATION	
1. Gender Male ☐ Female ☐	2. Age Group 20-24 ☐ 25-29 ☐ 30-34 ☐ 35-39 ☐ 40-44 ☐ 45-49 ☐ 50-54 ☐ 55-59 ☐ 60+ ☐
3. What is your marital status? Married ☐ Single ☐ Other ☐ 3b. Did your partner/spouse come to Australia with you? YES ☐ NO ☐	4. Do you have dependent children? YES ☐ NO ☐ 4b. If yes, how many are in Australia? _____ 5. What is your country of birth? _____
6a. What year did you arrive in Australia? _____	7. Did you enter Australia as a Permanent Resident? YES ☐ NO ☐ ⬇ If NO, what visa did you

6b.What year did you arrive in Gladstone? _____	enter Australia on? **Entry visa:**_____
8. What visa are you currently on (if different to entry visa)? _____	9. If you are not yet a permanent resident, do you intend to apply for permanent residency? YES ☐　　　NO ☐　　　MAYBE ☐

EDUCATION

10. What is your profession? _____	11. What is your highest educational qualification? Qualification:_____ Country:_____

EMPLOYMENT

12. How many years experience did you have in your profession before you arrived in Australia?	< 1 yr　　☐　　　　　1-5 yrs　　☐ 5-10 yrs　☐　　　　10-15 yrs　☐　　15 yrs+　☐
13. Have you had difficulties in getting suitable employment in Australia?	YES ☐ ⤵　　　　　　NO ☐ 13a. If YES, what difficulties have you experienced?

CURRENT STUDY

14. Have you undertaken any courses since being in Australia?	YES ☐ ⤵　　　　　　NO ☐ 14a. If YES, what type of course?
15. Are you currently studying?	YES ☐ ⤵　　　　　　NO ☐ 15a. If YES, what are you studying?

PERCEPTION OF AUSTRALIAN LABOUR MARKET

16. Did you research jobs and employment opportunities before you came to Australia?	YES ☐ ↴ NO ☐ 16a. If YES, what impression did you get about your chances of gaining employment in your field? Very Good Good OK Poor Very Poor ☐ ☐ ☐ ☐ ☐
17. What attracted you to Australia?	☐ Easy to migrate ☐ Lifestyle ☐ Career ☐ Friends and family are here ☐ Safe and stable political environment ☐ Other-please specify_____
CAREER	
18. Has moving to Australia been a good career move for you?	YES ☐ ↴ NO ☐ ↴ 18a. If YES, why? 18b. If NO, why?
19. Have you joined any community or social groups or organisations?	YES ☐ NO ☐
20. Have you done any volunteer work since being in Australia?	YES ☐ NO ☐
21. Have you undertaken any training in Occupational Health and Safety (OH&S) since coming to Australia?	YES ☐ NO ☐
22. Have you undertaken any English language courses since coming to Australia?	YES ☐ NO ☐
23. Have you obtained any assistance with developing your CV/ Resume and writing job applications?	YES ☐ ↴ NO ☐ 23a. If YES, where did you get this assistance?
CULTURAL ISSUES	
24. Have you had negative experiences as a migrant in Australia?	YES ☐ ↴ NO ☐ 24a. If YES, what were they?

25. Have you had difficulties fitting into Australian workplaces?	YES ☐ ↴ NO ☐ 25a. If YES, what were they?
26. How would you rate your sense of belonging within the Gladstone community?	Very Good Good OK Poor Very Poor ☐ ☐ ☐ ☐ ☐
SETTLEMENT ASSISTANCE	
27. Have you been able to access any settlement assistance when you arrived in Australia?	YES ☐ ↴ NO ☐ 27a. If YES, what assistance did you get?

28. Do you think you will stay in Gladstone once your current visa expires?

    Yes ☐   No ☐   N/A as I am a PR/Australian

citizen ☐

    Don't know ☐

29. If you intend to move, when do you think this will happen? (E.g.: 2 months, 2 years)

30. If you are considering moving away from Gladstone, please indicate how much you agree or disagree with the following statements.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
a. Not what I expected	☐	☐	☐	☐	☐
b. Facilities are not good	☐	☐	☐	☐	☐
c. No employment opportunities for myself	☐	☐	☐	☐	☐
d. No employment opportunities for my spouse	☐	☐	☐	☐	☐
e. Family/friends live in other areas	☐	☐	☐	☐	☐
f. I don't like the area	☐	☐	☐	☐	☐
g. My family is unhappy	☐	☐	☐	☐	☐
h. Don't feel comfortable in this town (feel like an outsider)	☐	☐	☐	☐	☐
i. Don't feel accepted by the locals	☐	☐	☐	☐	☐
j. My career is not advancing	☐	☐	☐	☐	☐
k. Other (please specify)	☐				

31. If you are considering moving away from Gladstone where do you think you would go?

Another regional town in:		A capital city:	
QLD	☐	Brisbane	☐
NSW	☐	Sydney	☐
VIC	☐	Melbourne	☐
TAS	☐	Hobart	☐
SA	☐	Adelaide	☐
WA	☐	Perth	☐
ACT	☐	Canberra	☐
NT	☐	Darwin	☐
Back to my home country			☐
Another country (please specify)			☐
Have not decided			☐

32. How important are the following aspects of life in terms of influencing you to stay in Gladstone?

	Very important	Important	Neither important or unimportant	Un important	Very unimportant
a. Shops	☐	☐	☐	☐	☐
b. Schools	☐	☐	☐	☐	☐
c. Sporting facilities	☐	☐	☐	☐	☐
d. Cultural activities	☐	☐	☐	☐	☐
e. Government and community services	☐	☐	☐	☐	☐
f. Employment opportunities for myself	☐	☐	☐	☐	☐
g. Employment opportunities for my spouse	☐	☐	☐	☐	☐
h. Cultural tolerance	☐	☐	☐	☐	☐
i. Religious tolerance	☐	☐	☐	☐	☐
j. Better social ties/networks	☐	☐	☐	☐	☐
k. Easier international travel	☐	☐	☐	☐	☐
l. Better climate	☐	☐	☐	☐	☐
m. Other (please specify) ☐					
n. Nothing would make me stay ☐ (please specify)					

	Strongly Disagree						Strongly Agree
B.1. My employer takes pride in my accomplishments.	1	2	3	4	5	6	7
B.2. My employer cares about my well-being.	1	2	3	4	5	6	7
B.3. My employer values my contributions to its well-being.	1	2	3	4	5	6	7
B.4. My employer considers my goals and values.	1	2	3	4	5	6	7
B.5. My employer shows a little concern for me.	1	2	3	4	5	6	7
B.6. My employer cares about my opinions.	1	2	3	4	5	6	7

B.7. My employer cares about my general satisfaction at work.	1	2	3	4	5	6	7

	Strongly Disagree					Strongly Agree	
C.1. Almost all the promises made by my employer during recruitment have been kept so far	1	2	3	4	5	6	7
C.2. I feel that my employer has come through in fulfilling the promises made to me when I was hired	1	2	3	4	5	6	7
C.3. So far my employer has done an excellent job of fulfilling its promises to me	1	2	3	4	5	6	7
C.4. I have not received everything promised to me in exchange for my contributions.	1	2	3	4	5	6	7
C.5. My employer has broken many of its promises to me even though I've upheld my side of the deal.	1	2	3	4	5	6	7

For each statement choose between the range (1=Strongly Disagree to 7=Strongly Agree).

	Strongly Disagree					Strongly Agree	
D.1. Working at the organization has a great deal of personal meaning to me.	1	2	3	4	5	6	7
D.2. I feel a strong sense of belonging to the organization.	1	2	3	4	5	6	7
D.3. I am proud to tell others I work at the organization.	1	2	3	4	5	6	7
D.4. I feel emotionally attached to the organization.	1	2	3	4	5	6	7
D.5. I would be happy to work at the organization until I retire.	1	2	3	4	5	6	7
D.6. I enjoy discussing the organization with people who do not work here.	1	2	3	4	5	6	7

	Strongly Disagree					Strongly Agree	
E.1. I really enjoy my job and I could not enjoy it more.	1	2	3	4	5	6	7
E.2. I am very satisfied with my job.	1	2	3	4	5	6	7
E.3. I am extremely happy with my organization and could not be happier.	1	2	3	4	5	6	7

	Strongly Disagree					Strongly Agree	
F.1. I often think about quitting my job with my present organization.	1	2	3	4	5	6	7
F.2. I will probably search for a new position with another organization in the next year.	1	2	3	4	5	6	7
F.3. I would leave the organization next year.	1	2	3	4	5	6	7
F.4. There is not too much to be gained by staying with the organization indefinitely.	1	2	3	4	5	6	7
F.5. As soon as it is possible, I will leave the organization.	1	2	3	4	5	6	7

Thank you very much for giving us your time and thoughts on the major issues relating to skilled migrants in the workforce.

Appendix E   Community Migrant Survey

CQUniversity Merit Grant Research Project 2012

Economic, Social and Cultural Contributions of Skilled Migrants to Regional Australia:

A Gladstone Case Study

Community Survey

This research is funded by CQUniversity and is assisted by a Gladstone Community Advisory Committee.

The project will investigate the economic, social and cultural contributions of skilled migrants and their families to regional business and communities. One of the purposes of the research is to give employers a series of exemplars and strategies for attracting and retaining skilled migrants in regional Australia.

We are gathering information on the major contributions that skilled migrants make to the community and the important issues encountered by them. You have undertaken the process of migrating to Australia and we would like to talk to you about your experiences in the process of migrating and working in regional Australia.

The survey is confidential. Only members of the research team will have access to your survey data which will be kept secure, and you will not be personally identified.

Background Information

DEMOGRAPHIC INFORMATION	

1. Gender
 	
    Male   ☐   Female ☐
	2. Age Group
	
	   20-24 ☐ 25-29 ☐ 30-34 ☐ 35-39 ☐ 40-44 ☐
	45-49 ☐ 50-54 ☐ 55-59 ☐ 60+ ☐

3. What is your marital status?
 	
    Married ☐   Single ☐
 	
    Other   ☐
 	
3b. Did your partner/spouse come to Australia with you?
 	
    YES ☐   NO ☐
	4. Do you have dependent children?
	
	    YES ☐ NO ☐
	
	4b. If yes, how many are in Australia? _____
	
	5. What is your country of birth?
	
	_____

6a. What year did you arrive in Australia?
 	
    _____
	7a. Did you enter Australia as a Permanent Resident?
	  YES ☐ NO ☐ If NO, what visa did you
	                        enter Australia on?

6b.What year did you arrive in Gladstone? _____	**Entry visa:**_____ 7b. Were you the primary applicant? YES ☐ NO ☐
8. What visa are you currently on (if different to entry visa)? _____	9. If you are not yet a permanent resident, do you intend to apply for permanent residency? YES ☐ NO ☐ MAYBE ☐

EDUCATION

10. What is your profession? _____	11. What is your highest educational qualification? Qualification:_____ Country:_____

EMPLOYMENT

12. How many years experience did you have in your profession before you arrived in Australia?	< 1 yr ☐ 1-5 yrs ☐ 5-10 yrs ☐ 10-15 yrs ☐ 15 yrs+ ☐
13. Have you had difficulties in getting suitable employment in Australia?	YES ☐ ↴ NO ☐ 13a. If YES, what difficulties have you experienced?

CURRENT STUDY

14. Have you undertaken any courses since being in Australia?	YES ☐ ↴ NO ☐ 14a. If YES, what type of course?
15. Are you currently studying?	YES ☐ ↴ NO ☐ 15a. If YES, what are you studying?

PERCEPTION OF AUSTRALIAN LABOUR MARKET	
16. Did you research jobs and employment opportunities before you came to Australia?	YES ☐ ↓ NO ☐ 16a. If YES, what impression did you get about your chances of gaining employment in your field? Very Good Good OK Poor Very Poor ☐ ☐ ☐ ☐ ☐
17. What attracted you to Australia?	☐ Easy to migrate ☐ Lifestyle ☐ Career ☐ Friends and family are here ☐ Safe and stable political environment ☐ Other-please specify_____
CAREER	
18. Has moving to Australia been a good career move for you?	YES ☐ ↓ NO ☐ ↓ 18a. If YES, why? 18b. If NO, why?
19. Have you joined any community or social groups or organisations?	YES ☐ NO ☐
20. Have you done any volunteer work since being in Australia?	YES ☐ NO ☐
21. Have you undertaken any training in Occupational Health and Safety (OH&S) since coming to Australia?	YES ☐ NO ☐
22. Have you undertaken any English language courses since coming to Australia?	YES ☐ NO ☐
23. Have you obtained any assistance with developing your CV/ Resume and writing job applications?	YES ☐ ↓ NO ☐ 23a. If YES, where did you get this assistance?
CULTURAL ISSUES	
24. Have you had negative experiences as a migrant in Australia?	YES ☐ ↓ NO ☐ 24a. If YES, what were they?

25. Have you had difficulties fitting into Australian workplaces?	YES ☐ ↓ NO ☐ 25a. If YES, what were they?
26. How would you rate your sense of belonging within the Gladstone community?	Very Good Good OK Poor Very Poor ☐ ☐ ☐ ☐ ☐
SETTLEMENT ASSISTANCE	
27. Have you been able to access any settlement assistance when you arrived in Australia?	YES ☐ ↓ NO ☐ 27a. If YES, what assistance did you get?

33. Do you think you will stay in Gladstone once your current visa expires?

Yes ☐   No ☐   N/A as I am a PR/Australian

citizen ☐

Don't know ☐

34. If you intend to move, when do you think this will happen? (E.g.: 2 months, 2 years)

```



```

35. If you are considering moving away from Gladstone, please indicate how much you agree or disagree with the following statements.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
a. Not what I expected	☐	☐	☐	☐	☐
b. Facilities are not good	☐	☐	☐	☐	☐
c. No employment opportunities for myself	☐	☐	☐	☐	☐
d. No employment opportunities for my spouse	☐	☐	☐	☐	☐
e. Family/friends live in other areas	☐	☐	☐	☐	☐
f. I don't like the area	☐	☐	☐	☐	☐
g. My family is unhappy	☐	☐	☐	☐	☐
h. Don't feel comfortable in this town (feel like an outsider)	☐	☐	☐	☐	☐
i. Don't feel accepted by the locals	☐	☐	☐	☐	☐
j. My career is not advancing	☐	☐	☐	☐	☐
k. Other (please specify)	☐				

36. If you are considering moving away from Gladstone where do you think you would go?

Another regional town in:		A capital city:	
QLD	☐	Brisbane	☐
NSW	☐	Sydney	☐
VIC	☐	Melbourne	☐
TAS	☐	Hobart	☐
SA	☐	Adelaide	☐
WA	☐	Perth	☐
ACT	☐	Canberra	☐
NT	☐	Darwin	☐
Back to my home country			☐
Another country (please specify)			☐
Have not decided			☐

37. How important are the following aspects of life in terms of influencing you to stay in Gladstone?

	Very important	Important	Neither important nor unimportant	Un important	Very unimportant
a. Shops	☐	☐	☐	☐	☐
b. Schools	☐	☐	☐	☐	☐
c. Sporting facilities	☐	☐	☐	☐	☐
d. Cultural activities	☐	☐	☐	☐	☐
e. Government and community services	☐	☐	☐	☐	☐
f. Employment opportunities for myself	☐	☐	☐	☐	☐
g. Employment opportunities for my spouse	☐	☐	☐	☐	☐
h. Cultural tolerance	☐	☐	☐	☐	☐
i. Religious tolerance	☐	☐	☐	☐	☐
j. Better social ties/networks	☐	☐	☐	☐	☐
k. Easier international travel	☐	☐	☐	☐	☐
l. Better climate	☐	☐	☐	☐	☐
m. Other (please specify) ☐					
n. Nothing would make me stay ☐ (please specify)					

Thank you very much for giving us your time and thoughts on the major issues relating to skilled migrants in the workforce.

Appendix F   Health Services Survey

CQUniversity Merit Grant Research Project 2012

Economic, Social and Cultural Contributions of Skilled Migrants to Regional Australia:

A Gladstone Case Study

Medical and Health Centres Survey

This research is funded by CQUniversity and is assisted by a Gladstone Community Advisory Committee.

The project will investigate the economic, social and cultural contributions of skilled migrants and their families to regional business and communities. One of the purposes of the research is to give employers a series of exemplars and strategies for attracting and retaining skilled migrants in regional Australia.

We are gathering information on the major contributions that skilled migrants make to the community and the important issues encountered by them. You have undertaken the process of migrating to Australia and we would like to talk to you about your experiences in the process of migrating to Australia and working in regional Australia.

The survey is confidential. Only members of the research team will have access to your survey data which will be kept secure, and you will not be personally identified. However, in cases were numbers in your occupational group are low inadvertent identification maybe possible.

1. What is your occupation?

Medical Practitioners		Health Diagnostic and Promotion Professionals	
General Medical Practitioners	☐	Dieticians	☐
Anaesthetists	☐	Medical Imaging Professionals	☐
Special Physicians	☐	Occupational and Environmental Health Professionals	☐
Psychiatrists	☐	Optometrists and Orthoptists	☐
Surgeons	☐	Pharmacists	☐
Other Medical Practitioners	☐	Other Health Diagnostic and Promotional Professionals	☐

Midwifery and Nursing Professionals		Health Therapy Professionals	
Midwives	□	Chiropractors and Osteopaths	□
Nurse Educators and Researchers	□	Complementary Health Therapists	□
Nurse Managers	□	Dental Practitioners	□
Registered Nurses	□	Occupational Therapists	□
Other (please specify)	□	Physiotherapists	□
		Podiatrists	□
		Speech Professionals and Audiologists	□

The classification is based on ABS ANZSCO codes.

2. What is your gender?　　　　　　　　　Male □　　　　Female □

3. What is your marital status?

Never married	□
Widowed	□
Divorced	□
Separated	□
Engaged	□
Married	□
In a de facto relationship	□

4. Do you have any children?　　　Yes □　(If Yes, go to Q.5)　　No □　(If No, go to Q.6)

5. How many of your children are living in

    [   ] Australia?

6. What year did you arrive in Australia?

    [   ]

7. Before coming into Australia, what was your home country?

    _____

    __

8. What is your current residential status?

Australian citizen	☐
Permanent Resident	☐
Visa (please specify)	☐

9. Did you arrive in Australia as a Permanent Resident?
    Yes ☐ (If Yes, go to Q.12)   No ☐ (If No, go to Q.10)

10. Did you apply for your first visa as a step towards gaining permanent residency in Australia?
    Yes ☐   No ☐ Additional comments?

11. What visa did you enter Australia on?

General skilled migration		Employer sponsored	
Skilled Independent (175)	□	Employer nomination (121)	□
Sponsored (176)	□	Employer nomination scheme (856)	□
Skilled independent (885)	□	Labour agreement (120)	□
Skilled sponsored (886)	□	Regional Sponsored Migration Scheme (119)	□
Regional visa (887)	□	Temporary Business long stay (457)	□
Regional visa (485)	□	Regional sponsored (475)	□
Skilled-State/Territory Nominated Independent (137)	□	Regional sponsored (497)	□
Skilled Designated area sponsored (139)	□	Labour agreement (855)	□
State/territory sponsored business owner (163)	□	**Business skills**	
Skilled sponsored (176)	□	Business owner (890)	□
Skilled independent regional provisional (495)	□	Investor (891)	□
Regional sponsored migration scheme (857)	□	Business talent (132)	□
Skilled-designated area sponsored-overseas student (882)	□	Business owner (160)	□
Skilled –graduate temporary (485)	□	Senior executive (161)	□
State/territory sponsored business owner (892)	□	Investor (162)	□
State/territory sponsored investor (893)	□	Established business in Australia (845)	□
State/territory sponsored senior executive (164)	□	Business short stay (456)	□
State/territory sponsored investor (165)	□	**Distinguished talent**	
State/territory sponsored regional established business in Australia (846)	□	Distinguished talent (858)	□
Medical Practitioner temporary visa (422)	□	Distinguished talent (124)	□

Occupational Trainee visa (442)	☐		
Other (please specify)			☐

12. Has moving to Australia been a good career move for you?

    Yes ☐   No ☐

13. Have you joined any community or social groups/organisations?

    Yes ☐   No ☐

    Please specify: _____

14. Where did you first find out about Australia?

Expos	☐	Australian Embassy	☐
Internet	☐	Friends and family (in home country)	☐
Friends and/or family (in Australia)	☐	Other (please specify)	☐

15. Where did you first find out about Gladstone?

Expos	☐	Australian Embassy	☐
Internet	☐	Friends and family (in home country)	☐
Friends and/or family (in Gladstone)	☐	Other (please specify)	☐

176

16. How much did you know about Gladstone before you arrived in Australia?

Nothing	☐
Only a little bit	☐
A reasonable amount	☐
Quite a lot	☐

17. What are the main factors you considered important when deciding to settle in Gladstone? (Please select up to 5)

A job was waiting for me	☐
Easy to get to my home country	☐
English speaking	☐
No jobs in my home country	☐
Cost of living	☐
Have friends or family in Australia	☐
Australia is considered a safe place	☐
Many people from your home country live and work in Australia	☐
Friendly people	☐
Good place to raise family	☐
Made up of many cultures	☐
Visited Australia before and wanted to come back	☐
Modern and technologically advanced	☐
Will help you permanently migrate to Australia	☐
Many things to see and do	☐

Availability/ease of getting a visa	☐
Cultural/ethnic tolerance	☐
Healthy environment	☐
Other (please specify)	☐

18. Of those factors above please list the **most important factor** in deciding to settle in Gladstone.

_____

19. Is Gladstone what you expected?

Yes ☐   No ☐   Additional comments?

20. How long have you been living in the Gladstone region? (E.g. 2 months, 2 Years)

```
┌──────────┐
│          │
└──────────┘
```

21. How would you rate your sense of belonging within the Gladstone community?

Very Good   Good   OK   Poor   Very Poor

☐   ☐   ☐   ☐   ☐

22. Do you think you will stay in Gladstone once your current visa expires?

Yes ☐   No ☐   N/A as I am a PR/Australian

citizen ☐

Don't know   ☐

23. If you intend to move, when do you think this will happen? (E.g.: 2 months, 2 years)

```
┌──────────┐
│          │
└──────────┘
```

24. If you are considering moving away from Gladstone, please indicate how much you agree or disagree with the following statements.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Not what I expected	☐	☐	☐	☐	☐
Facilities are not good	☐	☐	☐	☐	☐
No employment opportunities for myself	☐	☐	☐	☐	☐
No employment opportunities for my spouse	☐	☐	☐	☐	☐
Family/friends live in other areas	☐	☐	☐	☐	☐
I don't like the area	☐	☐	☐	☐	☐
My family is unhappy	☐	☐	☐	☐	☐
Don't feel comfortable in this town (feel like an outsider)	☐	☐	☐	☐	☐
Don't feel accepted by the locals	☐	☐	☐	☐	☐
My career is not advancing	☐	☐	☐	☐	☐
Other (please specify)	☐				

25. If you are considering moving away from Gladstone where do you think you would go?

Another regional town in:	A capital city in:

QLD	☐	QLD	☐
NSW	☐	NSW	☐
VIC	☐	VIC	☐
TAS	☐	TAS	☐
SA	☐	SA	☐
WA	☐	WA	☐
ACT	☐	ACT	☐
NT	☐	NT	☐
Back to my home country			☐
Another country (please specify)			☐
Have not decided			☐

26. How important are the following aspects of life in terms of influencing you to stay in Gladstone?

	Very important	Important	Neither important not unimportant	Un important	Very unimportant
Shops	☐	☐	☐	☐	☐
Schools	☐	☐	☐	☐	☐
Sporting facilities	☐	☐	☐	☐	☐
Cultural activities	☐	☐	☐	☐	☐
Government and community services	☐	☐	☐	☐	☐
Employment opportunities for myself	☐	☐	☐	☐	☐
Employment opportunities for my spouse	☐	☐	☐	☐	☐
Cultural tolerance	☐	☐	☐	☐	☐
Religious tolerance	☐	☐	☐	☐	☐
Better social ties/networks	☐	☐	☐	☐	☐
Easier international travel	☐	☐	☐	☐	☐
Better climate	☐	☐	☐	☐	☐
Other (please specify) ☐					
Nothing would make me stay ☐ (please specify)					

Thank you for taking the time to fill in this survey.

Dr. Roslyn Cameron

CQUniversity

Gladstone Campus.

Ph: 0749707627

Email:r.cameron@cqu.edu.au