

**Recommendations for the Delivery of ISAP Services to Mandarin Speaking Immigrants from Mainland China
(Review of studies/literature outside of Canada)**

Title	Date & Source (where applicable)	Author(s)/ Researcher(s)	Funded/ Sponsored by:	Needs/Barriers (Major findings when applicable)	Recommendations
Service Provision and the needs of newly arrived refugees in Sydney, Australia: A descriptive analysis	International Migration Review, Vol,32, No. 3 (Autumn, 1998), 761-777	Peter Waxman		<ul style="list-style-type: none"> ▪ Service delivery to immigrants is undertaken by federal, state and local government departments and ethno-specific, immigrants and other community-based agencies ▪ Australian federal government has taken the opinion that tailoring special services to refugees would undermine public opinion and support ▪ A number of services available only to people entering through humanitarian program, services include: On-arrival accommodation (OAA) and Community Refugee Settlement Scheme (CRSS) ▪ Major needs in first three months of settlement faced by newcomer refugees: housing; lack of English comprehension; understanding the system (availability and access to system); employment; finances; family reunion; children's schooling; health concerns 	<ul style="list-style-type: none"> ▪ Consultation and greater coordination between all service providers should be undertaken prior a to refugees' arrival ▪ Service providers should be informed of the numbers, background and anticipated location of arrivals to allow appropriate ethno-specific agencies and humanitarian workers to coordinate their community support to supplement and complement the government's ▪ Key to meeting needs of clients is through coordination and consultation between the government and NGOs, including community representatives from recent arrivals

				<ul style="list-style-type: none"> ▪ In comparison in studies done of newcomer immigrants to Australia, the following needs were stated: language; personal problems (homesickness, adjustment to climate), employment , and housing ▪ Awareness of the existence, availability and right to use settlement services were most frequently cited explanations for lack of access and use ▪ Need to better educate sponsors on current availability and access criteria for all settlement services, perhaps by means of updated checklists ▪ In an attempt to overcome some obstacles faced by new refugees, one ethno-specific agency conducts a comprehensive interview and assessment of each refugee within 24 hours of arrival, providing advice on services available and ongoing support 	
<p>Report of the review of settlement services for migrants and humanitarian entrants (Australia)</p>	<p>May 2003</p>	<p>Department of Immigration and Multicultural and Indigenous Affairs (DIMIA)</p>		<ul style="list-style-type: none"> ▪ DIMIA’s settlement services include: <ul style="list-style-type: none"> ○ Services funded under the Integrated Humanitarian Settlement Strategy (IHSS) ○ The Community Settlement Services Scheme (CSSS) 	<ul style="list-style-type: none"> ▪ Service delivery agencies must develop a method of more accurately assessing the current state of play in relation to the implementation of access and equity principles (i.e. more effective reporting of framework,

				<ul style="list-style-type: none"> ○ Migrant Resource Centre (MRCs) and Migrant Service Agencies (MSAs) ○ The Adult Migrant English Program (AMEP); and ○ The Translating and Interpreting Service (TIS) ▪ DIMIA’s specialist settlement service has developed an increasing emphasis on early intervention and targeting of high needs groups among new arrivals in their early years of settlement ▪ Modifying DIMIA structure by partnering with government, private and community sectors – on whole a government shift towards an outputs/outcomes framework; and changes in technology ▪ The challenge to ensure that service delivery by all agencies is responsive to the range of cultures, linguistic backgrounds and experiences - and that new arrivals are equipped to participate in Australian society as soon as possible ▪ Issues having significant impact on settlement process of new arrivals to Australia: recency of arrival; visa category; English language proficiency 	<ul style="list-style-type: none"> and adequacy of data collection) ▪ Clarify whether perceived deficiencies represent a preference in ethno specific service delivery, an inadequate provisions of access and equity, or simply a high demand for rationed services OR can needs be met in mainstream programs? ▪ Priority should be given by whole of government to the early intervention strategies for school children, young people in transition to employment and families who face particular difficulties due to pre-migration experiences ▪ Role of DIMA funded settlement services should limit CASSS-funded services for up to 5 years ▪ Migrant resources centres (MRC) and Migrant Serving Agencies (MSA) should further develop their role as a resource for building the capacity of less-experienced community organizations ▪ Organizations receiving DIMIA funding need to demonstrate they have the skills and qualifications required in the management committees and can manage real or potential conflicts of interest ▪ Mainstream organizations have responsibility to provide
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				<ul style="list-style-type: none"> ▪ Humanitarian entrants suffering the most- their settlement is much more complicated and delayed than others and the DIMIA's changes have adversely affected them ▪ Many on-arrival and longer-term needs of migrants are shared with wider Australian community –migrants needs are most appropriately addressed through mainstream services ▪ DIMIA provides additional services to orient newcomers to service environment ▪ DIMIA's settlement services focus on building self-reliance, developing English Language Skills and fostering connections with mainstream ▪ DIMIA's settlement services for individual migrants are targeted towards migrants in greatest need of settlement assistance ▪ Key areas looked upon when determining high need individuals: English proficiency group; visa category; length of establishment of the migrants community and new arrivals to resident population ▪ Settlement services target group comprises of permanent residents, arrival in last 5 years 	<p>appropriate services for migrants and humanitarian entrants as par of their services to all Australians – their responsiveness to migrants has major impact on their capacity to fully participate in the economy and community</p>
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				<p>with low levels of English proficiency</p> <ul style="list-style-type: none"> ▪ Within the target group priority is given to those living in small and emerging community ▪ Assistance for a community can be extended beyond 5 years of they still require assistance to plan, organize and advocate for services to meet its needs and where they are receiving significant numbers of new arrivals (in settlement services group) ▪ Translating and Interpreting Service (TIS) – service available on a user pays or fee-free basis depending on circumstances ▪ TIS provides fee-free translations of settlement-related documents to permanent residents within the first two years of arrival or the grant of permanent residency ▪ English language tutoring delivered under contact in classroom settings, through distance learning and through voluntary home tutors under the AMEP 	
<p>Elderly Chinese Living in the United States: Assimilation or</p>	<p>Social Work; Sep 1989; 34, 5, pg. 457-461</p>	<p>Monit Cheung</p>		<ul style="list-style-type: none"> ▪ Only a few experimental programs are designed exclusively to help immigrants or refugees 	<ul style="list-style-type: none"> ▪ To provide effective policy recommendations and services for elderly Chinese – important to analyze carefully their cultural

<p>Adjustment?</p>				<ul style="list-style-type: none"> ▪ Many services do not allow for cultural differences and language barriers ▪ Older immigrants different, may not want to assimilate, may want to instead keep their old cultural values ▪ Research has shown that elderly Chinese are very different from elderly white ▪ Wu (1975) characterized mandarin-speaking elderly Chinese in L.A as victims of political, social, economic, and cultural changes – language barriers and cultural shock alienated Chinese elderly persons and kept them from receiving needed services ▪ Issues of elderly Chinese upon arrival in USA, mainly problems interacting with their new social environment: language barriers, lack of service connections, illiteracy, isolation, and immobility ▪ Institutional issues include: inadequate welfare services, problems of poverty, immigration difficulties, and lack of appropriate social services ▪ Children are feeling less obligated to take care of aging parents, a more westernized view 	<p>characteristics and issues and problems they face</p> <ul style="list-style-type: none"> ▪ Service programs should be staffed with bilingual and bicultural social workers ▪ Health care, housing, financial assistance, transportation, nutrition, recreation, home health, vocational and educational training, and other supportive services are important needs ▪ Services should focus on person’s need for cohesive family structure – services in a stimulated family setting (i.e. peer support groups are effective) ▪ Chinatown and other accessible locations would be ideal locations for services ▪ Chinese cultural events can encourage cultural continuity and social contact ▪ Services focusing on assimilation do not sound harmonious with their value system – therefore many Chinese are unwilling to accept social services, even if they need them ▪ Social service should be helping them adjust to, but not assimilate to their new culture
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<p>The New Chinese Community in New Zealand: Local outcomes and Transnationalism</p>	<p>Asian and Pacific Migration Journal, Vol.10, No. 2, 2001</p>	<p>Manying Ip Wardlow Friesen</p>		<ul style="list-style-type: none"> ▪ New Zealand adopted a an immigration policy in 1987 which was non-racist in terms of country of origin and ethnicity or migrants, but highly selective towards those with suitable skills levels and finance capital ▪ Half of the total Chinese population resident in New Zealand in 1996 were born in three main sources: China, Hong Kong, and Taiwan ▪ Auckland Region is predominant area of settlement of Chinese ▪ Those from Mainland were settled across New Zealand, unlike those from Honk Kong whom tended to settle in 	

				<p>Auckland</p> <ul style="list-style-type: none"> ▪ Many migrated for educational purposes – large numbers in the 15-19 age group ▪ And strong family component by the predominance of people aged 30-49 ▪ New Chinese found migration to New Zealand costly in terms of reduced employment and investment opportunities and income ▪ Many had experienced considerable income reduction, remained passive investors, and remain dependent on overseas funds – illustrating failure of New Zealand’s immigration policy ▪ Chinese remain because of New Zealand’s leisurely lifestyle, its environment, and its social and education system ▪ Many Chinese maintain multi-national residence and linkages, and also acquire dual-citizenship ▪ Evidence of racism in New Zealand society and in government policy ▪ English language Bond (1995) forced immigrants to learn English, because they would have to do a test on their language skills within three 	
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				<p>months of arrival</p> <ul style="list-style-type: none"> ▪ Failure to provide adequate settlement policy especially in “business” and “skills” category ▪ Deep sense of alienation felt by immigrants – assistance was labeled as inadequate 	
<p>Gender Relations in Recent Chinese Migration to Australia</p>	<p>2003 Asian and Pacific Migration Journal, Vol.12 No.3, p361-384</p>	<p>Wei Wei Da, University of Sydney</p>		<ul style="list-style-type: none"> ▪ Stress on marital relations, such as: change in roles and previously mentioned, lack of support and understanding for spouses situation, difference in income and social status ▪ Women’s expectations of men appeared to have changed as a result of a change in the social milieu they had embedded themselves in ▪ Men were now expected not only to be the breadwinner but to be more caring and supportive ▪ Impact of migration on marital relations is mediated not only by the interactions among family members but also form their interactions with the larger society outside of the family ▪ Despite problems, most respondents managed to keep marriages by cultivating tolerance and de-emphasizing personal desires ▪ Nearly half have experienced 	<ul style="list-style-type: none"> ▪ A country/culture-specific approach in addressing issues concerning migrant families and gender relations is necessary ▪ Study into implication to the design of social services for the settlement process for new Chinese immigrants to Australia

				<p>separation from their spouses for quite a long time period of time, yet they remained married – cultural factors at work?</p>	
<p>A regional tradition of gender equity: Shanghai Men in Sydney, Australia</p>	<p>Winter 2004 The Journal of Men's Studies, Vol. 12, No. 2, p.133-049</p>	<p>Wei-Wei Da</p>		<ul style="list-style-type: none"> ▪ Gender tradition in Shanghai men's housework participation ▪ Shanghai men not only volunteer, but also become involved in work ▪ Their self-identification was found to be divergent from the rest of the sample and also from traditional views of gender role expectations ▪ Shanghai men's gender identity cannot be understood separate from their interaction with women and women's improved social status ▪ men's roles correspond to women's expectations ▪ Shanghai men do all kinds of housework and seem to enjoy them all – maybe a positive element of gender learning ▪ Shanghai men in general(as a group) tend to be more actively and voluntarily involved in housework 	

<p>Transnational Grandparenting: Child Care Arrangements Among Migrants from the People’s Republic of China to Australia</p>	<p>Winter 2003 Journal of International Migration and Integration, Vol. 4, p.79-103</p>	<p>Wei-Wei Da</p>		<ul style="list-style-type: none"> ▪ Respondents whose children were born after migration were more likely to use grandparents for child care assistance than those whose children were born before migration ▪ Majority of relatives came to care for children on a temporary basis ▪ 3 arrangements were commonly seen: <ul style="list-style-type: none"> ▪ (1) Grandparents were asked to come stay, and stay as long as permitted, when they left, they were likely to take the child – children were returned when they were of age to start school ▪ (2) To send child directly to China to live with grandparents until they reached school age ▪ (3) To leave young children behind with grandparents at time of migration to Australia and bring them to the country when the parents have settled ▪ families have consequently changed in structure – from nuclear family to a two-couple or and extended family ▪ lower income families tended to use social services designed for lower-income families to cope with transitional child care needs ▪ Pattern of transnational grand parenting may imply that 	
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				Chinese migrants are unlikely to claim welfare benefits	
Stage-Specific and Culture-Specific Coping Strategies used by Mainland Chinese Immigrants during resettlement in Hong Kong: A qualitative Analysis	2002 Social Work in Health Care, Vol.35, No. 1/2, p. 479-499	Daniel Fu Keung Wong		<ul style="list-style-type: none"> ▪ Three coping strategies were extracted from results: (1) direct action coping strategies, (2) cognitive coping strategies and (3) emotion-focused coping strategies ▪ Different types of coping strategies were used to handle different types of problems encountered ▪ Direct action coping ▪ Problem solving strategies most frequently used in resettlement difficulties (i.e. finding employment, language barriers etc) ▪ However continuous use of problem solving actions resulting in frustration and unhappiness if no positive results occurred ▪ Compromise – used to help immigrants stay away from conflict – help to deal with difficult situations such as unamenable living conditions ▪ Participants rarely used confrontation – felt like they were “newcomers” did not dare to confront others 	<ul style="list-style-type: none"> ▪ Essential to help immigrants learn specific coping strategies that tackle specific stressful circumstances during resettlement ▪ Useful to encourage and assist new immigrants to perform problem-solving activities when appropriate ▪ Provide immigrants with information about resources available – so they can proceed to help themselves ▪ Also important to help them recognize what they can and cannot solve themselves ▪ More realistic they are about their lives at resettlement the less disappointed they become ▪ Counselling to help them identify the positive gains by comparing their lives before and after ▪ Social workers must be sensitive to the impacts of cultural values on the choice of coping strategies used by Chinese immigrants – be aware of coping strategies that they are used to and ones they are not

<p>Migrants From the People’s Republic of China To Australia: A study of Family Practices</p>	<p>September 2001</p>	<p>Wei Wei Da</p>	<p>Ph.D Thesis: Faculty of Education, University of Sydney</p>	<ul style="list-style-type: none"> ▪ Marriages <ul style="list-style-type: none"> ○ Marriages are vulnerable and face greater challenges in the process of migration ○ Despite long periods of long separation, preferred choice is to sustain marriage ▪ Migrant men, face more challenges in the cross culture transformation (expectation to be more emotional, sensitive, and romantic) ▪ More mothers than father supported physical punishment of children ▪ In studying ethnic migrants, the cultural meaning of a particular term needs to be considered ▪ Men from southern China tended to share housework more – men in sample varied in how much housework they shared with their partners ▪ Social and cultural context in the home country has a major role in the formation of migrants’ family practices ▪ Social capital theory has merits in understanding parental behaviours in relation to children’s education ▪ Great diversity of values among different regions, closely associated with regional 	<ul style="list-style-type: none"> ▪ a feminist approach in research design and methods should be utilized (Chinese female demographic is under-researched) ▪ cultural diversity within China needs further study among migrants in China ▪ research in physical punishment of Chinese children ▪ study into cultural factors in the pattern of child rearing
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