

Additional Information on Broadmeadows

Introduction

This information is based on material compiled by the Social Policy and Research Centre (SPRC) in early 2009. Some of the information may have since changed.

Section 1 outlines geographical, industrial and demographic data related to Broadmeadows and the surrounding area encompassed within the City of Hume. The information draws heavily on data collected through the 2006 Census.

Section 2 presents the findings of recent studies conducted in Broadmeadows and surrounding suburbs. Information is presented on residents' views of the community, access and use of services and cultural sensitivities, primarily for Arabic residents.

Section 3 discusses quotes sourced from conversations held between SPRC and residents and service providers in Broadmeadows. This section has been included for illustrative purposes only. The views presented should be interpreted as the views of those who participated in the discussions. At times, quotes from these discussions have also been used to add descriptive information to other areas of the report.

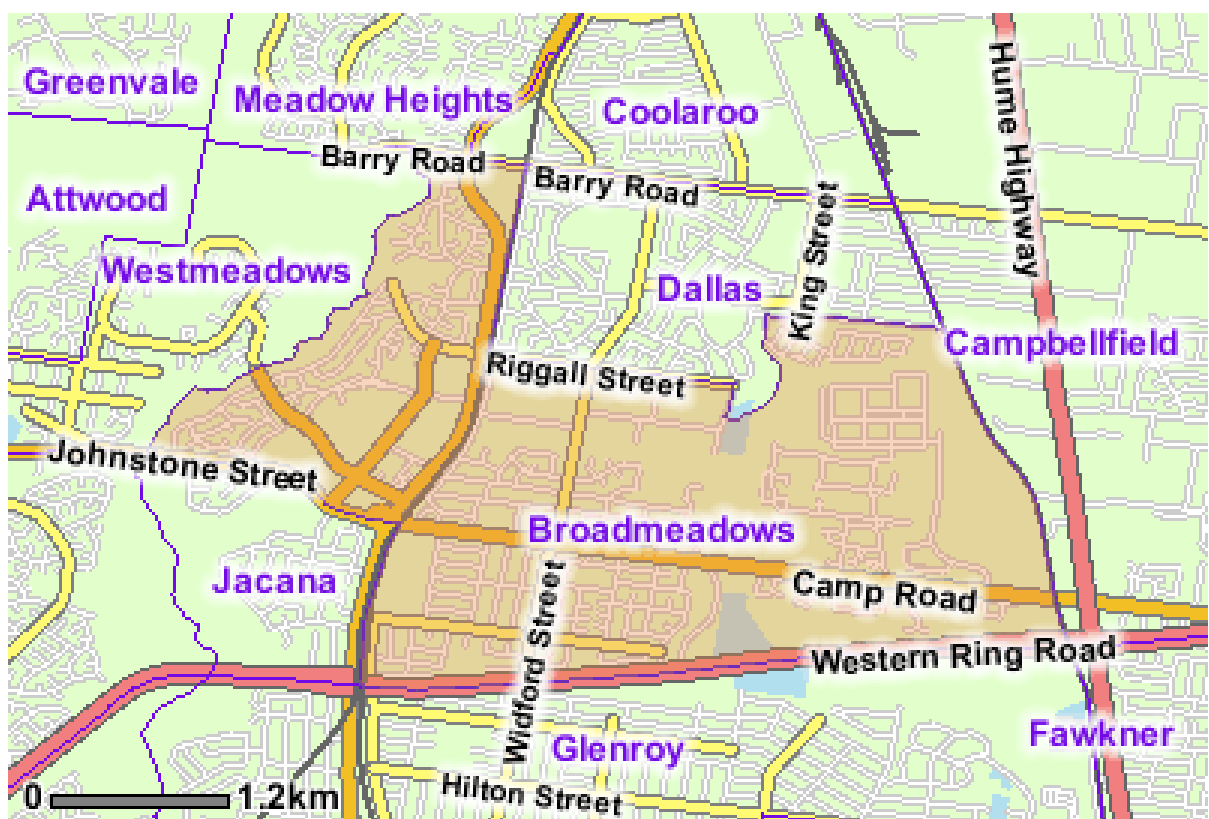
1 The geography, industry and demography of Broadmeadows

1.1 Geography

Broadmeadows is a suburb of Melbourne, 17 km north of the CBD. Its local government area is the City of Hume. At the 2006 Census, Broadmeadows had a population of 9,985.

Figure 1.1: Map of Broadmeadows and surrounding area

The City of Hume is the local government area that contains Jacana and Dallas as well as Broadmeadows. The occupations represented in its industry profile indicate that there is employment for relatively well skilled and qualified workers. The local economy's requirement for global knowledge workers is low compared to the rest of the Melbourne Statistical Division.



1.2 Industry

The City of Hume has a large manufacturing sector. International companies such as Nestlé, Ford, CSL, Honda, Lanes and Fairfax have major operations located in the area.

The largest sub-sector of this industry is advanced manufacturing, dominated by motor vehicle and parts manufacturing. There is also significant activity in the production of paper products and building materials. Non-metallic minerals and fabricated metal products also employ significant numbers of people. Other manufacturing activity includes food processing and the production of confectionery and bakery products.

The Ford Motor Company of Australia Limited in Broadmeadows is at the centre of the strong local automotive industry cluster. Many major suppliers to the motor vehicle industry, including Autoliv and CMI, are also located in Hume City.

The transport and storage sector is the area's second largest industry sector. It employs almost 10 per cent of Hume City's labour force. About 20 per cent of all jobs within the transport and storage sector in Melbourne are provided by enterprises in the City of Hume. The sector has grown considerably in previous years due to transport links and the availability of affordable, vacant, industrial land.

Melbourne Airport at Tullamarine, to the north of Broadmeadows is the City of Hume's biggest employer and a major contributor to the local economy. The Airport generates significant economic activity within the local area, employing over 15,000 people. Approximately 30 per cent of the Airport's total workforce are City of Hume residents employed in trades such as engineering, hospitality, freight and catering. Kangan Batman TAFE's Aerospace Industry Training Centre, located in Broadmeadows, is a major provider of training to this sector.

Retail is also a significant employer in the City of Hume. The Broadmeadows Town Centre features more than 100 speciality shops as well as a 450 seat international food court. There are other major shopping complexes located in key residential areas throughout Hume City and a number of quality traditional shopping strips. Melbourne Airport also has a significant retail precinct.

The City of Hume is home to a university campus, Sunbury campus of Victoria University, a leading TAFE college and more than 50 government and independent schools. Kangan Batman TAFE, located in Broadmeadows, provides vocational courses in a wide range of occupations. It is a major training provider for the automotive, aerospace and polymer industries and is Victoria's largest provider of trainee and apprenticeship training.

Recently a number of retrenchments were announced in the local Area. These were:

- Mid 2008 South Pacific Tyres (makers of the Goodyear and Dunlop brands) announced the closure of its plant in Somerton by end 2008 with 587 jobs lost.
- December 2008 Plexicor (Auto Industry) in Campbellfield retrenched 21 production operators, due to downturn in auto industry.
- February 2009 Pacific Brands (Textiles) announced a major round of retrenchments, with 298 jobs to go from its hosiery production plant in Coolaroo.

1.3 Demography

Cultural diversity

In the 2006 Census, there were 9,985 persons usually resident in Broadmeadows: 50.0% males and 50.0% females. Of the total population 1.1% were Indigenous persons, compared with 2.3% Indigenous persons in Australia.

Children aged between 0-14 years represented 23.8% of the population, and 21.6% were persons aged 55 years and over. The median age of persons in the suburb was 33 years, compared with 37 years for persons in Australia.

Broadmeadows is a culturally diverse community with a high number born in Iraq, Turkey, Lebanon and the Philippines. The most common languages spoken at home, other than English, are Arabic and Turkish.

Eighty-two per cent of the persons living in Broadmeadows were Australian citizens, with 37.7% born overseas with the major source countries being Iraq (6.2%), Turkey (6.0%), Lebanon (4.1%), Vietnam (1.7%) and New Zealand (1.6%).

Table 1.1: Language spoken at home

Main Responses	Broadmeadows	% of total persons Broadmeadows	Australia	% of total persons in Australia
English only spoken at home	4,130	41.4%	15,581,333	78.5%
Arabic	1,387	13.9%	243,662	1.2%
Turkish	1,118	11.2%	53,858	0.3%
Assyrian	580	5.8%	23,524	0.1%
Vietnamese	243	2.4%	194,855	1.0%
Italian	203	2.0%	316,890	1.6%

Source: ABS 2006 Census Quickstats: Broadmeadows Victoria

English was the only language spoken at home by 41.4% of persons. The most common languages other than English spoken at home were: Arabic 13.9%, Turkish 11.2%, Assyrian 5.8%, Vietnamese 2.4% and Italian 2.0%. Almost thirteen percent of the population (1,269 persons), stated that they did not speak English well or at all.

Religious affiliation

Table 1.2: Religious affiliation

Main Responses	Broadmeadows	% of total persons Broadmeadows	Australia	% of total persons in Australia
Catholic	2,826	28.3%	5,126,882	25.8%
Islam	2,536	25.4%	340,390	1.7%
No Religion	983	9.8%	3,706,557	18.7%
Anglican	786	7.9%	3,718,248	18.7%
Eastern Orthodox	454	4.5%	544,165	2.7%

Source: ABS 2006 Census Quickstats: Broadmeadows Victoria

The most common responses for religious affiliation for persons usually resident in Broadmeadows were Catholic 28.3%, Islam 25.4%, Anglican 7.9% and Eastern Orthodox 4.5%.

Family information

In 2006, there were 2,450 families in Broadmeadows: 44.9% were couple families with children, 23.8% were couple families without children, 28.7% were one parent families and 2.6% were other families. The average household size was 2.9 and the average number of persons per bedroom was 1.2.

Almost fifty per cent of persons aged 15 years and over usually resident in Broadmeadows were married (43.2%), 35.2% never married, 14.0% separated or divorced and 7.7% widowed.

Labour force

The Broadmeadows labour force comprises 3,073 people aged 15 years and over. Of these, 53.9% were employed full-time, 23.4% were employed part-time, 3.2% were employed but away from work, 3.8% were employed but did not state their hours worked and 15.7% were unemployed. There were 3,767 usual residents aged 15 years and over not in the labour force. For those not in the labour force, 43% were born in Australia, and 26% were born in a Middle East country (Iraq, Turkey, Lebanon, and Egypt).

The most common responses in Census 2006 for occupation for employed persons usually resident in Broadmeadows were labourers (19.6%), machinery operators and drivers (18.3%), technicians and trades workers (16.4%), clerical and administrative workers (12.4%) and community and personal service workers (9.7%). The median weekly individual income for persons aged 15 years and over who were usual residents was \$262, compared with \$466 in Australia. The median weekly family income was \$679, compared with \$1,171 in Australia.

Table 1.3: Labour force (population aged 15 years and over) characteristics, 2006

Labour Force	Number	% of persons in the labour force in Region	Australia	% of persons in the labour force in Australia
Total labour force	3,073	-	9,607,987	-
Employed full-time	1,655	53.9%	5,827,432	60.7%
Employed part-time	718	23.4%	2,685,193	27.9%
Employed away from work	99	3.2%	337,991	3.5%
Employed hours not stated	118	3.8%	253,567	2.6%
Unemployed	483	15.7%	503,804	5.2%
Not in the labour force	3,767	-	5,271,116	-

Source: ABS 2006 Census Quickstats: Broadmeadows Victoria

Transport

The method of travel to work for 80% of persons was predominantly by car, either as a driver or passenger, while 9.6% (or 248 persons) used the bus or train.

Education

Almost one thousand people of working age, representing 15.8% of the working age population, have an education level of year 8 or less or have not attended school at all.

Nine per cent (623) of persons in Broadmeadows of working age had profound or severe disability, defined as needing help or assistance in one or more of the three core activity areas of self-care, mobility and communication because of a disability or long term health condition.

Table 1.4: Highest level of education by age range, 2006

Highest Year of School Completed by Age	15-19 years	20-24 years	25-34 years	35-44 years	45-54 years	55-64 years	15-64 Total
PERSONS							
Year 12 or equivalent	197	410	579	440	295	158	2,079
Year 11 or equivalent	140	79	146	184	95	49	693
Year 10 or equivalent	199	95	182	254	214	101	1,045

Year 9 or equivalent	112	44	90	143	146	116	651
Year 8 or below	39	50	97	183	185	238	792
Did not go to school	6	4	26	52	65	54	207
Highest year of school not stated	121	74	157	182	166	156	856
Total	814	756	1,277	1,438	1,166	872	6,323

Source: ABS 2006 Census Quickstats: Broadmeadows Victoria

Housing

The median weekly rent was \$150, compared to \$190 in Australia. The median monthly housing loan repayment was \$1,012, compared to \$1,300 in Australia. In Broadmeadows, 27.5% of occupied private dwellings were fully owned, 28.1% were being purchased and 31.8% were rented, a higher rate of rental than the Australian average of 27.2. Of the occupied private dwellings being rented, 25.4% were rented from a real estate agent, 47.8% were rented from a State or Territory housing authority and 24.3% were rented from other landlord type. In comparison, in Australia 50.5% were rented from a real estate agent and 14.9% from a state or territory housing authority.

A lot of the issues that have been in Broadmeadows for decades were there well before the waves of migration because you know there was a huge area of public housing going back before the second world war and since then waves of displaced people sort of added to all of that but at least since then and particularly recently there has been quite a lot of investment in the community. (Service provider)

Internet access

Almost half of the families in the suburb did not have internet connection as at 2006.

There is a big learning centre, a big library which wasn't there years ago, there used to be the council but that has closed and moved to the other side. The shopping centre is now much bigger and more new. There has been a shopping centre for many years however it was just very small. It is convenient how everything is so close and central. (Resident)

Table 1.5: Internet connection by family composition in Broadmeadows, 2006

	No Internet Connection	Type of Internet connection			Total	Type of connection	
		Broadband	Dial up	Other		not stated	Total
One family household:							
Couple family with:							
No children(a)	339	117	50	0	167	28	534
1 child	134	106	45	6	157	14	305
2 children	110	155	53	3	211	18	339
3 children	76	85	31	0	116	11	203
4 or more children	72	79	23	3	105	14	191
Total	731	542	202	12	756	85	1,572
One parent family with:							
1 child	168	97	34	7	138	25	331
2 children	96	55	21	0	76	6	178
3 children	29	24	17	0	41	9	79
4 or more children	20	18	8	0	26	4	50

Total	313	194	80	7	281	44	638
Multiple family household	39	32	11	0	43	6	88
Other Household(b)	593	107	64	3	174	305	1,072
Total	1,676	875	357	22	1,254	440	3,370

Source: ABS 2006 Census Quickstats: Broadmeadows Victoria

(a) Number of children may include up to three children who were temporarily absent on Census Night.

(b) Comprises 'Lone person', 'Group', 'Visitors only' and 'Other not classifiable' households.

2 Findings from key studies conducted in Broadmeadows

Broadmeadows Community Neighbourhood Renewal

Findings from the Broadmeadows Community Renewal Survey (Warr, 2008), reports on the 2006-07 second community survey conducted as part of the Broadmeadows Community Neighbourhood Renewal (BCNR) project. A total of 285 surveys were conducted with current residents of the BCNR area, over a period of seven months (November 2006 - June 2007), using both quantitative and qualitative survey techniques. A telephone control sample, for comparison purposes, was conducted of 150 residents across the City of Hume. This was the second survey as part of the evaluation of this program with the previous survey having been undertaken in 2004. The main findings were:

- 38% of the surveyed residents in the BCNR area rated job opportunities as being good, lower than the whole control group (46% rated job opportunities as being good). Residents did report slightly higher levels of satisfaction with local employment services than the control group.
- Residents in BCNR nominated ‘friends, family and a sense of belonging’ and ‘convenient to shops, services and facilities’ as the two best thing about the neighbourhood (36.0% and 35.5% respectively).
- Residents in BCNR rated job opportunities and own household income as being poor (36% and 40% respectively). This was considerably poorer than the control group (23% and 15% respectively).

Table 2.1: Employment and Income Perceived current conditions

Broadmeadows Neighbourhood Renewal	2006-07 Survey		
	Good (%)	Average(%)	Poor (%)
Local economy	13	47	26
Own household income	11	46	40
Job opportunities	17	39	36
Whole Control Group			
Local economy	31	55	12
Own household income	41	45	15
Job opportunities	24	48	23

Source: Warr (2008)

- Public transport was rated as being poor by 31% of the BCNR residents.
- Crime and personal safety were identified as being poor by 30% of the BCNR residents. Only 16% stated it as good.
- Concerns nominated by residents in BCNR were “problems concerning children, including worries about unsupervised children or young people roaming the streets, a lack of things for children to do, and the potentially negative influences from the neighbourhood.” (Warr, 2009: 10)
- The main factors that residents cited as affecting people’s health in the neighbourhood were feeling stressed, depressed or despairing; poverty and/or

low income; and issues related to drugs, alcohol and smoking. These were viewed equally important.

- Residents nominated increased police presence in the neighbourhood as a key factor that would enhance a sense of safety (36% of BCNR).

Studies by Mansouri et al.

Mansouri and Makhoul (2004) in a report titled *Arab-Australians in Victoria: Needs Assessment and Capacity Building*, reported on the needs of the Arabic-speaking community identified by services providers in Hume region:

- support for financial/material needs through Centrelink and Medicare, and other services, such as schooling, housing, employment and health;
- support for young people living in transitional housing and information on accommodation
- mediation and personal assistance for young people.

Another survey by Mansouri et al. (Mansouri and Makhoul, 2004), found that only 49 per cent of all respondents had accessed Government services. The main reason given for not accessing the services was a lack of necessity and a preference for Arabic-specific services. Twenty-four per cent did not access government services because they did not know the services existed. Young people also identified the lack of information about government and Arabic-specific services. "Some young people commented on a strong feeling of segregation from mainstream Australian communities, exacerbated by a negative political climate. They also reported feeling uncomfortable with the cultural demands of their first-generation parents. Young males reported feeling worried and negatively affected by high levels of unemployment in the Arabic-speaking community, while young women identified the need for support and encouragement by families and schools" (Mansouri and Makhoul, 2004: 6).

Mansouri, et al., (2006) *Mediation and Conflict Resolution among the Arabic-speaking Community in Melbourne* documented the perception, understanding and experience of conflict resolution, particularly mediation as a method of alternative dispute resolution, by members of the Arabic-speaking community in Melbourne's Northern metropolitan region. This study was conducted in the context of a decision to reduce the funding allocated to Legal Aid. Residents' who settled in the Hume region where the household income of the Arabic-speaking background community is comparatively low, where there is a high level of unemployment, and a low level of education, were seen as particularly vulnerable.

Kenny, Mansouri and Spratt (2005) in a report titled *Arabic Communities and Well Being: Supports and Barriers to Social Connectedness* examined indicators of wellbeing and social connectedness among Arab Australians. The report found that Arab Australian community "is united by a common language and culture focused on close links with family and friends but exhibits a rich diversity based primarily on national origin but also on ancestry, religion and socioeconomic status". The report found that external barriers to the promotion of bridging social capital, such as employer discrimination in work, limitations to culturally sensitive community services and resources were of concern to participants in their study. The increased hostile social climate fuelled by negative stereotypes and discriminatory depictions of Arab Australians and Arabic and Islamic culture in the media. Clear links were drawn

between their withdrawal from wider networks, their social exclusion and broader community discrimination, and their physical and mental health problems.

Mansouri (2006) in a report titled *Asylum Seekers in Howard's Australia: The Social and Economic Costs of Temporary Protection Visas* a research project funded by the Australian Research Council found that for Temporary Protection Visa (TPV) holders reported a relatively low rate of access to settlement services. Respondents indicated the need for further improvements in services such as health, employment, housing and other material support. (Mansouri, 2006: 176).

3 SPRC research staff discussions with residents and service providers: barriers to employment and education

Discussions were held with groups, families and on a one to one basis with stakeholders who were generally service providers. All of the residents were identified by DEEWR as people who had not been working in the past 12 months. Residents were invited by researchers at the Social Policy Research Centre to participate in a group discussion on the main barriers to employment in the area and available employment services. Discussions were held in the week of 2 to 6 March 2009 in Broadmeadows. The focus groups were held during school hours.

In total, there were 24 participants across all group discussions: 6 in the first group, 10 in the second group and 8 in a specific Arabic speaking discussion group. The age of the participants ranged from 23 to 63 years of age. Six of the participants were male, 18 female. Nineteen participants were sole parents. The length of time living in Broadmeadows varied, some had been in the area for all of their lives and others moved there less than two years ago. Over half of the people who participated in the focus groups were from non-English speaking countries including Iraq, Turkey, and Lebanon. None of the participants had an Indigenous background.

Four in-depth interviews were also conducted at the same venue. The interviews were approximately 40 minutes long.

One-to-one interviews were also conducted with 9 service providers in Broadmeadows or areas nearby. Additional consultations were held with another 28 service providers by way of discussions that were coordinated by DEEWR. These included employment services, family and social support, government agencies, local council, education and training provider, and ethnic support service. Stakeholders were asked about the services that they provide what they see as the main service gap in the area, barriers to families finding employment and what can be done to help jobless families gain employment.

3.1 Contextual and attitudinal barriers to employment

From discussions with the service providers in the area there were indications that people who move and live in Broadmeadows may experience structural barriers to unemployment. These barriers might include a lack of education, literacy, work experience and general skills. It is suggested that access to public housing is a factor for some individuals and families moving to Broadmeadows. This in turn may signify the presence of other circumstantial issues.

That doesn't come because they are lazy it is there because it is a kind of suburb that attracts poor people and people who are part of a cycle of generated poverty, people who come here because of public housing so they are poor, people who use to mingle with other people who are poor and they maybe don't have many role models that they can connect to. (Service provider)

3.2 Education and skills, access to training and the internet

Poor education levels, language barriers and a lack of access to training and other resources, such as the internet, were mentioned by residents and service providers as important barriers to employment.

That is one big issue and this is why they don't do as well as they should in school, they are always disadvantaged and always tend to address issues through violence rather than talking about it. This is partly the reason why some join in to collective groups which some people call gangs, in order to identify who they are and what they are. The challenges that we face, I'd say in one word that they are a very frustrated community, and that there is a lot of frustration there for a number of reasons. (Service provider)

Any person who may struggle academically or cannot speak the same language as the people around them, or even those who were born in Australia who haven't had the sufficient education or still can't speak proper English or have been equipped with the interpersonal skills will always struggle no matter where they are, not just with Government services. (Service provider)

For many of the people, who have been long term unemployed, many of them have undertaken a number of skills training courses but they lack the skills or experience to be able to get a job. (Service provider)

For many of our clients, they have no skills and lack of education making it very difficult to place. (Service provider)

We are currently negotiating for people to do work placement here as they are supposed to do some work because of their job network requirement and I have actually linked one of the girls in next door today, she started working in at the OP shop, it is voluntary, it is part of the job network program, they either have to do voluntary work or paid work. That girl is fully retail minded and has done been doing retail her whole life, she has put in her resume everywhere, she got a job in one of the shops in Broadmeadows and she was put on a trial basis, two days before the three months was up they said we can't keep you any longer so they took someone else but we are investigating. (Service provider)

They have a lot of different courses, but it is very difficult to get into it because so many people want it. There is no direct transport to any universities from Broad Meadows. Girls who want to do hairdressing or beauticians have to go to the city. The kids have to catch a bus then a train to go and then come back the same way, and by that time the kids would say no they don't want to do it. I think that is what the problem is, kids that want to go to university or TAFE think that they have to spend so much time on public transport to get there. (Resident)

Well that is a good idea but most of the jobs are located in the city. The cost of living is really high like rent is over \$1000 so purchasing a good computer and internet is difficult. [Computers at the library] it is very packed. (Resident)

They do [have internet services] but it's always booked out...The more facilities and the more time would help a lot, because 45 minutes is not enough to stay on the internet, you just get the feel of it and then you have to get off. What did I achieve, I go there and there are no books. (Resident)

My son in year 9 is doing computing info. Tech. he has two classes a week. Before we got our computer I told him to go to the library and uses one of theirs because they have 6 computers, and he said when you get there you must sign your name up and you only have half an hour to use it and when you

finish research you can't even type up on it because your time is up.
(Resident)

3.3 Attitude and motivation

A lack of willingness to engage in the labour market or in education and training was another barrier to employment mentioned in discussions.

Barrier is motivation levels, a lot of them say I want a job but when you actually need them to put the action in they don't do it. (Service provider)

Well there are a lot of families, and they are now knocking down house and building units where you used to have one family but now have three living in. While some people might not want to go back into the workforce other people can't, due to having no vehicle or something. It does get hard you know travel one hour to an hour and a half every morning and afternoon. The government also pays the unemployed for like childcare and other things like that so other people would just prefer to stay home and get paid that amount rather than going to work every day. People also get discounted at particular services if they are unemployed. (Resident)

They will always gravitate to a negative thought. We have some young guys who have tried to apply ... and they have said we tried and failed so they're not going to give it to us. (Service provider)

They want to be managers but don't have any experience or skills. They don't want to start at the bottom. (Service provider)

No way were they going to go on in school any longer than they needed to. I think the ones I am talking about had gone through to 14 and 15 and a couple who left a lot early then that. And thinking about the ones we have now they just stop doing anything, they don't leave home, they don't go to work, they don't study, they don't necessarily race off and do drugs or rob banks either they just hang around. I don't feel qualified enough to say what will happen to those children if they hang around for decades, I just imagine things head down hill for a while. (Service provider)

3.4 Role of parents, guardians and role models

Some discussions revealed the important role which parents or guardians play in relation to setting fundamental guidelines, encouragement structures and employment paths.

Can't be bothered going to school a lot of the parents don't have the education themselves and don't see the need for children to have the education. (Service provider)

In terms of chronic unemployment with the people who would never become employed in the formal employment process even if you have full employment they would never get a job, a lot of those are basically people who drop out of life at very early teens or pre teens drop out of school and society just letting them allow it to happen. (Service provider)

You find most young boys who I have spoken to have no motivation and no interest at all and I don't mean to pin point but there is no one out there to push them. They don't have a parent or mentor who lifts their spirits and makes them want to get a job or accomplish anything (Resident)

My older son got a job at McDonalds' and all they were paying him was \$6 an hour and they were only giving him about one day a week, which wasn't worth it to him ... We just said to him I think it is best you give it up.
(Resident)

Some of them just need that motivation and that attitude changes because if they have been unemployed for so long, they just need someone to say the right thing. They could be living in an unsupportive home environment which is also a barrier. A lot of the barriers for the children, especially the multicultural children are the fact that their parents don't want them travelling too far, like a job in the city would be considered too far and just not possible.
(Service provider)

3.5 Issues faced by prolonged absences from work, including for mothers returning to the workforce

This included people who described themselves as having been stay at home mothers and who were now expected to enter the labour market given the age of their youngest child. The quotes from service providers illustrate how these barriers might be raised and addressed.

There are not enough skills and parents who are looking after children up to the age of 16 are not doing anything, single mums. (Service provider)

Part of that is recognizing if you have been a mother for whatever length of time, people have been mothers for 20 years and now want to get a job and say they have done nothing but I say that is not completely true, have you organized food – yes, have you organized household, you are a chef, a logistic manager, financial planner but you have to make them look at it that way. That is what it comes down to the parents who are on payment and obliged to look for work now with who have 8 year olds from the hours of 9-3 and on school holidays so how many jobs are like that. (Service provider)

My mum is going through a course; however my little brother is still young so she is waiting for him to get into school. She is finished her course but needs just a couple more months to get a certificate. She wants to start doing aged care because there are a lot of jobs available which nobody wants to do. She wants to do the night shifts so that she can go home during the day and cook for and clean. (Resident)

The lack of employability skills, transferable skills, a lot of them when you ask them what do you do they say I am a mum so okay what skills can you identify then, they say not many so I go do you work out the budgets you have to break it down for them. (Service provider)

When your children turn 7 you have to look for work, they put a bit more effort into helping you look for work. It is going to be a lot harder now because more people are losing their jobs then there are getting them. It is hard when you take a five year break or so on and then look for a job. (Resident)

These days you are working with hardcore barriers and you need to let them know and hold their hands. If you are not feeling well and not going to work you have to call in sick, some just don't turn up. So the barriers are getting deeper and deeper again.(Service provider)

Some discussions covered child care services and whether these might be a barrier to employment in the area.

There is certainly not plenty but for our clients there are so many enormous gaps that it is not one problem in the top list. The reason it wouldn't be is because a lot of them aren't working anyway and if they were they wouldn't have enough money to pay child care, so I don't know how much pressure there is, I can imagine there being pressure by just looking at the newspapers. (Service provider)

Yes but there is an Arabic and Turkish child care facility but the problem with the Arabic speaking, Middle Eastern, is the father is such a dominant person that he doesn't allow the women. (Service provider)

They finish at six, and you have to charge a dollar every minute they wait and that's not really long enough. If you had to work in the city and you finish at five and the trains have been cancelled you are not going to be home by six. (Resident)

That is a real area of need... There has been a huge increase in the number of playgroups in Hume over the last few years which is fantastic, a lot of them mainstream suburban playgroups and a few of our clients access them but a lot of them don't fit in the mainstream suburban playgroups. So the ones that are supported and referred to, they are the ones that are transformable if they have enough skills or support and they are the ones where no government, the government seem to be ok to fund these temporary programs but never long term ongoing. And preschool, the whole question of Kindergarten the Federal government is working to make that accessible for all children. Particularly with migrants communities there are a lot of people who miss out on Kindergarten and there are difficulties on who pays for it. (Service providers)

They vary from child care availability and access; I don't think we have many central child care facilities so that is one issue or barrier. (Service provider)

You've got to look around because I don't think there is much around here. There is only like one or two play groups around and there are so many people in it. (Resident)

3.6 Personal issues, including mental health and family functioning

Some service providers talked about the difficulties involved in supporting people who are struggling with health issues, including mental health, to meet their parenting responsibilities and the challenges of helping them find suitable and supportive employment.

It has more to do of various issues of parent's mental health and not sufficient to provide enough care, have close enough relationships with children, attachment that can result to all kinds of issues when the children grow up. When the parents are not able physically or emotionally protect their kids from the other people around them, violent partners, they may be witnessing all sorts of things. Parents may have chaotic lifestyles for various reasons of substance abuse and bouncing from crisis to crisis as a result of how they developed as a person. (Service provider)

Could be something like depression or anxiety so some of those intangible things so finding an employer that is comfortable with that issue. For example

if you hire someone with depression as an employee your taking that risk they will turn up today and everything will be great and tomorrow you don't know what you're facing that's the thing I guess, and from an economic side you just can't take that gamble, especially now. That's where employers come into it too where if you for example you did have someone with depression, but you see that's what helps them with the job worthy distance you can't be focused purely on the job it has to be a worthy partnership between the agency involved and the employer who's going to take that person on board. (Service provider)

Discussions with providers of social services also suggested there might be other personal and family problems that are major impediments to family members being job ready.

The biggest challenge that we have to deal with, domestic violence is one, socio economic issues, parenting is another issue, a lot of families we come across are dysfunctional, and a lack of parenting skills available hence the kids are brought up in that cycle. (Service provider)

People at the hard end and most of the families we work with the parents have had damaged lives the moment they were born and not many of them especially women don't have an employment record at all and will probably never work. There are some with on their case plan there is go back to work but on some of those where it is like a pipe dream and too many immediate issues to work on until we get to them, there are exceptions but not enough to make a useful comment on. (Service provider)

3.7 Cultural issues: Language, integration, skills, discrimination

Cultural issues were seen as impacting on the employment participation due to cultural expectations, discrimination, language barriers, skill recognition and difficulty integrating into the local community. Some service providers suggested they thought there was a link between the experiences of some immigrants and mental health issues.

Certain cultures have the wives staying at home and that is just the way it is but still counts to our unemployment rate but depends what benefit they are on. (Service provider)

The reality is that the impression given to them is that the whole world is against Muslims so there is a degree of angst towards anything of government ... particularly with the Muslim girls (service support worker).

I wouldn't send them at all because I took my kids to the park the other day and the adults started screaming at my kids because I was a Muslim. (Resident)

Given the fact that we have a high migrant population; anxiety depression is very common thing to emerge with a lot of woman and men but more so woman. The concept of family relations in some families is very different to what we consider to be normal. (Service provider)

Cultural issues, families who have come here who have had previously being tortured in other countries or who have been traumatized in different ways and not having learnt the customs of living here and how that impacts on them. Kids getting excluded at school. (Service provider)

[Migrant families] that not only are they isolated, don't understand the system, in a new culture, often have a very large number of children, often don't have a partner, traumatized by grief of what they have seen or experienced but they might experience racism, a lot of them have mental health issues related to all of those things and it is hard to disentangle what is going on, some of them don't have mental health issues but struggling in gaining a sense of direction and don't know how to recover. (Service provider)

They consider some services as a threat to their cultural and religious views. So then it all comes back to having a culturally appropriate program and it is all about what we have considered, which is educating the parents first and that will then create a discussion within the family. (Service Provider)

For many of the clients that come from NESB countries have language is a major barrier to employment coupled with lack of in country experience. (Service provider)

Training, work experience for a lot of them, some of the migrants that you need have great qualifications from overseas for example was an engineer just came to Australia and people could be intimidated by their overseas qualifications so there is no recognition of their learning. (Service provider)

We have a lot of Turkish families that we work with and often they have been in Australia a bit longer and know more people because there are a lot of Turkish people in the community. I don't think I can pick out any generalized comments other than service have found an effective way to work with Turkish mothers is to engage them in group and to less of an extent Arabic mums and lots of tangles amongst gender issues and violence, who and where the father is and lots of differences between them, not easy to stereotype what the issues are because some of them are able to speak English quite well, others not at all. (Service provider)

I don't think that is a barrier [language], because there are a lot of cultures out there and all the other cultures get along with us. (Resident)

Well with religious groups they are very sectarian as well. So you got your Shiites and you're Sunnis, those that affiliate themselves with the Turkish groups and those that affiliate themselves with the Lebanese. (Service provider)

The Mosques today are only used for worshipping and they are not in the area where people congregate and spend time as it traditionally used to be in Turkey or any other countries where it is very central. Friday prayers are the heaviest days where people go there just to pray and that's all. Once the prayers are finished you might get about 5 or 6 old men sitting around and having coffee but that is it. (Service provider)

There are a lot of communities which have also closed down because a lot of ethnics were fighting and creating violence which made it unsafe to send your children there, where the whole idea was to get people together and learn to get along with the different cultures. (Resident)

A lot of multicultural parents come up to me because they feel isolated because when they come new to our school the principle would come up to me and ask if I could talk to them, which makes them feel good. (Resident)

We do have an Aboriginal school which is Kode and there is TAFE section which is all Koori and they will take people without skills and allow them to take on school and some of them are unable to get into mainstream schools because they are not capable but our Koori workers will help them. (Service provider)

3.8 Housing availability and affordability

All the residents that participated in discussions were renting their home; some of these were in a Department of Housing property. Residents and service providers discussed the difficulty in accessing affordable housing at length together with the long waiting period that exists for public housing.

Housing, that issue has a critical stressful impact on a large proportion of families which we see as a real impact on the children, real stress on the whole family and causes families to stay together when to be honest it would be in terms of safety for the children if the mum was to feel she would be able to leave safely. (Service provider)

If you wanted to go for housing commission or something they would tell you ten years to twelve years, so there is no point. It is too long to wait. It is scary around the areas where it is cheaper because there is a lot of druggies and stuff, so it is better to pay a little extra here to raise your kids. (Resident)

It's the lack of availability of public housing which results in very long waiting lists and lack of availability of emergency housing also goes along with that and lack of affordable private rental as well so that's it really cause whether it's private or public affordably houses that you could rent, we would hardly have any clients at all that would be, we would have the occasional ones that would be in the business of home ownership but generally speaking that's not really what I would be talking about, its private rental at the bottom end and public housing. (Service provider)

Housing is hard, I have a house next door which has been empty for seven months, and it has just been left and it stinks, and the grass is so long... there are so many single parents who would love a four bedroom house that instead is just sitting there empty. Resident)

It is a 10 year waiting list but don't expect to be housed. (Service provider)

3.9 Availability and suitability of work

Lack of available suitable work was discussed by some residents at length. While Broadmeadows has a train line linking the suburb to Melbourne city and to the north a major suburb Craigieburn, residents and service providers both thought that people were generally unwilling to travel to those areas for employment or training programs.

People don't work in the city; most of our people wouldn't work in the city because that mainly would be administration. (Service provider)

It is pretty hard [to find a job], because a lot of places are closed like Krafts, Ericson and Lanes Biscuits. (Resident)

There is a lack of jobs in the area. There are not enough factories because a lot of places are closing. Krafts have closed, Bunnings and Ericson's. The city is

either retail or office work. A lot of people in this area are factory workers. (Resident)

Night work is hard because I've got kids and have to look after them, and baby sitters aren't that common any more. (Resident)

If you don't have connections you can't get into a job around here. It is very limited around here. (Resident)

It is very limited around here...It's more manufacturing in this area. I don't know about everyone but I really don't want to depend on Centrelink. We don't want to be the kind that spends our whole lives bludging off Centrelink. We want more help in getting out there. It is our responsibility to be looking after our kids. (Resident)

3.10 Transport issues

The availability and frequency of public transport was discussed as an important issue, not only for employment and training but also for participation in social activities like going to the football.

NOTE - Broadmeadows has two public bus zones. People travelling to Kangan TAFE or to surrounding suburbs have to take at least two buses. The fare paid for the first leg of the trip cannot also be used for the second bus. This means that travel to say TAFE would cost at least \$8 a day. The other public transport factor was the infrequency and the early stoppage of the buses. For example, the buses stop running at 12pm on Saturday and do not run on Sunday.

The biggest issue you have here is the mobility for young people, insufficient transport; the recreational centres are out in the middle of nowhere. (Service provider)

Transport is just a thing to make it more accessible and maybe the hours and things like that may be an issue. (Service provider)

Trains going all the time but for people living on the other side they have got to walk and if they are sick they can't go out. West bus comes from Greens Burrow; there is not a local service or anything. (Resident)

For certain parts of Broadmeadows, the only transport available is bus service and that is limited. (Service provider)

They should also have more bus facilities to help out with weekly activities for the kids. (Resident)

There is no bus service on Sundays. It stops people from going to the football and taking their families out because there are no buses to get people to the trains on their side or anything. (Resident)

You can't even send your children to, like say my 12 year old, say he wanted to go to the pictures, I've got to take him because he can't catch the bus after 12 on Saturday and they don't run on Sundays. (Resident)

There are so many people in this area that do need help, especially for the elderly because there is no transport at certain times. (Resident)

3.11 Available government supports

Broadmeadows has a number of employment and employment related support services for both the mainstream and the ethnic communities. Discussions with service providers focussed on why these may not be as effective as possible.

The biggest issue is that they need to be more culturally sensitive. You have got about 20 agencies, so they are in competition with one another, that itself creates a lot of confusion in terms that it doesn't allow a coordinator response to certain issues being faced. Council does a lot of work as they have a lot of interoperating services, information services, etc. for any member of the community to access however some people don't understand how it works and if they do there is always that suspicion that they're a tool of the government, because back where they are from anything bureaucratic will spell trouble for them. (Service provider)

I know there are lots of programs which are set up which find it hard to get kids involved and I don't know about the experience of the TAFE but I know of other things that any kids that are willing to do things have snapped up quickly. (Service provider)

The fact that the ones who are closer to work are focused on more and these guys have slipped underneath the radar and they have gone so far past that radar barrier that you couldn't, you have to start from scratch with them really, you can't just change their resume it would have to be slow steps...Because there is a line from the government that says work ready and a lot of these clients are way below that line and someone's job out there somewhere is to get people to that line. So it is that gap that needs to be filled for that person to feel confident enough to go out there. (Service provider)

With job network also they got a consultant if someone resigned and they got to tell that story again and also another barrier is telling the story so with Centrelink they are telling a story and then tell Juno the story and me the story and kind of get the sense that you are not getting anywhere and there is frustration which is another barrier people who know they can work but can't get where they want to get.(Service provider)

Our programs have been undersubscribed and we are simply not getting referrals to our programs. The pool of people in the past three years that we can access has declined and there is lack of unemployed individuals. (Service provider)

When someone has got a problem and they seek assistance they are sent from one department to another department to another, and that it's self can be very frustrating. (Service provider)

...The biggest mistake I've seen from here is that a lot of the [government] services should be more culturally sensitive and more culturally appropriate. (Service provider)

Most of my clients weren't aware of what they could claim and I did that. I found that used to be my role but because I have been working in this community for a while I have worked it out for most of them. Although I am still fighting for one family because Centrelink is strict in their rules and can't always get what they want. (Service provider)

I think most people are connected to Centrelink because you ultimately have to have some income to live on because either you have a job, live on the proceeds of crime or you are bludging off someone else which a lot of people do, especially men in their 20s bludge off their parents or whoever and I am sure some of them don't go to Centrelink because they can get what they can from their families. (Service provider)

Family violence we are part of a local partnership in this region, it is only funded across the region by regional basis and tiny little programs they are only like one day a week and in Broadmeadows the head of the local police turned up to the local neighbourhood renewal meeting and talked about the number of calls for family violence and said they were the highest in the State so does that mean it is more a Broadmeadows issue because the services are funded equally, we have higher needs here but all accessing the same service point and there is a DV outreach based and just as accessible in Broadmeadows but just one team of 5-6 people. (Service provider)

It would also be more useful if we had more services for men, counsels for men or group work for men. There are a couple of places that have that and I am talking about that violence related groups but it is very hard to get men to engaged it counselling services, it is not impossible but much easier to get them a counsellor when they are not going along to be blamed. (Service provider)

3.12 Crime and safety

Law and order was recognised by some residents to be a significant issue within Broadmeadows.

It is also dangerous at times to use public transport because gangs hang around certain areas and rob you. Access is not very good at all; they need something where old people or anyone can walk across where they are safe. No one is safe going under the under tunnels. My nephew was robbed at Broad Meadows station, and he was belted and his mobile and wallet were taken. (Resident)

Well if there was a fight between gangs, the cops would not come because they are scared of the people there... they are all under the influence of drugs and alcohol. There is violence and shootings. (Resident)

Focus is underclass, the transient class. I have been speaking to a girl who was raped who was living in a caravan park with two child molesters in the same caravan park and it was entirely preventable if there only have been a decent house and the worse thing the mother was paying the same thing for the caravan as you would for a cheap private rental. (Service provider)

3.13 Other local community services, including activities for young people

The need for recreational activities for children and youth were mentioned regularly by service providers and residents who participated in discussions.

There are no coffee shops or anything like that. There is a coffee shop nearby however it is only for men. We have asked why it is only for men and they said that they were allowed to do it. (Resident)

Due to the more funding that is available out there; a lot of the agencies are going to the troubled youth and other youths and really haven't concentrated on anything other than youths. So there are a lot of agencies out there which are youth specific, which is a good thing but the problems don't just stop at youths. (Service provider)

I think it would be nice to have more sporting activities to do after school for the kids. There are not a lot of places to take them to play soccer or other sports after school. My son gets bored on the weekend and it is hard to find somewhere that is close and cheap to sign him up with. (Resident)

The main reason there is violence is because the kids have nothing to do, and don't even have a place where they can sit down and have coffee or just hang around and play cards. (Resident)

There is also nothing for the kids to do after school. There used to be a disco every Friday night at town hall and now there is nothing. When we were kids we would have our school concerts there and fates. (Resident)

[The leisure centre] they are very booked out and there is a limited amount of things they have. I think they need a lot more for the little ones in terms of interaction. (Resident)

We do some programs during the Ramadan, for some of the Muslim kids in Flemington, which is an inner city Melbourne suburb, similar to Redfern basically, with the housing structures. We do a lot of work for them during the Ramadan, which has proven to be very fruitful for us. It keeps the kids off the streets, talk to them, engage with them and even that small degree of input makes the world a difference. In most cases these kids are already in the back foot, everything to them is negative, they don't expect anything positive, but we try to change that. There are very limited youth services; I don't know what it is, whether it is because too many people are working or too busy worrying about trying to make money. (Service provider)

People could point to the YMCA basketball court but there would be little it's of recreational stuff, nowhere near enough. For our service it would help if there was more youth work, there is hardly anything in terms of youth workers that we can refer to. (Service provider)

It would be something for the youth to have that recreation there if they had something for life routine, where to go at 9am that is how you keep someone employable. If a kid misses out of having any routine from the ages of 15-23 I don't think they are going to ever be work ready you have to learn routine at such a crucial routine at that time. (Service provider)

If you wanted to go to a coffee shop they don't have that. You have got the global learning centre which is fantastic but the café closes, the library opens till 7 but the café closes at 4. A lot of the youth hang out at the shopping centre and should be at school. (Service provider)

Well for girls something with dancing and other sporting activities, they are talking about obesity and all that. (Resident)

There are jungle gyms and all that for kids aged up to 12 however there is nothing for those who are from 12 to 18. That's where the trouble starts; they get involved with alcohol and drugs. (Resident)

