



Australian Government  
Department of Social Services



# Humanitarian Settlement Services

Regional Profile #8  
Albury, New South Wales

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DSS wishes to express its thanks to St Vincent De Paul and the Multicultural Council of Wagga Wagga Inc for compiling this material.

While every care has been taken, DSS makes no guarantees that the information provided is up to date.

For further information on the Humanitarian Settlement Services programme see:  
**Humanitarian Settlement Services (HSS)**

## About Albury

Albury has a population of 51 112 people and a thriving economy, world-class medical and health services, a vibrant cultural scene, excellent leisure, recreation and sporting facilities and options.

Albury's indigenous and pioneering populations have blended with post WWII migrant communities - German, Dutch, Italian, Greek, Philippine and Polish - and more recently arrived Vietnamese, Laotian, Albanian, Bosnian and Bhutanese communities.



## Service providers

Humanitarian Settlement Service (HSS) services provided in the region focus on helping refugees to gain access to mainstream services such as Centrelink, Medicare, banks, general and specialist health and medical services, English language tuition, training and employment, in addition to links to the community and community organisations.

The Riverina Consortium members St Vincent de Paul and the Multicultural Council of Wagga Wagga Inc. provide settlement services within the Riverina region on behalf of the Department of Social Services (DSS). The region includes the cities of Wagga Wagga, Griffith, Albury and Wodonga.

The St Vincent de Paul Society is a Catholic organisation that offers a 'hand up' to people in need. Members visit people in their homes or meet with them at the Care & Support Centre to assess their individual needs and provide support. The goal is not to provide long term support but to help individuals and families with short-term solutions and help with issues stopping them from gaining long-term stability.

Assistance can include:

- providing furniture, clothing & household goods
- giving food parcels or vouchers
- paying bills such as electricity, water, phone and rent
- financial counselling.

Members focus on compassion, understanding and recognising the different needs of individuals.

Services provided include:

- Humanitarian Settlement Services (Riverina Consortium)
- Care & Support Centre-1091 Mate Street, Lavington
- Centres of Charity - Albury Centre and Lavington Centre
- Quamby House Men's Shelter.

The Multicultural Council of Wagga Wagga Inc (MCWW) helps with settlement issues and provides advocacy, information and referrals for clients to mainstream service providers.

Under the HSS programme, the MCWW provides:

- needs assessment and case management plans
- reception for new arrivals
- property inductions and orientation
- help registering with Medicare, Centrelink, banks and schools or higher education facilities
- health services
- youth sub plans
- help finding safe and affordable accommodation.

The MCWW office is located in Manns Lane Wodonga and two full time case workers cover the Albury-Wodonga region.

## Accommodation

Average rents for affordable housing in Albury (as at September 2012) are:

- 3 bedroom house: \$235-\$690 per week
- 2 bedroom unit/flat: \$160-\$235 per week
- 1 bedroom unit/flat: \$85-\$150 per week.

Most houses are within five km of the Central Business District and easily accessible to public transport. They are chosen based on how much clients can pay from their Centrelink allowance.

## Education

All education institutions in the region offer services to refugees, including pre-school, primary, secondary and tertiary.

Albury TAFE offers:

- Preliminary Spoken and Written English
- Certificate 1, 2 and 3 in Spoken and Written English.
- driving knowledge tests
- basic computer skills classes.

Other services:

- permaculture classes at Thurgoona TAFE campus
- home tutoring for those who cannot attend class (e.g. elderly or new mothers)
- outreach to Mirrambeena Community Centre in Lavington for elderly or medically/physically unwell.

130 students currently attend classes.

Bridging courses are available for students who want to go on to university.

Learner support courses are provided for students who start mainstream courses, such as aged care, car mechanics and hospitality.

## Health Services

Health services specialising in refugee health can be found at:

- various doctors surgeries
- community health service facilities
- after hours services offered by the hospital
- several bulk billing clinics
- Hume Medicare Local.

## Employment Opportunities

The major employment opportunities for new arrivals include education, nursing, fencing industry, local council, and aged care and community services.

Male and female members of the Bhutanese community have been accredited as interpreters.

There are no special arrangements for childcare or transport to work.

The following are Job Services Australia providers in the local area:

- Sureway Albury
- Workways Albury
- CVGT Albury
- Personnel Group Albury.

## A welcoming community

The Riverina Consortia has a strong, well established volunteer programme.

Other support includes:

- counselling and support to refugee individuals and families provided by Centacare Albury
- free computer access and resources in other languages provided by local libraries in Albury and Lavington
- cooking classes, cultural days and cheap lunches provided by Mirrambeena Community Centre in Lavington
- a craft day every Tuesday for new arrivals offered by the Baptist Church.



*The Albury Library*