



Australian Government
Department of Social Services



Humanitarian Settlement Services

Regional Profile #13
Logan, Queensland

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DSS wishes to express its thanks to ACCESS Community Services Ltd 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 Logan

Logan is located between Brisbane, Ipswich and the Gold Coast in Queensland and has a population of more than 280 000 people. Logan has a diverse population representing more than 160 different cultures with 23.5 per cent of people born overseas and 9.9 per cent from a non-English speaking background.

The various ethnic backgrounds represented include Burmese (Rohingya, Chin, Kachin, Karen), Afghan (Hazara), Pakistani, Congolese, Eritrean and Iranian.

A variety of religious groups are represented, including Christian, Muslim, Hindu, and Buddhist.



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.

ACCESS Community Services Ltd is a community based, not for profit organisation which was established in Logan City in 1984. ACCESS provides services to people in Logan City, North Gold Coast, Goodna/Ipswich and Redland on behalf of the Department of Social Services (DSS).

ACCESS focuses on providing specialised support and services to newly arrived migrants and refugees. This includes:

- settlement support services through the HSS Programme, Settlement Grant activities and Complex Case Support (CSS) services
- Assistance to Bridging Visa holders under the Community Detention, Asylum Seeker Assistance Scheme (ASAS) and Community Assistance Support (CAS) programmes
- employment programmes for long-term unemployed, newly arrived migrants, refugees under jobactive and the Skilling Queenslanders for Work (SQW) programmes
- training programmes
- community and advocacy services including community capacity building and delivery of the Community Action for a Multicultural Society (CAMS) programmes
- youth programmes
- business and social enterprises.

Accommodation

Logan City is approximately 25 km south from Brisbane Central Business District (CBD). The following are typical properties found for clients in Logan (as at September 2012):

- three bedroom, one bathroom homes with backyards costing around \$290-\$350 per week
- two bedroom, one bathroom townhouses or units with shared backyards costing around \$230-\$270 per week. This type of accommodation is generally used as short term accommodation for new arrivals.



Three bedroom house



Two bedroom accommodation

Similar properties can be found for clients in Goodna approximately 25 km west from Brisbane Central Business District (CBD) where the weekly rental is around 10 per cent cheaper.

Both Goodna and Logan have all amenities available.

Education

Courses at TAFE are available to HSS clients who have not yet found work. The TAFE campus has easy access to public transport and is within walking distance from the train station.

In order to receive Centrelink payments, clients are required to attend TAFE. Some clients attend Loganlea TAFE whilst those with little or no English attend special classes at the Police Citizen Youth Club (PCYC) in Logan Central. PCYC is also located within walking distance of public transport and is close to the local shopping centre and the ACCESS office.

Clients with higher levels of English attend advanced English classes and can go on to further study or seek employment.

All clients are referred to Logan TAFE where they are assessed for their ability to continue further TAFE studies or continue their studies at one of the state universities.

Popular courses with new arrivals are certificates in Nursing and Age Care offered by the TAFE.

Health Services

If clients are sick on arrival and require medical attention they are referred to a local GP. Clients can also be referred to the TB control clinic if required.

Logan Hospital is the main hospital in the region providing all medical services including sexual health, mental health as well as screening and treatment of communicable diseases. Health assessments and vaccinations are also done for clients at the Refugee Health Service Clinic, located at Logan Central Community Health Centre.

Employment Opportunities

HSS clients often gain employment in entry level positions such as:

- factory hand
- process worker
- meat worker
- farm hand
- landscaper
- small machine operator
- fork lift drivers
- warehouse worker
- general labouring duties.

ACCESS is a registered jobactive provider and provides specialised help to HSS clients, as well as migrants from culturally and linguistically diverse backgrounds. In particular, they can help with obtaining employment in the above positions. ACCESS is also running a project to help professional migrants obtain employment in their chosen field of expertise.

A welcoming community

Volunteers from community groups assist in organising an initial package of food, linen and kitchen items for new arrivals. They also help in setting up the house for clients prior to their arrival. Community groups are bonding and growing in strength in supporting new arrivals in any way possible. To celebrate the arrival of refugees, each year the ACCESS in conjunction with the three relevant local government authorities – Ipswich City Council, Logan City Council and Gold Coast City Council hosts a welcome party for new arrivals.

Centrelink now has a separate department under Refugees QLD Human Services which looks after refugees and asylum seekers. This first appointment with Centrelink is organised within a few days of clients arriving. Centrelink is within walking distance of the ACCESS office and is located close to where most clients settle.