



Humanitarian Settlement Program

settlement • support • independence

SSI 
settlementservices
international

Each year, Australia offers a safe home to refugees from around the world so they can live a life that is free from war and persecution.



Settlement Services International (SSI) has delivered settlement services to refugees and humanitarian entrants in NSW since 2011. In a typical year, we support more than 3,000 people to start new lives in Australia.

Under the Humanitarian Settlement Program (HSP), SSI is contracted to provide humanitarian settlement services in two regions: Sydney and Regional NSW, which covers Newcastle, Coffs Harbour and Armidale.

What support do refugees receive under HSP?

HSP supports the development of skills and knowledge that build the social and economic wellbeing of refugees and humanitarian entrants.

Refugees receive support on arrival to Australia that includes airport pickup, short-term accommodation, community orientation and health assessments. They are also assisted with making links to their community, a basic household goods package and finding affordable long-term accommodation.

For six to 18 months, individuals receive tailored support from a case manager, who enhances self-reliance with a focus on English language skills, education and employment. This assistance improves refugees' social and economic participation and, ultimately, sets them up to live independent lives in Australia.

What has changed under HSP?

HSP replaces the Humanitarian Settlement Services (HSS) and Complex Case Support (CCS) programs. HSP aims to improve settlement outcomes for new arrivals through a renewed focus on English language, education and employment outcomes.

HSP offers a more comprehensive orientation to Australia and a more outcomes-focused delivery framework, encouraging innovation and increased effectiveness and efficiency of HSP providers. It also delivers more individualised case management and extends the timeframe for supporting refugees to up to 18 months.

What does SSI do differently?

SSI adds value to its HSP services through a number of unique elements that, ultimately, lead to better settlement outcomes for individuals and families. These include:

- Taking a client-centred approach to case management that is tailored to the needs and strengths of individuals
- Self-funding initiatives designed to meet needs that fall outside the scope of our contractual requirements, such as a small business incubator for refugee entrepreneurs
- Collaborating with complementary services within the SSI organisation to improve settlement outcomes in areas such as employment, education and disability
- Working closely with business, educational and community partners to connect refugees with local communities and employment and educational opportunities

How can I get involved?

At SSI, we recognise the critical role the community plays in successful settlement. Community members help new arrivals to feel welcome in Australia and to build the sense of belonging that becomes a foundation for their new lives here. Our volunteers:

- Provide social support
- Help with English practice
- Assist with events and excursions
- Provide employment mentoring
- Create social connections
- And much more!

To get involved, visit:

www.ssi.org.au/support-ssi/volunteer

About SSI

SSI's vision is to achieve a society that values the diversity of its people and actively provides support to ensure meaningful social and economic participation and to assist individuals and families to reach their potential.

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 Settlement Services International

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