

About SSI

Formed in 2000, SSI is the state-wide representative body for 11 Migrant Resource Centres and Multicultural Services across NSW. SSI is the second largest humanitarian settlement organisation in Australia and the largest in NSW, servicing more than 6,000 clients per year on refugee and bridging visas.

Recently, the organisation also began working with foster children, young people and parents from culturally and linguistically diverse backgrounds (CALD), as well as families with an early intervention focus.

SSI is a growing organisation committed to ensuring that refugees, humanitarian entrants and asylum seekers in NSW are supported and resourced to fulfill their potential as members of the Australian community.

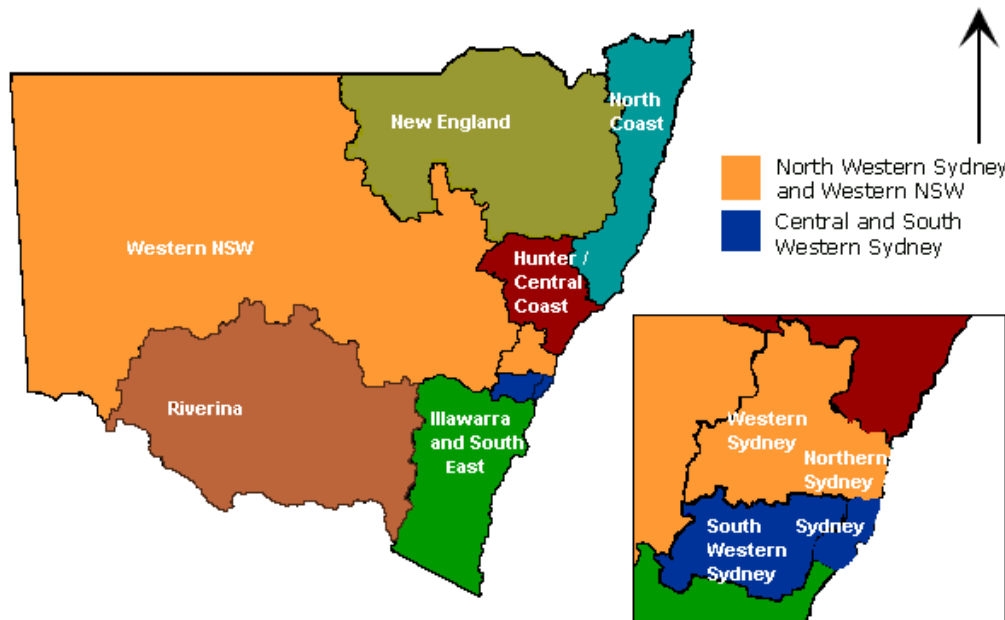
Our Vision and Mission are encapsulated in the phrases Settlement – Support – Independence. Our aim is to achieve a society that values the diversity of its people and actively provides support to ensure meaningful social and economic participation and to assist individuals and families reach their maximum potential.

During the next five years, our strategic priorities include:

- strengthening relationships and coordination with settlement service providers and stakeholders in NSW to enhance service capacity and develop service models
- facilitating a client voice in representation, advocacy and evaluation
- developing leading practices and collaborative service models for addressing the needs of CALD children and young people, including in the out-of-home care area
- collaborating with universities and research centres to build the evidence base into the needs of asylum seekers, refugees and migrants with corresponding and effective service responses.

Our head office is in Ashfield, in Sydney and our services are delivered from a primary office in Parramatta and from the placement of case managers, bilingual workers and volunteers at Migrant Resource Centres across NSW.

Our combined services cover parts of the Sydney metropolitan area as well as the Hunter Central Coast and Western NSW.



Services and Program Areas

SSI is a primary provider of resettlement and case management services to refugees, humanitarian entrants, and, since August 2012, asylum seekers. Our Multicultural Foster Care Service is staffed by bilingual workers with cross-cultural and out-of-home care casework skills and knowledge, including staff from Vietnamese, Arabic-speaking and African backgrounds.

Our services include:

- Humanitarian Settlement Services Program – casework and housing support for humanitarian entrants who have been granted a permanent protection visa during the first 12 months (Federally funded)
- Community Support Program (Community Assistance Scheme and Asylum Seeker Assistance Scheme) - casework and financial support for asylum seekers granted bridging visas while their claim for asylum is assessed (Federally Funded)

- Multicultural Foster Care Service – provides general foster care services to children and young people from CALD backgrounds with a focus on children from Vietnamese and African backgrounds. (NSW Government funded)

From a staff of one in April 2011, SSI has around 300 employees and 300 volunteers in 2013. Our predominantly bilingual and cross-cultural workforce enables us to overcome many cultural and language barriers which can inhibit access and good service delivery.

A particular focus for SSI is the safety and welfare of children, young people and their families and we hold these at the forefront of our planning, actions and decisions.

Our key achievements to date include the successful establishment of the Community Services Program for asylum seekers and the expansion of the HSS Program. These programs now provide support to approximately 8,000 clients.

At the start of this year, SSI was accredited as a provider of out-of-home care services following the establishment of the Multicultural Foster Care Service, funded by the NSW Department of Community Services. The program is the first of its kind in NSW where a multicultural not-for-profit organisation has been contracted to develop and deliver a culturally appropriate model of foster care for CALD children and young people.

Another key achievement has been the signing of a memorandum of understanding between Legal Aid NSW and SSI to provide much needed family and civil law advice and information to newly arrived migrants and refugees through outreach clinics at various SSI member organisations.

SSI's member organisations include:

- Auburn Diversity Services
- Community Migrant Resource Centre
- SydWest Multicultural Services
- Metro Migrant Resource Centre
- Liverpool Migrant Resource Centre
- Fairfield Migrant Resource Centre
- Macarthur Diversity Services
- Sydney Multicultural Community Services
- St George Migrant Resource Centre
- Northern Settlement Services
- Illawarra Multicultural Services

Since 2013, the organisation partners with Dubbo Neighbourhood Centre in Central Western NSW. SSI also partners with NSW Refugee Health, AMG Hotels, Providential Homes, and NSW Legal Aid.