

About SSI

Settlement Services International is a leading not-for-profit organisation providing a range of services in the areas of humanitarian settlement, accommodation, asylum seeker assistance, foster care and disability support in NSW. Formed in 2000, SSI is also the state-wide representative body for 11 Migrant Resource Centres and Multicultural Services across NSW. It is the second largest humanitarian settlement organisation in Australia and the largest in NSW, servicing more than 8,000 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.

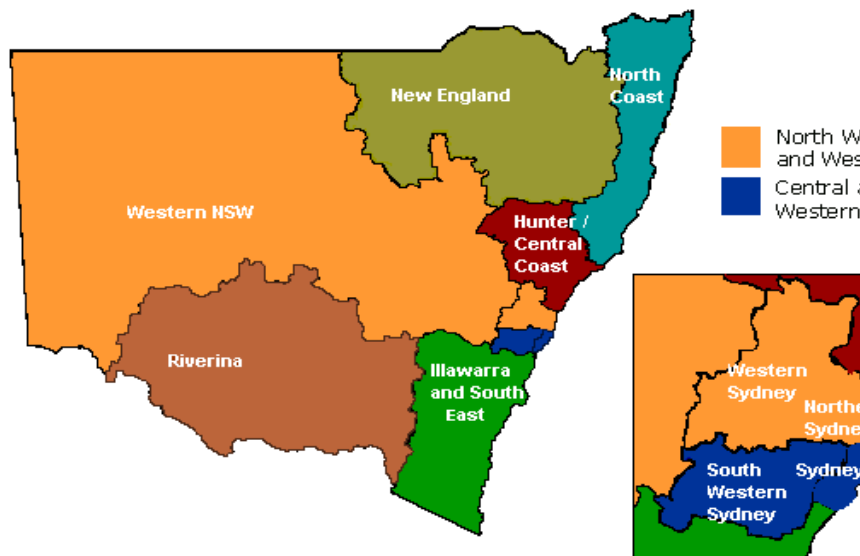
SSI is a growing organisation committed to ensuring that refugees, humanitarian entrants and asylum seekers in NSW are supported and resourced to fulfill their potential as members of the Australian community.

SSI's Vision and Mission are encapsulated in the phrases Settlement – Support – Independence. The organisation's 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.

From a staff of one in April 2011, SSI has more than 400 employees and 300 volunteers in 2014. Our predominantly bilingual and cross-cultural workforce enables us to overcome many cultural and language barriers which can inhibit access and good service delivery.

With its head office located in Ashfield, Sydney, SSI's services are delivered from a primary office in Parramatta and from the placement of case managers, bilingual workers and volunteers at Migrant Resource Centres in NSW.

SSI's combined services cover parts of the Sydney metropolitan area as well as the Hunter-Central Coast, Illawarra and Western NSW.



Services and Program Areas

SSI is a primary provider of resettlement and case management services to refugees, humanitarian entrants, and asylum seekers. The 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 (HSS) – casework for humanitarian entrants who have been granted a permanent protection visa during their first 12 months in Australia (Federally funded)
- Status Resolution Support Services (SRSS) - casework for asylum seekers residing in the community 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)
- Accommodation Services - provides support to refugees and asylum seekers living in the community. This is usually in the form of short-term transitional housing as well as support to find and secure appropriate and affordable long-term housing. (Federally funded)

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- Ability Links NSW, which is delivered by SSI staff called Linkers, provides services to people with disability through the Ability Links NSW program in the Metro North, Metro South and Southern Regions of Sydney. Ability Links contributes to the objectives of the National Disability Insurance Scheme to foster full and active participation of people with disability in their communities. SSI works in partnership with St Vincent de Paul and UnitingCare to deliver these services. (NSW Government funded)
- Ignite small business start-ups initiative aims to facilitate business creation for refugee clients keen to establish a small business. Ignite small business start-ups is targeting refugees living in Sydney, utilising an evidence-based model developed by the [Sirolli Institute](#). As a community-based initiative, clients are supported by a Resource Team comprising stakeholders from the community, local business owners, members of councils and chambers of commerce.
- The Volunteer Program provides friendship and practical support for recently arrived refugees, humanitarian entrants and asylum seekers. Volunteers have a choice of several programs which they can support, from assisting new arrivals to do their shopping to helping children with homework.

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 then Community Services Program for asylum seekers, now SRSS, and the expansion of the HSS program. These programs now provide support to approximately 8,000 clients.

In 2013, 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 NSW Refugee Health, and NSW Legal Aid.

For more information about SSI, please contact us at info@ssi.org.au