



Supporting newcomers with their settlement journey

Refugees and migrants who enter Australia without strong family and community support face major hurdles in adapting to their new lives.

Our settlement services connect newcomers with resources, knowledge, and skills for personal growth and community integration.

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For equality
of life.

Settlement Engagement and Transition Support (SETS)*

SSI delivers the SETS program which aims to provide newcomers with the skills they need to engage in society, to achieve emotional wellbeing and to gain economic independence.

The program provides:

Client support & referral services

We provide information, advice, referrals, and advocacy via one-on-one appointments to support families and individuals who have been in Australia for less than five years on humanitarian or family stream visas. Our services help clients understand, access, and navigate Australian systems, with outreach support available as needed.

Community education

We provide group information sessions, workshops, and outreach sessions on a range of topics, including employment, housing, driver literacy, citizenship test preparation, and healthy relationships to newly arrived refugees and migrants.

Community capacity building

We equip and empower individuals and groups from new and emerging communities to work towards collectively increasing the social and economic participation and personal well-being of community members to ensure that positive settlement outcomes are sustained in the long term.

Youth-centred support

We offer a range of youth activities, a safe space to meet and study and outreach initiatives for young people aged 15 to 24. Our youth-centred settlement workers provide dedicated support. We also facilitate Multicultural Youth Queensland (MyQ), a youth advocacy group.

We have expanded to Brisbane and Moreton Bay South

Service areas

- Logan - Beaudesert
- Ipswich
- Brisbane
- Moreton Bay South

Office locations

- 91 Wembley Road, Logan Central
- 558 Kingston Road, Kingston
- 9 William Street, Goodna
- 54 Handford Road, Zillmere

760+
newly arrived
refugees and
migrants supported
in low-intensity
casework, and

200+ clients
supported in
mid-intensity
casework
per year.

600+
clients
participate in
group-based
activities, and

650+
community
leaders
participate in
community
capacity building
sessions
per year.

Contact our SETS team

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