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SSI Programs 2024-25

The following pages provide an overview of each program, the state in which it is delivered, its key funding source and the outcome domains in which the program creates impact and value.

Key:

-  State where program is delivered
-  Funding agency

Outcome domains:

-  Safety and stability
-  Learning and growth
-  Social inclusion
-  Economic participation
-  Health and wellbeing
-  Society and system capacity



Scan for SSI's
FY25 Integrated Report
and explanation of how
SSI creates value.

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Abbreviations list

Arts and Community connections

1 Arts & Culture Program

📍 NSW 💰 SSI

SSI's self-funded Arts & Culture program promotes cultural engagement and supports artists and cultural practitioners from refugee and migrant communities. The program establishes opportunities for artistic development, organises festivals and events, and fosters broader dialogue regarding cultural expression. This year, the annual Homelands event took place at the Sydney Opera House and the Melbourne Immigration Museum.



2 BEMAC

📍 QLD 💰 Arts Qld

Based in Brisbane, BEMAC is a registered charity under the SSI Arts and Culture program, dedicated to showcasing innovative performances and supporting artists from diverse cultural backgrounds. Guided by principles of courageous creativity, determined diversity, and enabling change, BEMAC spotlights artists often overlooked by mainstream institutions while collaborating with them to create culturally safe spaces for all.



3 Community Action for a Multicultural Society

📍 QLD 💰 MAQ

This Queensland Government program aims to improve social and economic outcomes for CALD communities in the Logan and Redland areas of southern Queensland. It provides a platform for multicultural community leaders to network and upskill in the areas of disaster management, small business skills and other relevant topics.



4 CALD Women's Advisory Group

📍 QLD 💰 Logan Together

Women often have a deep understanding of the issues facing children and families in their communities. But cultural and economic barriers can stand in the way of them being heard. SSI's CALD Women's Advisory Group in Logan provides a forum for women from diverse backgrounds to come together to discuss issues, upskill and advocate for solutions.



5 Multicultural Sports Club

📍 QLD 💰 DTIS, DSS

Sports and recreation are good for health and wellbeing and bring people together. SSI's Multicultural Sports Club in Logan Queensland provides activities for people from as young as 12 from different cultures, backgrounds and age groups. Program activities include family football, women's hub, taekwondo and youth night.



6 Play our Way

📍 QLD 💰 DoHAC

The EmpowerHER Though Sport program delivers culturally responsive practice training sessions tailored to sport to enhance participants' ability to effectively engage diverse communities. The program also offered a comprehensive sport and physical activity taster series, including basketball, football, futsal, volleyball, and table tennis catering to the varied interests and abilities of women and girls from over 30 cultural backgrounds.



Arts and Community connections continued

7 Active Kit

 QLD  DTIS

The fitHER initiative delivered a range of free or low-cost fitness programs designed to support culturally and linguistically diverse (CALD) women in Logan. Programs included Timeless Table Tennis, All Abilities Line Dancing and Senior Chair Aerobics.



9 Volunteer Program

 NSW, QLD, VIC  SSI

Over 124 volunteers with a broad range of skills, experience and interests assist in more than 45 unique roles across SSI. Volunteers undertake a range of activities, including helping newly arrived refugees and people seeking asylum, hosting workshops, assisting on excursions, and supporting SSI's signature festivals and events.



8 Multicultural Youth Queensland (MyQ)

 QLD  MYAN

MyQ is the Queensland arm of MYAN Australia, the national youth peak body for young people from migrant and refugee backgrounds. Its goals include strengthening youth leadership, providing platforms for youth-led decision making and influencing policy impacting young people from diverse backgrounds.



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Disability Services

10 Local Area Coordination (LAC)

 NSW  NDIA

SSI partners with the National Disability Insurance Agency to deliver local area coordination services in two Sydney regions. We support people with disability to work towards their goals, build capacity to make their own decisions and choices, and access the NDIS and the other supports needed to live the life they choose.



11 The Rights Path Project

 NSW, QLD, VIC  NDIS Com

Funded by the NDIS Quality and Safeguarding Commission, The Rights Path Project creates resources to assist participants to understand their rights, make complaints and raise issues with NDIS providers, and to assist providers in meeting the responsibilities set out by the Commission's Framework.



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Domestic and Family Violence

12 99 Steps

📍 QLD 💰 DFSDSCS

99 Steps provides culturally responsive and trauma-informed specialist support for migrant and refugee women affected by domestic and family violence in Logan and Beenleigh.



13 Championing Action for Tech Safety (CATS)

📍 NSW, QLD, VIC 💰 eSafety

The CATS program addresses digital safety and technology-facilitated abuse in the context of domestic and family violence by increasing the understanding and knowledge of migrant and refugee women.



14 NSW Multicultural Centre for Women's and Family Safety (The Adira Centre)

📍 NSW 💰 DCJ

The Adira Centre promotes culturally responsive, evidence-based and community informed responses to domestic, family and sexual violence in NSW, including in regional and rural areas. The Centre's approach includes case management, collaborative practice, community engagement and education, sector capacity building, research, policy advice and advocacy.



15 SafePath

📍 NSW 💰 DCJ

The SafePath program builds capacity of the multicultural and settlement sectors to identify and effectively respond to sexual violence responses by delivering. The tailored training equips frontline practitioners with knowledge and skills to effectively support victim-survivors of sexual violence who face cultural and structural barriers to reporting and accessing support.



16 Strategies To Prevent Modern Slavery (SToP)

📍 NSW, QLD, VIC 💰 Attorney-General's Department

The SToP program works with multicultural communities to increase knowledge and understanding of modern slavery in all its forms, including forced labour, domestic servitude and forced marriage. In-language resources are designed to support meaningful and engaging discussions and reflections, and empower communities to take positive action.



17 Train, Engage, Connect, Support (TECS)

💰 National Department of Social Services

The TECS program seeks to engage and build the capacity of multicultural community and faith leaders across Australia to prevent, identify and respond to family, domestic and sexual violence, in collaboration with specialist services through co-designed materials.



Domestic and Family Violence continued

18 Safe, Healthy and Empowered Relationships Program (SHER)

 QLD  DFSDSCS

The SHER program is a domestic and family violence behaviour intervention program for men who speak Dari and are living in Logan, Ipswich, Brisbane, Gold Coast or Moreton Bay. The goal of this program is to increase safety for women and children by providing men an opportunity to take accountability for their actions recognising the harm their violence and behaviour choices are having on family.



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Employment and Training Services

19 Asylum Seeker Employment Skills Support

📍 NSW 💰 DoE

The Asylum Seeker Employment Skills Support program (ASESS) provides support for people seeking asylum to join the workforce. Funded by the NSW Department of Education, SSI delivers ASESS across several locations in Sydney. We help participants develop their career paths and provide them with tools to gain skilled employment.



20 Disability Employment Services

📍 NSW, QLD 💰 DSS

The Disability Employment Services (DES) program is an Australian Government initiative to remove the barriers that may stop a person with a disability, injury or health condition from participating in the workforce. SSI delivers DES services across NSW and in Queensland assisting those who require both occasional and regular, ongoing support.



21 Diversi-Ready

📍 VIC 💰 DSS

Funded by the Department of Social Services (DSS) Information, Linkages and Capacity Building program, Diversi-Ready supports inclusion and accommodation of people with disabilities at the workplace. SSI provides training and support to employers in the retail, hospitality and aged-care industries to build their confidence and capability to recruit and retain people with disability.



22 Diversity Training

📍 National and international 💰 SSI

Based on more than 20 years' experience providing services to multicultural communities, this SSI social enterprise transforms how people and organisations respond to diversity. The service uses trauma informed approaches that are thought provoking, inspire curiosity, and empower people to engage more effectively with people around them.



23 IgniteAbility

📍 NSW, VIC 💰 DSS

IgniteAbility provides education and mentoring to individuals to explore their business idea and supports them towards business creation. IgniteAbility supports individuals with disability, their families and carers to understand the opportunity of entrepreneurship, and to help them build skills and knowledge that assists with economic and social participation.



24 Ignite Female Founders

📍 NSW, VIC 💰 DISR

Designed by women to support women, Ignite Female Founders helps entrepreneurial women launch their business idea by providing skills and knowledge sharing opportunities, networking, one-on-one mentoring and connections with business professionals in legal, finance, marketing and product testing. Support is tailored according to each woman's self-employment journey.



Employment and Training Services continued

25 Ignite®

📍 NSW, VIC 💰 DISR, DJSIR, EGSC, Eden Foundation, Lend Lease

Ignite® is an SSI social enterprise that enables individuals to learn, be mentored and connect, helping them to grow through the power of their own business ideas. Ignite supports individuals with an idea for self-employment from new migrant, CALD, refugee, disability and First Nations communities, with a focus on women's entrepreneurship.



26 Local Jobs Program

📍 NSW, QLD 💰 DEWR

The Australian Government's Workforce Australia Local Jobs program aims to develop employment pathways that assist people to move back into jobs as the economy recovers following the COVID-19 pandemic. SSI provides employment facilitator services in parts of NSW and Queensland. We connect employers and training providers with job seekers.



27 ParentsNext

📍 NSW, QLD 💰 DEWR

The Australian Government's ParentsNext scheme helps parents of children under six years of age join - or rejoin - the workforce. SSI provided ParentsNext services in Sydney and Queensland, helping parents to create goals around employment, gain new skills and secure work. We work with voluntary participants. The program finished in October 2024.



28 Gangs Exit program

📍 QLD 💰 QPS, QCS

Gangs Exit Program for adult ex-gang members in Queensland wanting to end their involvement with outlaw motorcycle gangs and the crimes associated with them. Exit is an initiative of the Queensland Police Service and Corrective Services being delivered through government and community partners offering tailored skills programs, mentoring, employment opportunities and health services matched to participants' needs



29 Return to Work 'Women with Purpose'

📍 NSW 💰 WNSW

This initiative provides targeted support to women aged 25-44 from CALD backgrounds in south-west Sydney. Funded by the NSW government, the program connects participants with local resources, training programs, employers, job opportunities, and in-language support, empowering them to return to the workforce.



30 Recognise, Inspire, Support, Engergise (RISE)

📍 NSW, QLD, WA, VIC 💰 OfW Premier and Cabinet

Diversity Council Australia (DCA), Chief Executive Women (CEW) and SSI launched the RISE project to build pathways to leadership for women from culturally and racially marginalised (CARM) and culturally and linguistically diverse (CALD) backgrounds to address the systemic barriers that restrict these women's progress into leadership roles.



Employment and Training Services continued

31 SSI Allianz Scholarship Program

 NSW, QLD, VIC  Allianz and private
Supported by financial services company Allianz and SSI, this program aims to make navigating the education system easier for people from refugee and asylum seeker backgrounds. It provides one-off scholarships of up to \$5000 to students preparing to undertake study or have their existing skills recognised in NSW, Queensland or Victoria.



32 SSI Education and Training

 QLD, NSW  SAS, DoE, Smart and Skilled

SSI Education and Training is a registered training organisation (RTO), approved by the Australian Skills Quality Authority, that helps people from mainstream and culturally and linguistically diverse backgrounds to upskill to gain work. The program offers a range of courses in Queensland and NSW.



33 Skilling Queenslanders for Work

 QLD  DESBT

Skilling Queenslanders for Work (SQW) is a suite of targeted skills and training programs that help Queensland jobseekers to enter and succeed in the workforce. Funded by the Queensland government, SSI delivers multiple SQW programs that equip participants with knowledge, skills, connections, and transitional support to unlock fulfilling career opportunities.



34 Work + Stay

 National  SSI

Australia's regions need workers, while many people in the cities are looking for employment. SSI social enterprise Work + Stay brings the two together to solve challenges for regional employers and to build stronger communities. The program has a focus on right-fit employment and lifestyle solutions for newcomers and the right workforce for employers.



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Family, Children and Youth

35 Child Health Pathways

📍 QLD 💰 PHN, Salvation Army

This project aims to support children experiencing periods of vulnerability by empowering their families to navigate the health system. Funded through the Brisbane South Primary Health Network and delivered in partnership with The Salvation Army, it supports families from a CALD background who attend the Logan Community Hubs and who present with communication difficulties.



36 Community Hubs Program

📍 NSW, QLD 💰 CHA

The Community Hubs Program is a national scheme funded by the Department of Home Affairs and Scanlon Foundation providing a welcoming place where families and children come to connect, share and learn. SSI operates 10 hubs in Queensland and eight hubs in NSW, often through primary schools and community centres.



37 Health Impact Project

📍 QLD 💰 Qld Health

Part of SSI's Family and Early Years Program run out of Logan, Queensland, this project aims to improve the health and wellbeing of children under eight and their caregivers. It identifies potential issues facing children and connects families to services including paediatric first aid, clinical psychology, parenting information and speech pathology.



38 Maternity Hubs

📍 QLD 💰 Qld Health

This community-based antenatal service providing wrap-around support for newly arrived, refugee, and migrant women in Logan, Queensland. Midwives offer personalised care, and the program links families with housing, employment, health, and financial assistance. The service is delivered in partnership with Metro South Health and is facilitated from the SSI Gateway.



39 Multicultural Child and Family Program (MCFP)

📍 NSW, VIC 💰 DCJ, DFFH

When a child's family is unable to care for them, foster and kinship care help maintain cultural identity and sense of belonging. The MCFP matches children, including from CALD backgrounds, with carers by ethnicity, faith and language, and supports them by working with families and community.



40 Multicultural Family Base Care Program (MFBCP)

📍 QLD 💰 DFSDSCS

Funded by the QLD Government, SSI's MFBCP program supports kinship and foster carer services in Logan. The program helps locate carers and strengthen community ties for CALD children, focusing on culturally responsive placements to enhance cultural identity and connections to their communities.



Health and Wellbeing

41 Care Finder Services Program

 QLD  BSPHN

Care Finder is a free service supporting older Australians from diverse backgrounds living in Queensland's Logan region to better connect to aged care services and community support. The service helps navigate the My Aged Care System and sets up support services via a personalised care plan.



42 Health Service Navigation Support Program (HSNS)

 NSW  SWSPHN

Delivered in partnership with Primary Health Network (PHN), this program improves access to primary health care for CALD and refugee populations and people at risk of homelessness in South West Sydney. It connects participants with health and specialist care, and supports eligible participants with costs such as medical appointments, medications, and other essential health needs.



43 Multicultural Gambling Harm Prevention Service

 VIC  VRGF

The Multicultural Gambling Harm Prevention Service is a statewide program that supports individuals, families, and communities to reduce the risks and impacts of gambling harm. The service delivers therapeutic counselling tailored to people's cultural and personal contexts, alongside community capacity building, education, and awareness initiatives that strengthen prevention and early intervention.



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Settlement

44 Community Refugee Welcome Centre

📍 NSW 💰 SSI, IWC

Based in Lilyfield, NSW, the Community Refugee Welcome Centre was established in 2017 as a partnership between SSI, Inner West Council and Catholic Diocese of Sydney. Today it remains a destination for refugees and people seeking asylum who seek support, wellness activities and connection as they rebuild their lives.



45 Community Support Program (CSP)

📍 National 💰 DHA

The Australian Government's Community Support Program helps people applying for humanitarian visas to settle in Australian communities. Local businesses, families and individuals can offer employment through the scheme. As an Approved Proposing Organisation, SSI links potential humanitarian applicants with employers providing meaning, stable work.



46 CBP-International Capability Building Project

📍 International 💰 SSI/ICSA

The International Capability Building Project, funded by SSI, focused on enhancing International Community Services Association's (ICSA) capacity to design and deliver refugee integration services in Papua New Guinea. Key activities included workshops, training, and stakeholder engagement, resulting in substantial progress toward future program frameworks and ongoing support recommendations.



47 Emergency Relief

📍 QLD 💰 DSS

This program provides emergency relief services to people in the Logan and Ipswich areas of Queensland who were experiencing financial distress. Support included food and fuel vouchers, food parcels and clothing, budgeting assistance, and referrals to support services.



48 Humanitarian Settlement Program

📍 NSW 💰 DHA

The Humanitarian Settlement Program provides structured support to refugees and humanitarian entrants settling into Australian communities. SSI delivers HSP services in NSW including Sydney, Coffs Harbour, Newcastle and Armidale, providing newcomers with assistance with on-arrival pick-up, accommodation, orientation linking to the community, learning English and securing work.



49 Humanitarian Settlement Program - Women's Committee

📍 NSW 💰 HSP, SSI

The HSP Women's Committee identifies the skill sets and aspirations of newly arrived refugee women and works with internal and external stakeholders to provide appropriate support through the development of projects and referrals to existing opportunities such as women-only social events and information sessions.



Settlement continued

50 Humanitarian Settlement Program – Creative Compass

📍 NSW 💰 SSI/HSP/Partnerships
Art Gallery of NSW, Macquarie Group Foundation, Ministry of Health, and Cultural Art Collective

This program supports newly arrived artists with consultations and orientations, connects them to local arts centres, organises paid workshops and facilitates donations of instruments and art kits to promote creative engagement.



51 Humanitarian Settlement Program – The Welcome Program

📍 NSW 💰 SSI

This program supports new arrivals from humanitarian backgrounds by connecting them with locals to make them feel welcome. Welcome Ambassadors recruited from SSI volunteers meet with local newcomers to enjoy a group activity based on common interests. Started in Sydney, the program has expanded into regional areas including Coffs Harbour.



52 Refugee Health Nurse Program

📍 QLD 💰 PHN

Funded by Darling Downs and West Moreton Primary Health Network, our Refugee Health Nurse Outreach Program provides families from diverse backgrounds in the Ipswich region with support in accessing and navigating health services. The service aims to improve health literacy and reduce barriers to ongoing health care, with major benefits for participants.



53 Settlement Engagement and Transition Support (SETS)

📍 QLD 💰 DHA

This program complements the Humanitarian Settlement program support to new arrivals to Australia, to develop essential skills for social engagement, emotional wellbeing, and economic participation. It operates in Logan, Brisbane, Moreton Bay South, Redlands, Lockyer Valley, Scenic Rim, and Ipswich in Southern Queensland.



54 SSI Legal Pty Ltd

📍 National 💰 SSI

SSI Legal is a social enterprise established by SSI in February 2024 following the acquisition Mary Hanna Lawyers. The law practice specialises in immigration, family reunification and citizenship.



55 Status Resolution Support Services (SRSS)

📍 ACT, NSW, NT, QLD, TAS, VIC 💰 DHA

The Australian Government's Status Resolution Support Services program assists eligible people seeking asylum with help accessing financial support, accommodation, healthcare, employment and education. SSI delivers the program to those living in the community on bridging visas in NSW, the ACT, Queensland, the Northern Territory, Victoria and Tasmania.



Settlement continued

56 Targeted Early Intervention Program

📍 NSW

💰 DCJ

The Targeted Early Intervention Program, launched in October 2024, provided support to recently repatriated Lebanese Australian residents. SSI received a \$250,000 grant to deliver family capacity-building services for up to two weeks, ensuring all clients secured accommodation through private rental, family arrangements, or Housing NSW programs by January.

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57 Youth Transition Support Program

📍 QLD

💰 DHA

The Australian Government’s Youth Transition Support (YTS) scheme helps young humanitarian entrants and migrants to connect with their new communities. SSI delivers YTS services, including educational, employment and vocational support, within Logan, Queensland for newcomers aged up to 24 years. Connections are built via sports and recreational activities.

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- Key:
- 📍

State where program is delivered

💰

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- 🏠

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Learning and growth

👥

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🏠

Economic participation

💚

Health and wellbeing

🎯

Society and system capacity

Abbreviations list

ACNC	Australian Charities and Not-for-profits Commission	MCFP	Multicultural Child and Family Program
ACOSS	Australian Council of Social Service	MSO	Multicultural Support Officer
AICD	Australian Institute of Company Directors	NDIA	National Disability Insurance Agency
ASESS	Asylum Seeker Employment Skills Support	NDIS	National Disability Insurance Scheme
ASIC	Australian Securities and Investments Commission	NFP	Not-for-profit
BEMAC	Brisbane Multicultural Arts Centre	NSP	NSW Settlement Partnership
CALD	Culturally and Linguistically Diverse	PHN	Primary Health Network
CATS	Championing Action for Tech Safety	RAP	Reconciliation Action Plan
CCWG	Climate Change Working Group	RESP	Refugee Employment Support Program
DES	Disability Employment Services	RISE	Recognise, Inspire, Support, Energise
DFV	Domestic and Family Violence	SETS	Settlement Engagement and Transition Support
EAP	Employee Assistance Program	SRSS	Status Resolution Support Services
ESG	Environmental, Social and Governance	SToP	National Action Plan to Combat Modern Slavery
FDSV	Family, Domestic and Sexual Violence	TECS	Train, Engage, Connect and Support
FECCA	Federation of Ethnic Communities' Councils of Australia	UNSDGs	United Nations Sustainable Development Goals
GPG	Gender Pay Gap	WH&S	Work, Health and Safety
GRI	Global Reporting Initiative		
HSP	Humanitarian Settlement Program		
IFRS	International Financial Reporting Standards		
IR	Integrated Reporting		
LAC	Local Area Coordination		
LGBTIQ+	Lesbian, Gay, Bisexual, Transgender, Intersex, Queer/questioning, Asexual		



We welcome feedback
and questions on this report,
and encourage you to
send these to:
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How can you help?
Get in touch with SSI
to volunteer, donate,
fundraise or collaborate

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has access to equal opportunity.
We are driven by equality, empathy,
and celebration of every individual.

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