We support you to find work and be ready for it

What is IEA?

IEA by SSI is a free, flexible employment service for people from refugee backgrounds. We help you prepare for work, find a job and stay employed.

Refugee employment specialists

For over 25 years, SSI has helped people rebuild careers in Australia. Our team supports 30 languages and understands the experience of starting again in a new country.

Who we help

We support people facing barriers to work, including disability, health needs or other challenges, across NSW, Victoria and Queensland.
Contact us for a confidential conversation.



Inclusive **Employme**nt Australia

SSI

Your journey to work in Australia

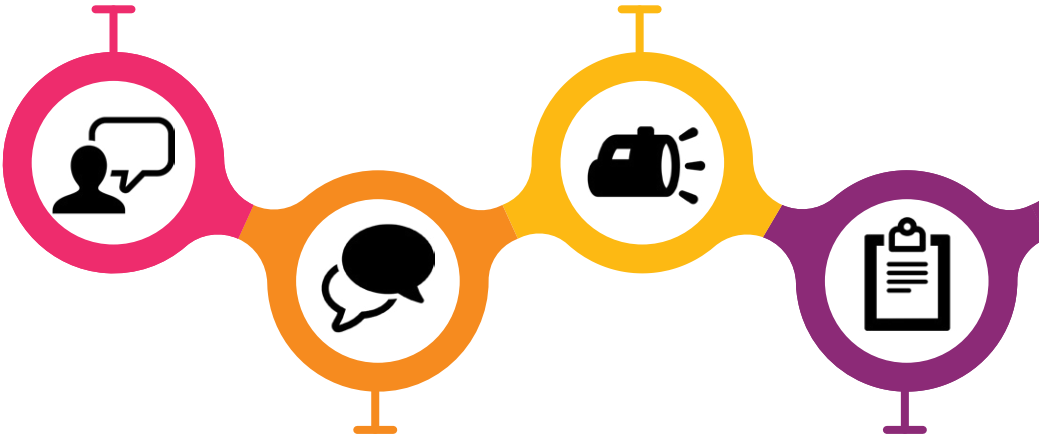
Participant journey with SSI's IEA program

Referral

You can join through a referral or by contacting us directly, even if you are with another provider.

Initial engagement

In your first four weeks with us, we will get to know your strengths, experience and goals so we can build a plan with you.



Initial interview

You will meet your Employment Specialist to discuss your goals, skills and support needs. We do our best to match you with someone who shares your language or use interpreters if needed.

Work preparation

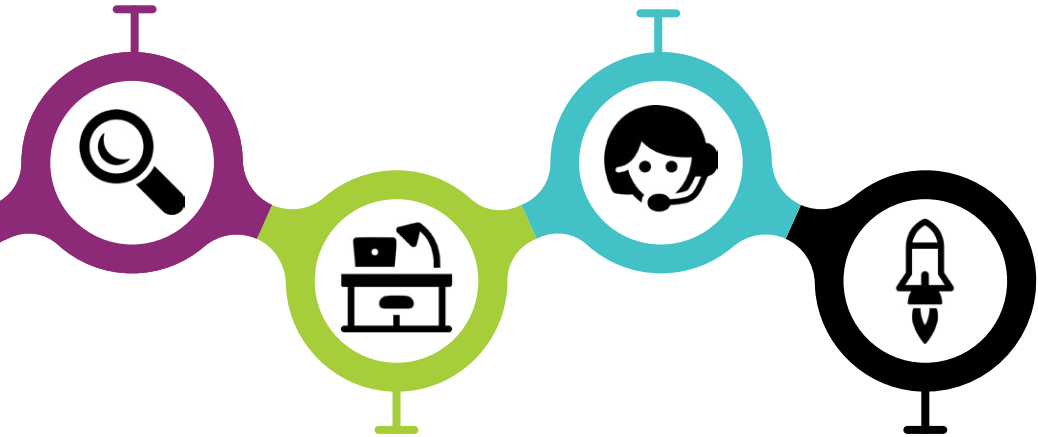
If you are not ready to apply for jobs yet, we can support with free services to prepare for work. This can include training, English courses, resume help, interview practice and self-employment support.

Job search

When you are ready, we will help you find the right job for your skills, experience and goals. We also work closely with employers to find and shape roles that are right for you.

In-employment support

As you settle into your new role, we offer regular check-ins, tailored coaching and any workplace support needed.



Placement and anchoring

When you start a new role, we are with you from day one. We connect you with our Post Placement Support Officer who will help you settle in and ensure the job is the right fit.

Exit

When you have been in your job for a year, you will be ready to take the next step on your own. If your situation changes, we are here for you.

Ahmad's story: from newcomer to Employment Specialist

Ahmad left Afghanistan in 2018 seeking safety and a better future. For years, he lived far from home, facing uncertainty while rebuilding his life.

In 2025, he arrived in Australia on a humanitarian visa, determined to work and contribute. When finding a role that matched his skills proved difficult, Ahmad joined SSI's IEA program as a participant.



From the first conversation, SSI looked beyond his CV, recognising his strengths and passion for helping others.

SSI was so impressed by Ahmad's skills and experience that the team offered him a role. Today, Ahmad is an Employment Specialist on SSI's IEA team, helping other refugees build confidence, explore career pathways and find meaningful and lasting work.

"Every challenge taught me to be strong and never give up. Now I help others reach their goals, just as I was helped when I started my new life in Australia."

Talk to SSI's IEA team today.

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p 1800 299 487 (QLD)
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SSI

For equality of life.