

FACT SHEET



Settlement Services

Settling in a new country can be a stressful process for all migrants, especially those from refugee backgrounds. Settlement is a dynamic, multi-faceted, ongoing process of their transition into their new communities. It is a two-way process for both the settlers and their new communities. The Australian Commonwealth Government offers a range of settlement services to support this process and ensure positive settlement outcomes for people of refugee backgrounds and migrants.

What are settlement services?

Settlement services are a range of services aimed at supporting people of refugee backgrounds and newly arrived migrants. The Australian Commonwealth Government administers a range of settlement services. The Government funds settlement service providers to deliver these services. People of refugee backgrounds are provided with a particular set of settlement services. Eligibility of settlement services is dependent on an individual's circumstances.

What types of settlement services are offered by the Australian Government?

The Australian Cultural Orientation Program (AUSCO): AUSCO provides refugees over the age of five years pre-arrival advice, practical information and orientation to Australian life. It is delivered overseas by the International Organization for Migration.

Humanitarian Settlement Services (HSS): HSS provides early settlement support for refugees during the first 6 to 12 months after arrival. It is administered by the Department of Social Services (DSS) and delivered by HSS providers. It includes basic support such as airport pickup, orientation into Australian life, provision of essential goods, guidance with accessing service (ie-housing, employment, education, health). The level of support needed is identified through Case Management aimed at creating independence.

Complex Case Support (CCS) Services: CCS is a flexible case management service that assists refugees with exceptional settlement needs beyond the scope of other settlement services. It works in partnership with other services. It is administered by DSS and delivered by CCS providers. Refugees are eligible to access CCS up to five years after arrival. Clients are referred to CCS by other settlement services or other related service providers and then must be approved by DSS.

Settlement Grants: DSS provides Settlement Grants to non-for-profit organisations and local governments assisting eligible migrants in the first five years of settlement to become self-reliant and transition into their new communities. The types of services funded include casework/coordination and delivery of services, community coordination and development, youth settlement services and support for ethno-specific communities. Settlement grants aim to foster social participation, economic well-being, independence, personal well-being and community connectedness.

Adult Migration English Program (AMEP): AMEP provides 510 hours of free English language learning to eligible migrants and adults of refugee backgrounds over 18 years and youth under 18 not attending school. AMEP providers are funded by the Department of Education and Training to deliver the program. It is delivered via classroom, distance learning, volunteer tutor or a combination.

English as a Second Language Programme (ESL): ESL is administered by the Commonwealth Department of Education and Training. Independent schools are funded to provide migrant children intensive English language education in schools.

Interpreting & Translating Services: DSS provides free interpreting services for eligible Australian citizens and permanent residents in communicating with approved community organisations and individual service providers. Settlement Grants service providers are also eligible for the service. It can be accessed through TIS National. Other interpreting services include the Doctors Priority Line, Real Estate Agencies Pilot and phone services for pharmacies. DSS also provides a free translating service for permanent residents, eligible temporary or provisional visa holders and returning Australian citizens to have personal documents translated to English within the first two years of their eligible visa grant date or arrival.

Diversity and Social Cohesion Grants: DSCP grants provide funding to community groups and organisations to deliver projects that address social cohesion issues. These grants aim to address such as of cultural, racial and religious intolerance. The grants are administered by DSS under its Multicultural Affairs grants.

Are there other types of settlement services?

Although the administration of settlement services sits with the Australian Commonwealth Government both state and local governments also offer some settlement support. These services vary geographically. A National Settlement Planning Framework has been developed to provide a more coordinated approach to settlement planning. It acknowledges the importance of all levels of government in planning for settlement.