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Australia: Australia's response to Syrian-Conflict Refugee Settlement was delivered by Leo Kennedy Branch Manager, Settlement Support Branch from the Department of Social Services.

\$827 million dollars were committed by the government to the Syrian and Iraqi refugee over four years (2015-2016 to 2018-2019) including \$142 million to settlement services. In addition to the existing Humanitarian program 12,000 places for Syrian and Iraqis were pledged by the government, and delivered from 2015-2017. They have settled in Brisbane, Logan/Gold Coast, Toowoomba, Coffs Harbour, Sydney, Newcastle, Wagga Wagga, Wollongong, Geelong, Melbourne, Shepparton, Hobart, Launceston, Adelaide, Perth, Darwin and Canberra. In August 2017, Armidale was announced as a new regional settlement location.

On Australia's Humanitarian Program: Australia's Humanitarian Program covers offshore and onshore intake. Data provided by the Home affairs of the 2017-2018 Humanitarian Program Intake breaks down the 16,250 places covered by the Humanitarian Program: 15,500 are offshore and 750 onshore. The 15,500 offshore intake is categorised as Refugee, Special Humanitarian and Community Support Program, of which the latter are not eligible for Humanitarian Settlement Program (HSP). Similarly the 750 onshore intake are also not eligible for HSP. The top 10 source countries in 2017 of the Humanitarian Program are Iraq (5,528), Syrian Arab Republic (3,711), Afghanistan (1,405), Myanmar (928), Iran (554), Thailand (412), Pakistan (409), Eritrea (360), Democratic Republic of Congo (333) and Ethiopia (286).

On Australian's Settlement Program: Australia's HSP includes services while offshore, upon immediate post-arrival and foundation services as individuals and families navigate through their life in Australia. Australian Cultural Orientation or AUSCO program is provided to humanitarian entrants under the Humanitarian Program before they arrive in Australia. The program aims to provide accurate information on the departure processes, present a realistic picture of life in Australia, describe the settlement process and provide practical information about post-arrival settlement services and how to access them, encourage language training on arrival in Australia, provide participants with the basic skills necessary to achieve self-sufficiency, and equip participants with the necessary tools to deal with initial settlement concerns and the different stages of cultural, social and economic adaptation, including information about Australian laws and norms, including in relation to gender equality and family violence. HSP Services are also provided

Improvements in settlement delivery over previous settlement arrangements include moves towards an outcomes-based delivery framework, encourages innovation and increased efficiency in service delivery, establishes clear linkages to Adult Migration Program (AMEP) and the Skills for Education and Employment Program, and jobActive, improves case management for individualized, needs-based support, and expands the Orientation program to provide clients with foundation skills required for life in Australia.

Immediate Post Arrival Services include airport reception, on-arrival accommodation and property induction, provision of an initial food and essential items package, assistance to register with Centrlink, Medicare and a bank, addressing immediate health needs, details of what to do in an emergency situation and how to access interpreting services and orientation to local services. **Foundation services** include delivery of an onshore orientation program that builds clients' knowledge about the Australian way of life and value, assistance to source long-term accommodation, support to access mainstream services including health and family support services, connecting clients to local community groups and activities, support to register with AMEP and attend lessons, help to enroll in relevant education and training and recognise pre-arrival skills and qualification, and assistance to engage with employment services, implement employment strategies and access support services for establishing a business.

HSP providers are present in all 8 states and territories. HSP regional settlement locations are available in 6 states. Other Australian services such as Free Translating and Interpreting Services (DSS), Settlement Grants (DSS), Disability Employment Services (DSS), Program of Assistance for Survivors of Torture and Trauma (Department of Health), Adult Migrant English Program (Department of Education), jobactive (Department of Jobs and Small Business) and Income Support (DHS) are also available and provided to assist settlement.