

# CASE STUDY: Train Station Orientation

**Settlement Services International (SSI) supports new arrivals to understand the local train system in Coffs Harbour.**

## AT A GLANCE



### Target Participants

Newly arrived people that need to use trains for work, training or appointments.



### Aim

To provide support to navigate the local train transportation systems.



### Organisations Involved

SSI, Transport NSW



### Location

Coffs Harbour, NSW

Settlement Services International (SSI) supports new arrivals to understand the local train system in Coffs Harbour.

In Coffs Harbour, the trains only run six times per day and tickets need to be pre-purchased to ensure a seat. Transport NSW does not use interpreters or have bi-lingual workers at the station.

SSI works with Transport NSW to run train orientation sessions in multiple languages. As the train station isn't staffed all day, SSI liaises with a representative from Transport NSW to coordinate suitable orientation times.

SSI has been running train station orientation sessions since it opened its office in Coffs Harbour two years ago.

Sessions run throughout the year to support newly arrived people to better navigate the local transportation system.

To date:

- 26 people have completed the orientation
- Train station orientation has been run in many languages, including Arabic, Burmese, Kurdish, Kurmanji and Anuak

During the orientation sessions, people are shown the location of the train station, taught how to purchase tickets and read timetables, shown how to use the emergency and information points, as well as what to do when the train arrives.

### Successful Outcomes:

SSI's train station orientation has had a positive impact on employment, by helping new arrivals to feel confident to use trains as a way of getting to and from work.



*SSI Humanitarian Settlement Program (HSP) participant, Gilbert Ojwok Odiel, recently won a scholarship to support him with applying for his teacher registration so that he can work as an English teacher in NSW high schools. As part of the application process, Gilbert was required to do an IELTS test, requiring him to travel from Coffs Harbour to Brisbane by train. Gilbert also caught the train to Canberra so that he could complete his teaching exams at the Kenyan Embassy.*

**Gilbert Ojwok Odiel**  
from Kenya

For More Information Visit:

<https://www.ssi.org.au/>

