



Australian Government  
Department of Social Services

# Guide to Supporting Settlement in Regional Australia

Helping local government and regional communities to  
settle refugees.



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### Contact us

**Enquiries regarding the licence and any use of this document are welcome at:**

**Settlement Policy Branch  
Department of Social Services  
GPO Box 9820  
Canberra ACT 2601  
+ 61 2 6146 0001  
[settlement.coord@dss.gov.au](mailto:settlement.coord@dss.gov.au)**

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## Introduction

Australia's humanitarian program is an important part of our contribution to the international protection of refugees. We know that refugees, like other migrants, face challenges in establishing a new life in Australia. This is why the Australian Government provides a range of settlement support that is aimed at assisting refugees to become self-reliant and to participate in Australian society.

Local governments and councils play a critical role in the settlement process. Are you a local government or council who is ready to welcome refugees into your community? This resource has been developed to provide you with information on:

- where to start and what to consider in building a welcoming community for refugees
- the assistance that may be available to you as a Local Government or Council and where you can get relevant and important information.

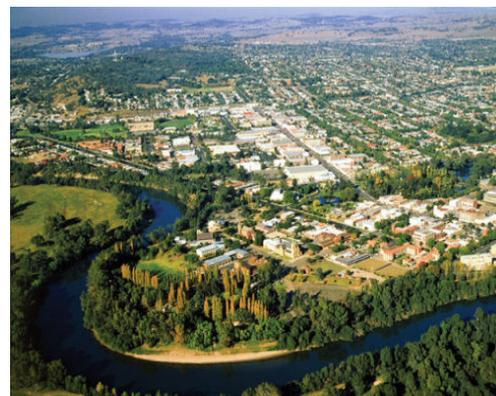
The Guide to Supporting Settlement in Regional Australia is aimed at helping local governments and councils better understand refugee issues, services that are available for refugees and what additional support they may require.

It is a starting point to assist you in thinking about how you may approach building a welcoming community that will provide the necessary support services and infrastructure to assist refugees to settle in your local area.

## Benefits of migration and regional settlement

The positive effects of migration on our economy are substantial. New migrants add to economic activity by increasing demand for products and services. By bringing in new skills, knowledge, capital investment and innovative work and business practices, they also contribute to increases in production and improvements in productivity. Migration drives demand for housing, services and infrastructure.

In regional areas, as defined by the Australian Standard Geographical Classification (ASGC-RA), refugees make significant economic contributions by helping fill labour shortages in a range of occupations. Refugees also contribute to the long-term sustainability of regional communities. Many refugees come from rural backgrounds and are comfortable living and working in regional communities. Regional settlement offers many refugees the chance to rebuild their lives in a safe and welcoming environment. In order for a community to realise the economic, cultural and social benefits refugees bring, it is essential to ensure that they are well settled, made welcome, and given the opportunity to learn English and undertake training and further education.



Other benefits for regional communities include:

- reduction in skills shortages
- promoting workplace diversity in creating inclusive environments that embrace individual differences
- increasing productive diversity by valuing experiences, perspectives, skills and global connectedness
- contributing to cultural richness through sharing of cultural knowledge and customs
- increasing tolerance and acceptance of others through challenging stereotypes and prejudices and encouraging the broader community to embrace others.

## Challenges in settling refugees

Like all new arrivals, refugees need support to settle in Australia and begin contributing to Australian society. Settling in a new country can be particularly difficult for refugees. Many have survived torture and escaped from life threatening situations and war torn societies. Many have also experienced the trauma of separation from their immediate family, the loss of their homes and possessions and living for many years in refugee camps.

As a result, they may face multiple disadvantages, such as disrupted schooling, poor language skills and mental and physical health issues. Building welcoming communities for refugees requires committed effort but refugees are generally resilient, resourceful, value family and community and are keen to contribute to Australia.

In regional Australia, refugees may face the additional challenge of being highly visible and very different to the majority of the local residents. Communities may face difficulty in attracting adequate numbers of refugees to ensure support services are viable and that new arrivals do not feel isolated. For some communities, the capacity to absorb refugees may be constrained by economic, social and other factors.

The Government seeks to ensure refugees are supported by services responsive to their needs and is committed to ensuring all Australians can fully participate and contribute to community life.

## Supporting refugees to successfully settle in Australia

The Australian Government supports the economic, social and humanitarian benefits of migration through addressing the needs of new arrivals to help them develop the knowledge and skills they need to become active and independent participants in Australian society, and being responsive to the cultural, linguistic and religious diversity of migrants.

## Targeted Australian Government settlement support

The Department of Social Services has a number of targeted services and programs to support refugees and help them settle in Australia:

- Australian Cultural Orientation (AUSCO) program for refugee and humanitarian visa holders over the age of five who are preparing to settle in Australia
- Humanitarian Settlement Program (HSP), which assists humanitarian clients in their early settlement period in Australia using a coordinated case management model
- Free Interpreting Service is provided to non-English speaking Australian citizens and permanent residents when communicating with approved community organisations and individual service providers (such as private medical practitioners). In addition to Australian citizens and permanent residents, private medical practitioners and pharmacies can use the Free Interpreting Service to support and communicate with:
  - Temporary Humanitarian Stay (subclass 449)
  - Temporary Humanitarian Concern (subclass 786)
  - Temporary Protection (subclass 785); and
  - Safe Haven Enterprise (subclass 790) visa holders
- Free Translating Service for people settling permanently in Australia, entitles them to have up to 10 personal documents translated within the first two years of their eligible visa grant date or arrival in Australia (whichever is later)

- Settlement Grants (SG) which funds settlement services such as casework or the coordination and delivery of services; community coordination and development; youth settlement services and ethno-specific communities support
- Complex Case Support (CCS) program which provides specialised and intensive case management services to refugees with exceptional needs
- Diversity and Social Cohesion Program (DSCP), which provides resources to help not-for-profit organisations develop projects and build stronger community relationships. The program seeks to promote inter-community harmony and understanding and develop capacity building skills in new communities.

Refugees are also able to access mainstream services such as employment and family services provided by other government agencies including the Department of Education and Training, the Department of Employment, the Department of Health; and the Department of Human Services.

More intensive mainstream services are often required to help refugees to settle successfully, for example specialised health services or English as a Second Language (ESL) support in schools.

The Department of Health manages the Program of Assistance for Survivors of Torture and Trauma (PASTT). This provides specialised support to permanently settled refugees who are experiencing difficulties associated with surviving torture and trauma prior to coming to Australia.

## **Additional local assistance**

Local councils, as well as state and territory governments, may provide additional specialised settlement services and may be eligible for funding from Australian Government and/or state and territory government programs. Local councils can also facilitate social inclusion, help create communities which celebrate cultural diversity, and ensure that everyone can participate equally in society.

Councils have an essential role in welcoming refugees and other migrants into the Australian community by hosting Australian citizenship ceremonies where migrants become formal members of Australia.

Alongside suitable employment and accommodation, the following have been identified as key factors in the successful settlement of refugees:

- a welcoming and supportive community
- forward planning by local councils and communities, including seeking background information on new arrivals
- strong leadership, for example by local community champions
- partnerships and collaboration across sectors and services
- community support and engagement
- support and services that are able to respond to the complex needs of refugees.
- managing cultural adjustment.

Planning for regional settlement can be complex. Flexible and innovative approaches are often needed. Make contact with your local settlement service providers and settlement grants providers and attend coordination meetings. Seek information and advice from local government authorities, regional development authorities and ethno specific settlement organisations.

# Building a welcoming community

To assist your community create an environment that will encourage successful settlement, the following section outlines a four-step approach involving consultation, planning, cultural responsiveness and monitoring.

## Prepare

### Be informed, consider and consult

Find out as much as you can about refugees, their experiences and your new refugee communities.

The Department of Social Services can provide information on settlement services and data on refugee arrivals. Peak bodies such as the Settlement Council of Australia and the Multicultural Youth Advocacy Network can also provide information.

Be informed about the infrastructure and services available in your community to meet the needs of refugees and their families. This can include:

- suitable and affordable housing
- public transport
- pathways to training and jobs
- suitable employment
- the capacity of health and education providers to address the sometimes complex needs of refugees. Be aware in some localities it may not be possible to provide the highly specialised services such as torture and trauma counselling, which some refugees require.

Consider developing an assessment of needs and risks. How might your community provide appropriate services, programs or initiatives to address these needs by supporting newly arrived refugees and filling service gaps? You can learn from the wide range of experiences around Australia and share best practice ideas and models.

Consider other issues that may affect settlement outcomes:

- Are local businesses and industry supportive?
- What are the benefits of refugee settlement to the area?
- Are there potential areas of conflict or discrimination?
- How can your community help break down stereotypes?
- How can you educate local residents about the cultural differences/appearances of refugees? Are they open to welcoming refugees?
- How do the local Aboriginal and Torres Strait Islander community feel about refugees settling in the area? Are they worried that services or jobs will be taken from them?
- Do you have medical practitioners and medical professionals who are ready and able to assist?
- Have you consulted with other government agencies e.g. Department of Human Services, Department of Social Services, local government, state and territory governments?
- Have you consulted with your local business and community partners e.g. local business and industry, community sector, police liaison officers, local health and community services, real estate governing bodies?
- Have you consulted with settlement service providers, Job Active providers, religious groups, education institutions or local refugee communities?
- Can you use local media to communicate with your community? How can it help with positive coverage of new arrivals? How might negative media be handled? Have you considered whether the refugees in your community want this type of publicity? Do the refugees in your community feel their privacy is being respected?

- How can local sporting/recreation facilities and organisations proactively engage with new arrivals? Can these organisations actively promote inclusion and diversity?
- There are also a wide range of individuals, groups, advocates, business, religious organisations and members of the general public who want to and are will to help.

Consider the vision for your community. Review any current shire or community plans. Refer to relevant multicultural policies, cultural diversity policies or frameworks. Support national events such as Harmony Day and Refugee Week and encourage community representatives to attend festivals hosted by migrant communities.

Consult with relevant stakeholders including established settlement agencies and other service providers, state, territory and federal agencies, community organisations, religious groups and the broader public. Consultations help to prepare local communities and assist in proactively managing issues of 'visibility' that refugees sometimes feel in regional areas. Consultations should involve local migrant and Aboriginal and Torres Strait Islander groups. Speaking with other refugee groups is also important, and may assist in identifying issues that you are not aware of.

Ensure consultations are culturally appropriate, with interpreters and translating assistance as required. Ensure appropriate feedback mechanisms are in place for those in the community who have low English language proficiency.

Consultations might be through:

- existing social or community networks
- face-to-face meetings
- social media
- the use of surveys
- focus groups with targeted stakeholders such as associations, religious groups, seniors and youth groups, education, health and welfare providers.

## Plan

### Work together to determine actions

Establish, or link to, a planning or settlement planning committee involving Australian Government, state and territory representatives and other stakeholders identified in the prepare phase.

Settlement planning ensures a strategic and coordinated approach and improves the ability of communities, service providers, governments and other stakeholders to address the needs of refugees and help them settle smoothly.

Effective planning should reflect the aim or objective of your settlement initiative and build upon the issues considered in the prepare phase, such as:

- understanding the refugee group
- available infrastructure and support services in the community
- the needs analysis and filling service gaps
- other drivers and/or impediments that have been identified.

Settlement planning should ideally commence prior to refugees arriving, and committees should continue to meet well into the settlement period. Strong leadership will drive the direction and vision of your community, inspire enthusiasm and commitment and bring the right people and resources together to help achieve goals. Local government and/or established community organisations are well placed to take leadership and advocacy roles. They can build support and confidence among those involved, lead public education and shape public opinion.

Identifying and involving refugee community leaders is also important. Refugee community leaders understand the needs of their group and can advocate on behalf of new arrivals and assist in wider community engagement. Search for strengths and resources that may be present in the community, such as:

- individuals or established groups
- local organisations, institutions, businesses and industries
- land, property, buildings, parks or the environment that can be utilised.

An action plan will help your community to deliver on projects, programs or initiatives to address refugee needs and identify:

- ways to collaborate across government, the community, the business sector and the broader community
- who will be involved and what their roles and responsibilities will be
- communication channels and referral pathways
- how projects or activities will be implemented
- resources needed, specified tasks, timeframes and outcomes.

Projects that bring the local community together with new arrivals, and assist in alleviating any social isolation felt by refugees, can help build bonds and encourage refugees to stay. Sport and recreation activities, for example, are proven strategies for building social and community cohesion. They can provide many benefits for refugees in the form of improved physical and mental health, increased self-confidence and self-esteem and the opportunity for social participation and community integration. Connecting to the wider community through sport can help refugees on their settlement journey.

## Deliver

### Ensure services are culturally responsive

All Australians should be able to access government programs and services equitably, regardless of their cultural, linguistic or religious backgrounds.

Delivering culturally appropriate services may include:

- knowing your client base, including collecting data to ensure planning and services are appropriate
- using culturally appropriate communication, such as face-to-face meetings (written or web-based information can be difficult for some to access), using plain English and ethnic media
- providing orientation for newly arrived refugees on the local area with information about key services and contacts
- implementing targeted programs to improve refugee participation in employment, education, or connecting to the community
- consulting and involving the new arrivals in targeting their needs
- training key personnel in delivering culturally appropriate services, especially in the areas of education, health, employment and housing
- actively coordinating volunteers and donations to smooth the settlement experience
- considering the specific needs of refugee women, the elderly and youth
- communicating effectively with diverse communities, by providing trained bilingual staff experienced in delivering services to culturally and linguistically diverse groups
- utilising the Translating and Interpreting Service (TIS) National or similar services
- providing tailored guidance to staff, stakeholders and volunteers engaging with refugees can help foster understanding and limit cultural misunderstandings

- preparing a welcome information pack for new arrivals. Information on the benefits of an area and the services available will help identify opportunities for support and connections for refugees moving to the region.

## Review

### Monitor and evaluate

Monitoring and evaluating the services, programs and initiatives from your action plan can:

- help understand why something worked or did not work
- improve what you do and how you do it
- contribute to a culture where 'lessons learnt' are shared openly.

Key settlement indicators can be used to identify gaps or issues, which may need to be addressed to improve the settlement outcomes for refugees in your region. Some include:

- social - English language proficiency, participation in education, training and community life, and citizenship
- economic - job, income, level of debt, satisfaction with job and housing.
- personal well-being - physical and mental health, self-esteem, relationships
- independence - transport, access to services, income source, ability to make life choices and gender equality
- life satisfaction and being connected to the community - sense of belonging in Australia and being treated well, lack of discrimination, freedom of cultural and religious expression.

Monitoring is undertaken to keep track of the ongoing status of a program or service while evaluation focuses on understanding the impacts or outcomes. Monitoring settlement outcomes may include collecting information relating to:

- the number of refugees who have remained in the locality and their circumstances
- the degree of engagement with the local community and community acceptance and support
- the capacity of the community to settle additional refugees
- issues that occurred and how they were resolved.

Monitoring and evaluation techniques might include:

- formal or informal feedback from refugees and stakeholders
- face-to-face interviews and focus groups with refugees and stakeholders
- telephone or written surveys (including online) of refugees and stakeholders
- case studies, for example, relevant aspects of a program or a particular group of clients.

It is helpful to gain feedback from refugees and the community throughout the settlement period. This will help ensure services are meeting identified needs and enable your community to address any issues that may arise. It is also important for feedback mechanisms to be culturally appropriate, so that they allow people with low or no English language proficiency to provide feedback to government agencies and others on their services. This can be done through translating and interpreting services or by accepting feedback in languages other than English.

Any information collected from refugees and the community will need to align with The Australian Privacy Principles (APPs), which are contained in schedule 1 of the *Privacy Act 1988 (Privacy Act)*. For further information visit: <https://www.oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles> .

## Some examples of refugee friendly initiatives

### I Made It

This program was developed by the Australian Migrant Resource Centre, Mount Gambier. The program aims to equip migrant women with both sewing skills and business savvy. Volunteers meet with the women each week teaching them the basics of sewing, how to use a sewing machine and making clothes from a pattern. Women participate in field trips to local businesses where they learn customer interaction skills and business acumen skills. After completion of the 12 week course, participants are able to produce saleable goods and have basic bookkeeping skills.

### Green Connect

Green Connect is a social enterprise in the Illawarra that aims to reduce waste to landfill and turn organic waste into a productive resource. The program grows and distributes local, seasonal and chemical free food, creates job opportunities particularly for refugees and young people, shares skills in building urban sustainability and sustains their work through trade. In 2016 the project kept 1,120 tonnes of waste out of landfill, grew and distributed 2,840 kilograms of local food and employed 129 former refugees and young people.

[www.green-connect.com.au](http://www.green-connect.com.au)

### The Spice Exchange

The Spice Exchange, an enterprise of ACCESS Community Services, QLD, creates local employment opportunities for refugee and migrant women who face significant barriers to employment and who would otherwise be excluded from the labour market. Women engage in a six-week program and paid employment to discover a range of products, develop their culinary skills and confidence in a supportive Australian workplace.

[http://www.accesscommunity.org.au/the\\_spice\\_exchange](http://www.accesscommunity.org.au/the_spice_exchange)

### Community Kitchen

The Community Kitchen is a partnership between the Inveresk Tavern and the Migrant Resource Centre, Northern Tasmania. The Community Kitchen creates opportunities for new migrants to broaden their social and support networks, share their stories through food and raise funds for their community's activities. Every Sunday over a 12 week period the Inveresk Tavern donated its kitchen space to local migrants groups giving them the opportunity to use the commercial kitchen for the day to serve lunch using food inspired by their homeland.

## Further assistance on refugee settlement

This section is included to provide a broad range of information and ideas. They are not designed to be all inclusive, but they provide a selection of further resources that local governments and communities may find useful. In addition to the resources and web-links that are listed, a wide range of further material is available on the internet.

## Frameworks for coordination and setting standards

The National Settlement Framework developed by governments, together with the National Settlement Services Outcomes Standards and the National Youth Settlement Framework, provide the policy scaffolding for engagement and planning between stakeholders. Together these framework documents set the underpinnings for approaches to planning and delivery of services that are focussed on getting the best outcomes for migrants and refugees.

### National Settlement Framework

The National Settlement Framework is a high level structural blueprint for the three tiers of government, Commonwealth, state and territory and local government, to work in partnership to effectively plan and deliver services that support the settlement of migrants and new arrivals in Australia. The Framework sets out focus areas for the three tiers of government to regularly engage and work together in partnership on, and to collaborate with stakeholders. A copy of the National Settlement Framework can be found at:

<https://www.dss.gov.au/settlement-and-multicultural-affairs/publications/national-settlement-framework>

### National Settlement Services Outcomes Standards

The National Settlement Services Outcomes Standards (NSSOS) were developed by the Settlement Council of Australia (SCOA) and launched in May 2016. The purpose of the NSSOS is to establish a consistent set of best practice benchmarks that reflect the work of settlement services. The NSSOS are based on nine priority areas: Education and Training, Employment, Health and Wellbeing, Housing, Language Services, Transport, Civic Participation, Family, and Social Support and Justice.

A copy of the National Settlement Services Outcomes Standards can be found at:

<http://www.scoa.org.au/research-and-publications/national-settlement-service-outcomes-standards-may-2016>

### National Youth Settlement Framework

The National Youth Settlement Framework was launched in April 2016. The framework developed by the Multicultural Youth Advocacy network (MYAN), with input from young people, government and the sector, is the first national framework to guide youth settlement policy and service delivery in Australia. The framework is designed to support a targeted and consistent approach to addressing the needs of newly arrived young people settling in Australia and works to ensure that youth from migrant and refugee backgrounds reach their full potential as active citizens and contributors to Australian society. A copy of the National Youth Settlement Framework can be found at:

<http://myan.org.au/our-work-with-the-sector/156/>

# Ideas for supporting refugees

The Government provides targeted support to assist eligible, newly arrived refugees in their settlement. This includes the Humanitarian Program (HSP), the Adult Migrant English Program (AMEP) and Settlement Grants (SG).

In supporting refugees, there are a number of areas where local communities may be able to provide additional assistance. The following are ideas that may help in addressing the needs and issues faced by refugees settling in Australia. The ideas are based on the experiences of government agencies, service providers and community groups.

## Education and training

Help in understanding the Australian educational system such as:

- how to enrol children, compulsory attendance, the curriculum and classroom environment
- advice on providing uniforms, equipment, packed lunches and how to interact with the school community.

Support for students at school, such as:

- homework programs and home tutoring schemes
- confidence and support to remain engaged in school and early intervention for students at risk
- assistance with options at the end of school, for example, apprenticeships, traineeships, prerequisites for tertiary study and bridging courses
- help in understanding the importance of qualifications in gaining employment and referral to appropriate education, training and employment providers.

English language skills:

- information about available English language programs and the importance of regular attendance
- opportunities to practise English skills in social, conversational and practical settings
- how to access and use translating and interpreting services.

## Employment

Build partnerships with local employers to find employment or placements for refugees.

Employment readiness support including:

- orientation to workplace culture, systems, services and norms
- career counselling, job searching, applications, resumes and interview techniques.

Industrial relations training in areas such as work health and safety, and rights and responsibilities.

Help with recognition of overseas skills or qualifications and appropriate educational, training and work experience opportunities.

Referral to vocational training services, Centrelink's job readiness assessment, *jobactive* providers or other employment agencies.

## Housing and Accommodation

Housing support services:

- how to apply for public housing, eligibility requirements, assistance with forms
- how to access accommodation, for example, where accommodation is advertised, how to interact with real estate agents and how to find rental accommodation
- tenancy rights and responsibilities.

Support for real estate agents to improve their understanding of refugee clients and build better relations, for example, cultural awareness training and use of interpreters. Access to free translating services for real estate agents is available through [TIS National](#).

## Family, relationships and social support

Help in understanding:

- community expectations around parenting, roles, family relationships, rights and obligations under Australian law
- family conflict and the relevant legal issues.

Services and support such as:

- culturally appropriate family mediation, information and support
- social support such as men's, women's, youth or parenting groups
- child care.

## Legal and justice system

Information and understanding of Australia's legal framework, government systems, court proceedings and key agencies especially in relation to:

- vehicle ownership and road rules
- the role of police and how to seek their assistance
- family violence
- legal aid and administrative law
- Australia's system of government, including the separation of church and state and the provision of government services including the Translating and Interpreting Service (TIS) National
- banking practices and consumer rights.

Help with processes for reuniting with family members overseas such as:

- referral to registered migration agents
- administrative help without the use of a migration agent
- managing high expectations of clients with regards to bringing family to Australia.

## Life skills

Life skills support such as:

- managing a household, for example, using appliances and utilities
- training on computers and use of the internet and social media
- using public transport, obtaining a driver's license and licence laws
- managing finances and understanding contractual conditions and obligations such as credit cards, mobile phones, loans, life insurance
- accessing mainstream services, including attending appointments, understanding written correspondence and completing forms.

## Health

Providing assistance and understanding around Australian health systems and services including:

- access to general practitioners, emergency services, specialist referrals, and understanding Medicare and the Pharmaceutical Benefits Scheme
- counselling services including torture and trauma and psychological services are available in each state and territory
- preventative health measures such as information about healthy living, exercise, good nutrition, good food choices, food safety and storage, and food labelling
- targeted education and support on sexual health, pregnancy, mental health issues, dental health, disability, alcoholism and the importance of immunisations, pap smears, mammograms
- aged-care and disability services and ethno-specific carer groups and agencies.

## Connecting to the community

Community capacity building such as:

- mentoring potential community leaders on leadership and advocacy skills
- connecting to the wider Australian community through existing groups and activities, including online services and social media (particularly important for young refugees)
- promoting volunteering and helping individuals use their abilities to support their community
- helping community associations with administrative processes and requirements
- brokering relationships and partnerships.

## Government Websites

### Department of Social Services

The following useful resources that provide information relevant to refugees in Australia and their settlement experience are available from the Department's website: [www.dss.gov.au/our-responsibilities/settlement-and-multicultural-affairs/publications](http://www.dss.gov.au/our-responsibilities/settlement-and-multicultural-affairs/publications)

- Beginning a Life in Australia
- Empowering Refugees – A Good Practice Guide to Humanitarian Settlement
- Community Information Summaries.

The Department of Social Services also provides information and advice about:

- Funding for settlement programs
- Multicultural Australia.

### [Settlement Program for Humanitarian Entrants](#)

### [Information on refugees directly settled by the Australian Government in regional locations](#)

[The Settlement Services Advisory Council](#) - a ministerially-appointed body that provides advice to the government on refugee and humanitarian settlement

[Australian Multicultural Council](#) advises the government on multicultural affairs, access and equity strategy, public policy research and cultural diversity celebrations.

## Department of Immigration and Border Protection

### [Australia's Refugee and Humanitarian Program](#)

Australian citizenship information [www.border.gov.au/Trav/Citi](http://www.border.gov.au/Trav/Citi)

## Department of Education and Training

The Adult Migrant English Program (AMEP) provides up to 510 hours of English language tuition to eligible migrants and humanitarian entrants. Visit <https://www.education.gov.au/adult-migrant-english-program-0>

## Department of Employment

The *jobactive* website is the Australian Government's national employment services system, visit: [jobactive.gov.au/](http://jobactive.gov.au/)

## Department of Health

Program of Assistance for the Survivors of Torture and Trauma provides specialised counselling services for refugees and is available across Australia, visit: [health.gov.au](http://health.gov.au)

## Non-Government Organisation websites

### Settlement Council of Australia (SCOA)

The national peak body representing migrant and refugee settlement agencies across Australia. [www.scoa.org.au](http://www.scoa.org.au)

### Federation of Ethnic Communities' Councils of Australia (FECCA)

The peak, national body representing Australians from culturally and linguistically diverse backgrounds. They advocate, lobby and promote issues on behalf of their constituency to government, business and the broader community. [www.fecca.org.au](http://www.fecca.org.au)

### Multicultural Youth Advocacy Network (MYAN)

MYAN is the national peak body providing a nationally coordinated approach to facilitating and improving service delivery for multicultural youth through advocacy. [www.myan.org.au](http://www.myan.org.au)

### Migration Council Australia (MCA)

Migration Council Australia brings together corporate Australia and the community sector to provide national voice to advocate for effective settlement and migration programs. [www.migrationcouncil.org.au](http://www.migrationcouncil.org.au)

### Welcome to Australia

Welcome to Australia is a community organisation that aims to cultivate a culture of welcome in Australia towards refugees and asylum seekers, international students, and new migrants by changing the public conversation and engaging everyday Australians in practical acts of welcome. Welcome to Australia supports individuals, families, businesses and other organisations to work together to develop friendly communities, work places, schools and institutions. [www.welcometoaustralia.org.au](http://www.welcometoaustralia.org.au)

### The Friendly Nation Initiative

The Friendly Nation Initiative is a business led strategy that seeks to increase employment, mentoring, training, and internship opportunities for refugees and humanitarian migrants. With a particular focus on the special intake of 12,000 Syrian and Iraqi refugees, it recognises that creating pathways to employment is a crucial step in the process of resettling newly arrived refugees. [www.fni.org.au](http://www.fni.org.au)