Settlement Timeline

Meet Yassir

Yassir is a 30-year-old construction worker from Iraq. Along with his wife Dezhin and their three children, he has come to Australia on a humanitarian visa and will be supported by SSI through the first 6–18 months in the country.

Day one:

A bilingual SSI staff member meets Yassir and his family at the airport and transports them to their temporary accommodation. Like many refugees, the family have limited English and have arrived in Australia with nothing but their suitcases. SSI makes provisions for food, clothing, medical assistance, and any other special requirements the family might have in their first few days in Australia.

The family is given a welcome pack with vital information about things like emergency services and public transport, along with other relevant paperwork that will make for a smooth settlement in Australia.

Week one:

Yassir meets with his case manager. Each member of the family will have an individual case management plan that will see them through the early stages of settlement. These plans will help the family achieve outcomes such as improving their English skills, finding long-term accommodation, participating in the local community and engaging in education, training or employment.

Yassir and his family spend their first few weeks in Australia getting oriented to their local area. With support from SSI, they also register with essential services including banks, Medicare, Centrelink, school and the Adult Migrant English Program (AMEP).

Week three:

A local legal aid provider partners with SSI to run an orientation session on justice and law in Australia. This is one of several orientation sessions the family will attend to improve their knowledge of their rights and responsibilities in Australia.

SSI partners with a local community group to take Yassir's family and other refugees on an excursion to a national park. They take public transport to the park, which builds their confidence to repeat the exercise by themselves in future. The excursion also introduces the family to new areas of their community and helps them to make social connections with other refugees and some locals.

Month one:

With support from SSI's housing team, Yassir has found long-term accommodation. He and Dezhin now attend TAFE several times a week for English lessons. Their two older children have been enrolled at a local school, where they receive English tuition through an Intensive English Centre (IEC). They will graduate to a mainstream class after three to four terms.

Yassir would like to resume his employment as a construction worker. His SSI case manager connects him with an employment services provider to help him achieve that aim.

Month four:

Yassir is still searching for work, but his English has progressed to a level where he can now enrol in a tertiary course that will give him a local construction qualification. This will improve his employment prospects. He continues to study English in the evenings.

Dezhin is still attending AMEP full-time. She has also joined a local family playgroup, where she and her youngest child meet other mothers and children, and take part in structured play.

Month five:

Yassir has found employment as a construction worker. It's a 12-month contract role, by the end of which he will have completed his tertiary qualification. Dezhin's English has improved to the point where she also has enrolled in a mainstream tertiary course, studying community services.

Month six:

Yassir has now achieved a number of major milestones, including finding long-term housing, improving his English and securing employment. Through attending SSI orientation activities, he and his family have also gained the skills and knowledge to confidently address issues in areas including money management, family functioning, Australian law and health.

The family is exited from HSP and referred to local settlement services provider, Northern Settlement Services, which the family can contact for additional support throughout their first five years in Australia.