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SSI Programs 2023-24







The following pages provide an overview of each program, the state in which it is delivered, its key funding source and the outcome domains in which the program creates impact and value.

Key:

-  State where program is delivered
-  Funding agency

Outcome domains:

-  Safety and stability
-  Learning and growth
-  Social inclusion
-  Economic participation
-  Health and wellbeing
-  Society and system capacity



Scan for SSI's FY24 Integrated Report and explanation of how SSI creates value.

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Community Programs

1 Arts & Culture Program

 NSW  SSI

SSI's self-funded Arts & Culture program encourages cultural engagement and nurtures artists and cultural practitioners from refugee and migrant backgrounds. It develops pathways for artists, organises festivals and events, and ignites broader discussion about cultural expression. The program's flagship New Beginnings Festival is held at Darling Harbour once a year.



2 BEMAC

 QLD  Arts Qld

Based in Brisbane, BEMAC is a registered charity under the SSI Arts and Culture program, dedicated to showcasing innovative performances and supporting artists from diverse cultural backgrounds. Guided by principles of courageous creativity, determined diversity, and enabling change, BEMAC highlights the work of multicultural artists often overlooked by mainstream institutions.



3 Community Action for a Multicultural Society

 QLD  MAQ

This Queensland government program aims to improve social and economic outcomes for CALD communities in the Logan and Redland areas of southern Queensland. It provides a platform for multicultural community leaders to network and upskill in the areas of disaster management, small business skills and other relevant topics.



4 CALD Women's Advisory Group

 QLD  Logan Together

Women often have a deep understanding of the issues facing children and families in their communities. But cultural and economic barriers can stand in the way of them being heard. SSI's CALD Women's Advisory Group in Logan provides a forum for women from diverse backgrounds to come together to discuss issues, upskill and advocate for solutions.



5 Humanitarian Settlement Program (HSP) Women's Committee

 NSW  SSI

The HSP Women's Committee identifies the skill sets and aspirations of newly arrived refugee women and works with internal and external stakeholders to provide appropriate support through the development of projects and referrals to existing opportunities such as women-only social events and information sessions.



6 Multicultural Sports Club

 QLD  DTIS, DSS

Sports and recreation are good for health and wellbeing and bring people together. SSI's Multicultural Sports Club in Logan Queensland provides activities for people from as young as 12 from different cultures, backgrounds and age groups. Program activities include family football, women's hub, taekwondo and youth night.



Community Programs



7 Multicultural Youth Queensland (MyQ)

 QLD  MYAN

MyQ is the Queensland arm of MYAN Australia, the national youth peak body for young people from migrant and refugee backgrounds. Its goals include strengthening youth leadership, providing platforms for youth-led decision making and influencing the policy impacting young people from diverse backgrounds.



8 The Welcome Program

 NSW  SSI

This program supports new arrivals from humanitarian backgrounds by connecting them with locals to make them feel welcome. Welcome Ambassadors recruited from SSI volunteers meet with local newcomers to enjoy a group activity based on common interests. Started in Sydney, the program has expanded into regional areas including Coffs Harbour.





9 Thriving Multicultural Women

 QLD  QLD Health

Supported by Queensland Health, Thriving Multicultural Women is a hub for women from CALD backgrounds to focus on their mental and physical health and wellbeing. Women engage in a range of activities, including sewing, English lessons and gentle exercises to improve health outcomes.



10 Volunteer Program

 NSW, QLD, VIC  SSI

Over 124 volunteers with a broad range of skills, experience and interests assist in more than 45 unique roles across SSI. Volunteers undertake a range of activities, including helping newly arrived refugees and people seeking asylum, hosting workshops, assisting on excursions, and supporting SSI's signature festivals and events.



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Disability Services

11 Local Area Coordination (LAC)

 NSW  NDIA

SSI partners with the National Disability Insurance Agency to deliver local area coordination services in two Sydney regions. We support people with disability to work towards their goals, build capacity to make their own decisions and choices, and access the NDIS and the other supports needed to live the life they choose.



12 The Rights Path Project

 NSW, QLD, VIC  NDIS Com

Funded by the NDIS Quality & Safeguarding Commission, The Rights Path Project creates resources to assist participants to understand their rights, make complaints and raise issues with NDIS providers, and to assist providers in meeting the responsibilities set out by the Commission's Framework.



Key:

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Education & Training

13 Diversity Training

 National and international  SSI

Based on more than 20 years' experience providing services to multicultural communities, this SSI social enterprise transforms how people and organisations respond to diversity. The service uses trauma informed approaches that are thought provoking, inspire curiosity, and empower people to engage more effectively with people around them



14 SSI Allianz Scholarship Program

 NSW, QLD, VIC  Allianz and private

Supported by financial services company Allianz and SSI, this program aims to make navigating the education system easier for people from refugee and asylum seeker backgrounds. It provides one-off scholarships of up to \$5000 to students preparing to undertake study or have their existing skills recognised in NSW, Queensland or Victoria.



15 Skilling Queenslanders for Work

 QLD  DESBT

Skilling Queenslanders for Work (SQW) is a suite of targeted skills and training programs that help Queensland jobseekers to enter and succeed in the workforce. Funded by the Queensland government, SSI delivers multiple SQW programs that equip participants with knowledge, skills, connections, and transitional support to unlock fulfilling career opportunities.



16 SSI Education and Training

 QLD, NSW  SAS, DoE, Smart and Skilled

SSI Education and Training is a registered training organisation (RTO), approved by the Australian Skills Quality Authority, that helps people from mainstream and culturally and linguistically diverse backgrounds to upskill to gain work. The program offers a range of courses in Queensland and NSW.



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Employment Services

17 Asylum Seeker Employment Skills Support

 NSW  DoE

The Asylum Seeker Employment Skills Support (ASESS) provides support for people seeking asylum to join the workforce. Funded by the NSW Department of Education, SSI delivers ASESS across several locations in Sydney. We help participants to develop their career paths and provide them with tools to gain skilled employment.





18 Connecting Women to Trades

 NSW  DET

This program helps build female participants' confidence, skills and support networks in trades where women are underrepresented, and where skills gaps exist. Funded by Training Services NSW, SSI delivers the Connecting Women to Trades program in the epicentre of infrastructure growth in south and south-western Sydney.



19 Disability Employment Services

 NSW, QLD  DSS

The Disability Employment Services (DES) program is an Australian government initiative to remove the barriers that may stop a person with a disability, injury or health condition from participating in the workforce. SSI delivers DES services across NSW and in Queensland assisting those who require both occasional and regular, ongoing support.



20 Diversi-Ready

 VIC  DSS

Funded by the DSS's Information, Linkages and Capacity Building program, Diversi-Ready supports inclusion and accommodation of people with disabilities at the workplace. SSI provides training and support to employers in the retail, hospitality and aged-care industries to build their confidence and capability to recruit and retain people with disability.



21 Ignite Ability

 NSW, VIC  DSS

IgniteAbility provides education and mentoring to individuals to explore their business idea and supports them towards business creation. IgniteAbility supports individuals with disability, their families and carers to understand the opportunity of entrepreneurship, and to help them build skills and knowledge that assists with economic and social participation.



22 Ignite Female Founders

 NSW, VIC  DISR

Designed by women to support women, Ignite Female Founders helps entrepreneurial women launch their business idea by providing skills and knowledge sharing opportunities, networking, one-on-one mentoring and connections with business professionals in legal, finance, marketing and product testing. Support is tailored according to each woman's self-employment journey.



Employment Services

23 Ignite®

📍 NSW, VIC 💰 DISR, DJSIR, EGSC, Eden Foundation, Lend Lease

Ignite® is an SSI social enterprise that enables individuals to learn, be mentored and connect, helping them to grow through the power of their own business ideas. Ignite supports individuals with an idea for self-employment from new migrant, CALD, refugee, disability and First Nations communities, with a focus on women's entrepreneurship.



24 Local Jobs Program

📍 NSW, QLD 💰 DEWR

The Australian government's Workforce Australia Local Jobs program aims to develop employment pathways that assist people to move back into jobs as the economy recovers following the COVID-19 pandemic. SSI provides employment facilitator services in parts of NSW and Queensland. We connect employers and training providers with job seekers.



25 ParentsNext

📍 NSW, QLD 💰 DEWR

The Australian government's ParentsNext scheme helps parents of children under six years of age join - or rejoin - the workforce. SSI provided ParentsNext services in Sydney and Queensland, helping parents to create goals around employment, gain new skills and secure work. We work with voluntary participants.



26 Refugee Employment Support Program (RESP)

📍 NSW 💰 DoE

The NSW government's Refugee Employment Support Program was delivered until June 2024 in two NSW regions helping participants plan pathways to employment, assessing those who needed additional support, and linking them to resources.



27 Return to Work 'Women with Purpose'

📍 NSW 💰 WNSW

This initiative provides targeted support to women aged 25-44 from CALD backgrounds in south-west Sydney. Funded by the NSW government, the program connects participants with local resources, training programs, employers, job opportunities, and in-language support, empowering them to return to the workforce.



28 RISE

📍 NSW 💰 OfW

Diversity Council Australia (DCA), Chief Executive Women (CEW) and SSI launched the RISE project "Realise. Inspire. Support. Energise" to build pathways to leadership for women from culturally and racially marginalised (CARM) and culturally and linguistically diverse (CALD) backgrounds to address the barriers that restrict women's progress into leadership roles.



Employment Services

29 Work + Stay

 National  SSI

Australia's regions need workers, while many people in the cities are looking for employment. SSI social enterprise Work + Stay brings the two together to solve challenges for regional employers and to build stronger communities.

The program has a focus on right-fit employment and lifestyle solutions for newcomers and the right workforce for employers.



Key:

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Family, Children and Youth



30 Building Stronger Families

 NSW  WNSW

The Building Stronger Families program helps Arabic-speaking newcomers to build healthy relationships and address issues such as domestic and family violence. Funded by Women NSW and provided in partnership with Relationships Australia, the program includes discussions for Arabic-speaking men and women - with separate groups for each language and gender.



31 Child Health Pathways

 QLD  PHN, Salvation Army

This project aims to support children experiencing periods of vulnerability by empowering their families to navigate the health system. Funded through the Brisbane South Primary Health Network and delivered in partnership with The Salvation Army, it supports families from a CALD background who attend the Logan Community Hubs and who present with communication difficulties.





32 Community Hubs Program

 NSW, QLD  CHA

The Community Hubs Program is a national scheme funded by the DHA and Scanlon Foundation providing a welcoming place where families and children come to connect, share and learn. SSI operates 10 hubs in Queensland and eight hubs in NSW, often through primary schools and community centres.



33 Health Impact Project

 QLD  Queensland Health

Part of SSI's Family and Early Years Program run out of Logan, Queensland, this project aims to improve the health and wellbeing of children under eight and their caregivers. It identifies potential issues facing children and connects families to services including paediatric first aid, clinical psychology, parenting information and speech pathology.



34 Maternity Hubs

 QLD  Queensland Health

This community-based antenatal service providing wrap-around support for newly arrived, refugee, and migrant women in Logan, Queensland. Midwives offer personalised care, and the program links families with housing, employment, health, and financial assistance. The service is delivered in partnership with Metro South Health and is facilitated from the SSI Gateway.



35 Multicultural Child and Family Program (MCFP)

 NSW, VIC  DCJ, DFFH

When a child's own family is temporarily or permanently unable to care for them, foster care can help. This program connects children from CALD backgrounds with foster carers who help them maintain their cultural identity and sense of belonging. In Victoria, the program, known as the Multicultural Foster Care Program ended in June 2024.



Family, Children and Youth

36 Raising Children in a New Country Parenting Program

 NSW  NSW Health

Funded by NSW Health, this program aims to help parents from CALD backgrounds build parenting skills, strengthen relationships and increase confidence when raising children. SSI will also conduct train trainers for the program, enabling settlement workers to deliver it to newly arrived migrants and refugees.



37 Youth in Power Safer Community (YIPP)

 QLD  DISR

The Youth In Power Program was a youth engagement initiative combining outdoor adventure and activity-based group challenges with personalised case management support and mentoring. In collaboration with Logan schools and community networks, SSI delivered YIPP as a two-year pilot ending FY24.



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Family, Domestic and Sexual Violence

38 99 Steps

📍 QLD 💰 DJAG, DHA

Supported by the Queensland government, 99 Steps provides free and confidential support for women from culturally and linguistically diverse backgrounds who are affected by domestic and family violence. The program in Queensland's Logan and Beenleigh areas welcomes women from refugee and seeking asylum backgrounds, including new arrivals.



39 Championing Action for Tech Safety (CATS)

📍 NSW, QLD, VIC 💰 eSafety

Delivered in partnership with the FECCA, TECS improves awareness, knowledge and responses addressing FDSV within CALD communities. Culturally appropriate initiatives will be co-designed and delivered to the community and faith leaders, often the first point of contact for women experiencing violence.



40 NSW Multicultural Centre for Women's and Family Safety

📍 NSW 💰 DCJ

The NSW Multicultural Centre for Women's and Family Safety, was launched in May 2024 as a pre-election commitment, and promotes culturally appropriate evidence-based and community informed responses to domestic, family and sexual violence operating statewide including outreach into regional and rural NSW.



41 SafePath

📍 NSW 💰 DCJ

SafePath is a two-year project funded by the Department of Communities & Justice to equip frontline practitioners to identify and respond to CALD victim survivors of sexual violence perpetration who often face unique challenges in reporting and reaching out for assistance due to the lack of specialised CALD services.



42 Strategies To Prevent Modern Slavery (SToP)

📍 NSW, QLD, VIC 💰 AGD

Funded under the National Action Plan to Combat Modern Slavery, SToP works with multicultural communities to increase understanding of issues such as forced labour, domestic servitude and forced marriage. In-language education helps migrant communities recognise the signs and empowers people to take positive action.



43 Train, Engage, Connect and Support (TECS)

📍 National 💰 DSS

Launched in May 2024, Train, Engage, Connect and Support (TECS) is a national program delivered in partnership with the Federation of Ethnic Communities Council of Australia (FECCA). Culturally appropriate initiatives are co-designed and delivered by community and faith leaders, often the first point of contact for women experiencing violence.



Health and Wellbeing

44 Multicultural Gambling Harm Prevention Service

 VIC  VRGF

Supporting individuals to overcome the negative effects of gambling, this service focuses on behaviour change using culturally sensitive planning to meet a person's unique situation and needs. The service provides therapeutic counselling, community capacity building and community education and awareness raising initiatives.



45 Care Finder Services Program

 QLD  BSPHN

Care Finder is a free service supporting older Australians from diverse backgrounds living in Queensland's Logan region to better connect to aged care services and community support. The service helps navigate the My Aged Care System and sets up support services via a personalised care plan.



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Home Care (Aged Care)

46 Home Care Workforce Support Program

 ACT, NSW  DOHAC

SSI has been delivering the Home Care Workforce Support Program in NSW and the ACT since 2022 to help Australia's seniors enjoy a safe and independent life at home. The program aims to grow, upskill, train and support an aged care workforce that delivers safe, high-quality care that puts seniors first.



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Settlement

47 Community Refugee Welcome Centre

 NSW  SSI, IWC

Based in Lilyfield, NSW, the Community Refugee Welcome Centre was established in 2017 as a partnership between SSI, Inner West Council and Catholic Diocese of Sydney. Today it remains a destination for refugees and people seeking asylum who seek support, wellness activities and connection as they rebuild their lives.



48 Community Support Program

 National  DHA

The Australian government's Community Support Program helps people applying for humanitarian visas to settle in Australian communities. Local businesses, families and individuals can offer employment through the scheme. As an Approved Proposing Organisation, SSI links potential humanitarian applicants with employers providing meaning, stable work.



49 Emergency Relief

 QLD  DSS

This program provides emergency relief services to people in the Logan and Ipswich areas of Queensland who were experiencing financial distress. Support included food and fuel vouchers, food parcels and clothing, budgeting assistance, and referrals to support services.



50 Humanitarian Settlement Program

 NSW  DHA

The Humanitarian Settlement Program provides structured support to refugees and humanitarian entrants settling into Australian communities. SSI delivers HSP services in NSW including Coffs Harbour, Newcastle and Armidale, providing newcomers with assistance with on-arrival pick-up, accommodation, linking to the community, learning English and securing work



51 Refugee Health Nurse Program

 QLD  PHN

Funded by Darling Downs and West Moreton Primary Health Network, our Refugee Health Nurse Outreach Program provides families from diverse backgrounds in the Ipswich region with support in accessing and navigating health services. The service aims to improve health literacy and reduce barriers to ongoing health care, with major benefits for participants.



52 Settlement Engagement and Transition Support (SETS)


 NSW, QLD  DHA

The NSP is a consortium of 21 community organisations, led by SSI, that delivers Settlement Engagement and Transition Support services in areas of NSW. These services complement those of the Humanitarian Settlement Program in the post-arrival period for eligible individuals. We also deliver SETS services in Logan and Ipswich in Queensland.



Settlement

53 Status Resolution Support Services (SRSS)

 ACT, NSW, NT, QLD, TAS, VIC  DHA

The Australian government's Status Resolution Support Services program assists eligible people seeking asylum with help accessing financial support, accommodation, healthcare, employment and education. SSI delivers the program to those living in the community on bridging visas in NSW, the ACT, Queensland, the Northern Territory, Victoria and Tasmania.



54 Women at the Wheel

 QLD  Transurban

Funded by road operator Transurban, the Women at the Wheel scheme aimed to support CALD women to increase their knowledge of road safety and access to driver literacy programs. SSI provided women with educational, practical and financial support in obtaining their driving licence. This program concluded in FY24.





55 Youth Transition Support Program

 QLD  DHA

The Australian government's Youth Transition Support (YTS) scheme helps young humanitarian entrants and migrants to connect with their new communities. SSI delivers YTS services, including educational, employment and vocational support, within Logan, Queensland for newcomers aged up to 24 years. Connections are built via sports and recreational activities.



56 SSI Legal Pty Ltd

 National  SSI

SSI Legal is a social enterprise established by SSI in February 2024 following the acquisition Mary Hanna Lawyers. The law practice specialises in immigration, family reunification and citizenship.



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57 Community Engagement

 NSW, VIC  SSI

SSI recognises and values the diversity of experiences and knowledge communities have to offer and is committed to placing community at the heart of everything we do to strengthen our work. Our practice is carried out in a spirit of partnership, collaboration, inclusiveness, and reciprocity, working with communities to help them achieve their social, cultural, civic and economic goals.





58 Domestic and Family Violence Practice Unit

 NSW, VIC  SSI

The unit was responsible for promoting and monitoring best case practice in managing DFV across the SSI Group. It took on a central focus on maintaining the safety and dignity of victim survivors including children. The centralised unit was closed in April 2024 and staff its staff and services were transitioned into programs directly supporting communities.



59 Practice Management Unit

 National  SSI

The Practice Management Unit (PMU) supports SSI programs through the provision of mental health guidance and assessment. Working closely with programs as part of an integrated team, PMU staff take a culturally responsive, multisystemic approach to supporting client wellbeing and identifying appropriate care.



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Abbreviations list

AGD	Attorney-General's Department / National Action Plan Modern Slavery Grants Program	EGSC	East Gippsland Shire Council
Allianz	Allianz Australia	eSafety	eSafety Commissioner
Arts Qld	Arts Queensland	FECCA	Federation of Ethnic Communities' Councils of Australia
BSPHN	Brisbane South Primary Health Network	HSP	Humanitarian Settlement Program
CALD	Culturally and linguistically diverse	IWC	Inner West Council
CARM	Culturally and racially marginalised	LAC	Local Area Coordination
CHA	Community Hubs Australia	MAQ	Multicultural Affairs Queensland
DCA	Diversity Council Australia	MCFP	Multicultural Child and Family Program
DCJ	NSW Department of Communities and Justice	MYAN	Multicultural Youth Affairs Network Australia
DESBT	Department of Employment, Small Business and Training	MyQ	Multicultural Youth Queensland
DET	Department of Education and Training	NDIA	National Disability Insurance Agency
DEWR	Department of Employment and Workplace Relations	NDIS	National Disability Insurance Scheme
DFFH	Department of Families, Fairness and Housing	NDIS Com	NDIS Quality and Safeguards Commission
DFV	Domestic and family violence	NSP	NSW Settlement Partnership
DHA	Federal government Department of Home Affairs	NSW Health	New South Wales Ministry of Health
DISR	Department of Industry, Science and Resources	OfW	Department of the Prime Minister and Cabinet Office for Women
DJAG	Department of Justice and Attorney General	PHN	Primary Health Network
DJSIR	Department of Jobs, Skills, Industry and Regions	RESP	Refugee Employment Support Program
DoE	NSW Department of Education	QLD Health	Queensland Health
DOHAC	Federal government Department of Health and Aged Care	RISE	Recognise, Inspire, Support, Energise
DSS	Federal government Department of Social Services	RTO	Registered training organisation
DTIS	Department of Tourism, Innovation and Sport	SAS	Skill Assure Supplier
		VRGF	Victorian Responsible Gambling Foundation
		WNSW	Women NSW

We welcome feedback
and questions on this report,
and encourage you to
send these to:
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How can you help?
get in touch with SSI
to volunteer, donate,
fundraise or collaborate

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We're SSI.
We stand for a world in which everyone
has access to equal opportunity.
We are driven by equality, empathy,
and celebration of every individual.

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