



Freedom of Information Request – FA 26/04/01887

Humanitarian Settlement Program (HSP)

- The HSP supports humanitarian entrants integrate into Australian life by building the skills and knowledge they need to become self-reliant and active members of the community.
- Support is provided using an individualised case management approach that is tailored to the needs, strengths and goals of each client.
- Initial services focus on addressing clients' essential needs following their arrival in Australia. This includes:
 - airport reception
 - short-term accommodation (including property induction)
 - a food package sufficient to last seven days
 - a mobile phone
 - instructions on what to do in an emergency situation and how to access interpreting services
 - assistance to register with Centrelink, Medicare and a bank
 - orientation to local services.
- Over subsequent months, clients develop the ability to manage their needs independently by achieving outcomes across nine key settlement domains. Support includes:
 - assistance to find long-term accommodation
 - a package of basic household goods
 - referral to mainstream and specialist support services (e.g. health, domestic and family violence, child and youth welfare)
 - connections to local community groups and activities
 - help to learn English, gain employment and access education and training
 - orientation to Australia, including our values and laws.
- Clients with complex settlement needs receive Specialised and Intensive Services (SIS); a component of the HSP that provides additional case management support to assist clients to access appropriate mainstream services and develop the necessary skills to manage their complex needs independently.
- Exit from the HSP is based on the achievement of a client's settlement outcomes. Most clients exit the program within 12-18 months of arrival in Australia.

Health

- HSP clients are supported to register for Australia's universal health care scheme, and apply for income support payments, within three days of their arrival in Australia. This ensures that healthcare is immediately accessible and affordable for all humanitarian entrants.
- Humanitarian entrants attend a comprehensive health assessment and receive support to attend necessary follow up appointments, including specialist referrals.
- Onshore health supports are complemented by information from client's immigration medical examinations, which are completed prior to travel to Australia, to ensure continuity of care and appropriate medical attention for those with pre-existing or critical health conditions.

- The HSP also delivers individualised support to ensure client mental health and wellbeing needs are met. This can include referral to psychological and counselling services, and specialist torture and trauma counsellors.

More information

- More information:
 - <https://immi.homeaffairs.gov.au/settling-in-australia/humanitarian-settlement-program/overview>
 - <https://immi.homeaffairs.gov.au/settling-in-australia/sets-program/overview>
- More information for South Australia can be found on our Service Providers' websites:
 - <https://immi.homeaffairs.gov.au/settling-in-australia/humanitarian-settlement-program/service-providers>

Notes:

1. Source: Department of Home Affairs (internal documents)

Caveats:

- *This information is provided for the specific purpose of this request.*