



HUMANITARIAN SETTLEMENT IN THE EASTERN METROPOLITAN REGION

Judy McDougall

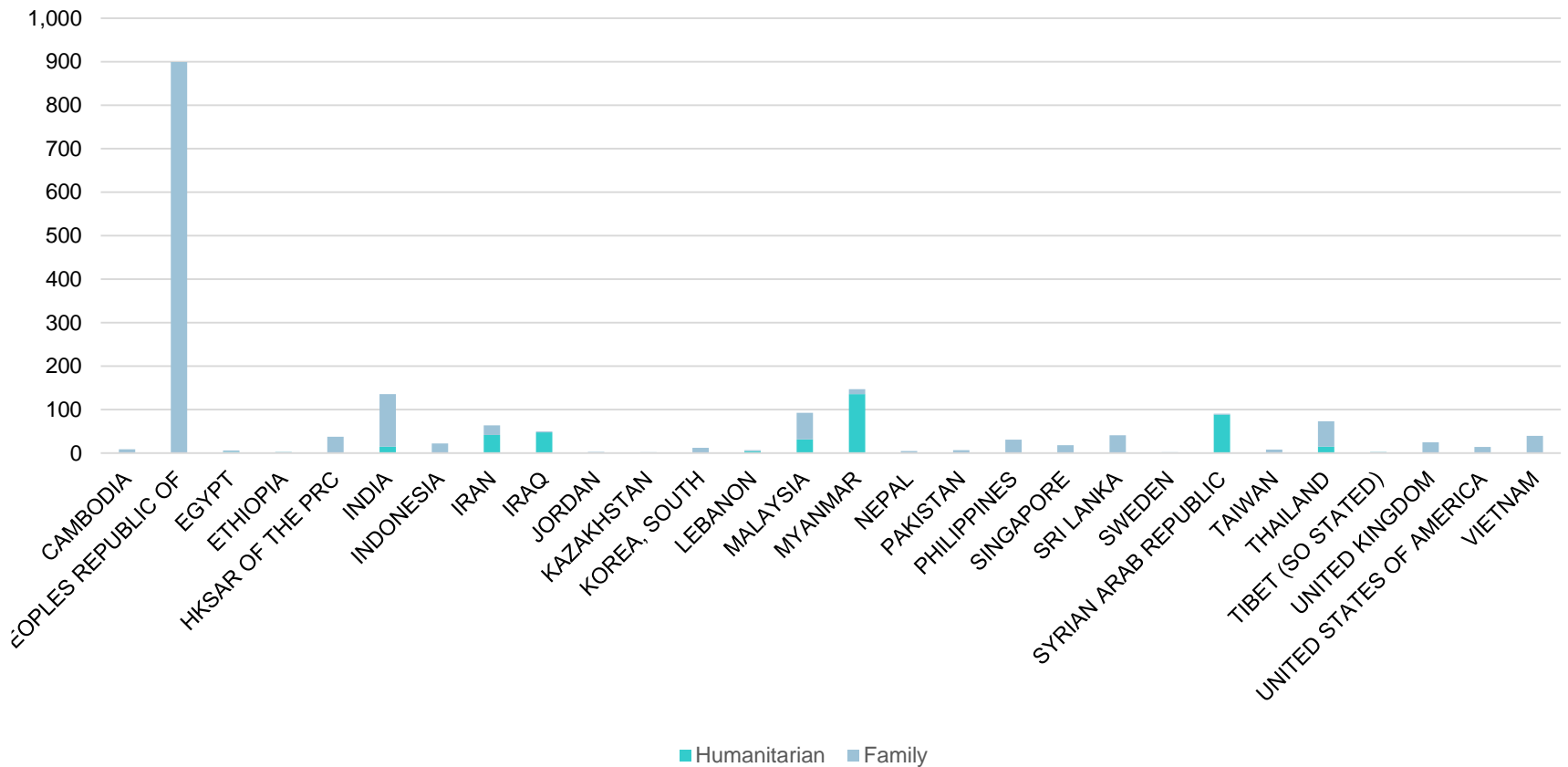
Migrant Information Centre (Eastern Melbourne)

Suite 2, Town Hall Hub,
27 Bank Street,
Box Hill VIC 3128
Tel: 9285 4888

1-3 Pitt Street
Ringwood VIC 3134
9870 1351
Wed 9am to 7pm
Mon, Tues, Thur, Fri 9am to 5pm

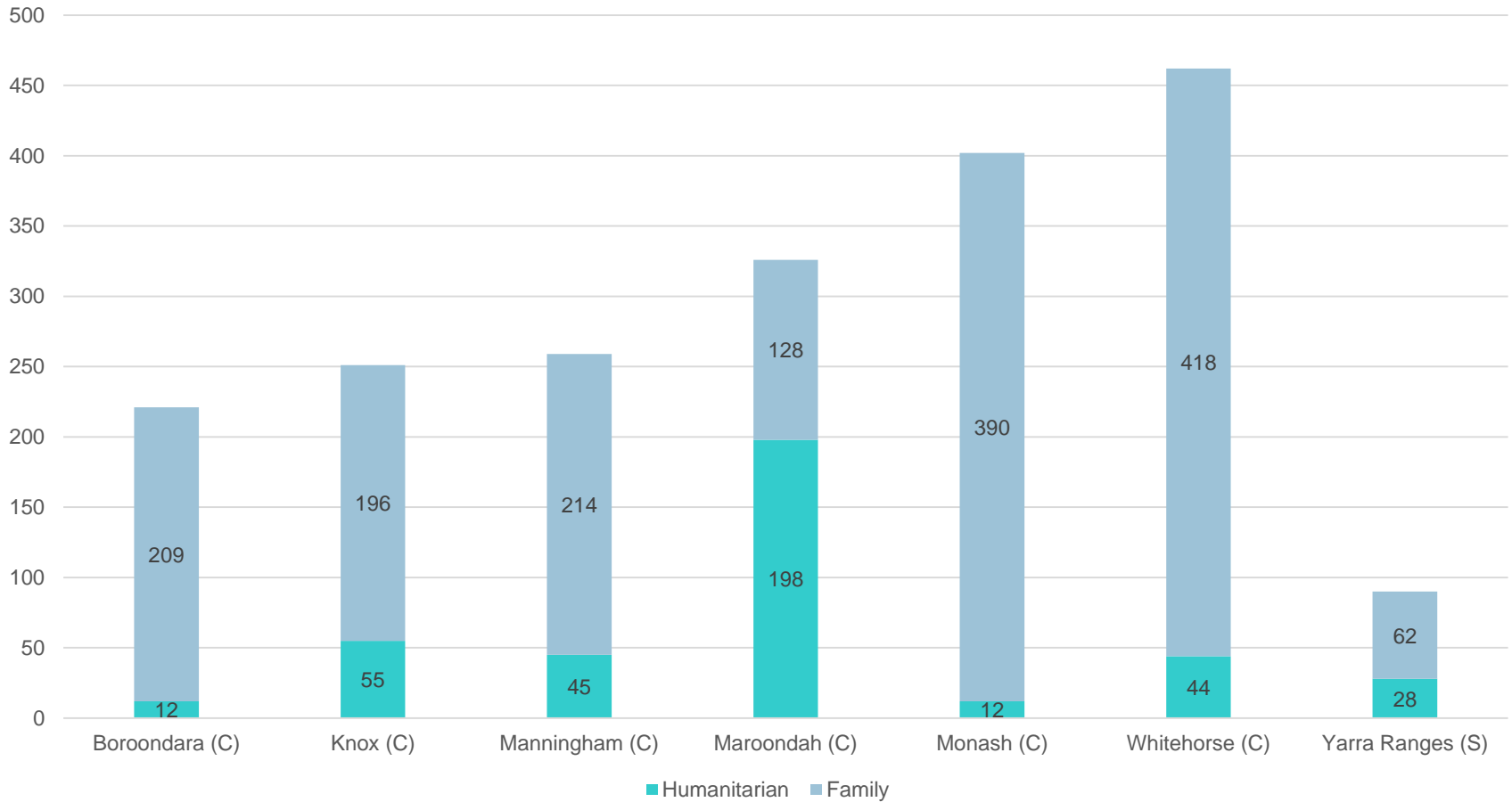
185 Mount Dandenong Road
Croydon VIC 3136
Tel: 9020 2969, 9020 2970

Settlement in the Eastern Metropolitan Region of Melbourne 2016-2017



Source: DSS Settlement Data Pivot Table September 2017

Settler Arrivals by LGA



Source: DSS Settlement Data Pivot Table September 2017

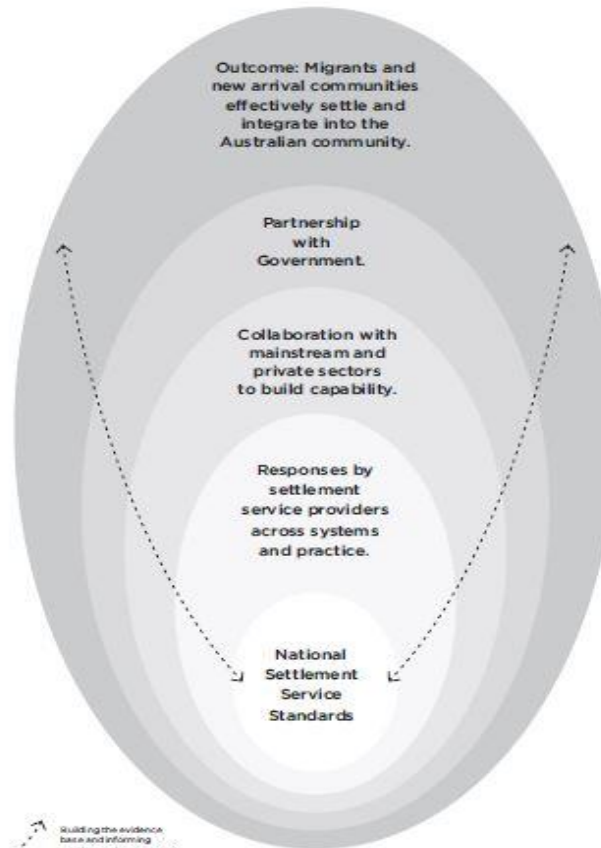
The National Settlement Service Standards reflect the nine priority areas set out in the National Settlement Framework and include:

- 1 EDUCATION AND TRAINING
- 2 EMPLOYMENT
- 3 HEALTH AND WELLBEING
- 4 HOUSING
- 5 LANGUAGE SERVICES
- 6 TRANSPORT
- 7 CIVIC PARTICIPATION
- 8 FAMILY AND SOCIAL SUPPORT
- 9 JUSTICE

National Settlement Services Outcomes Standards

IMPACT

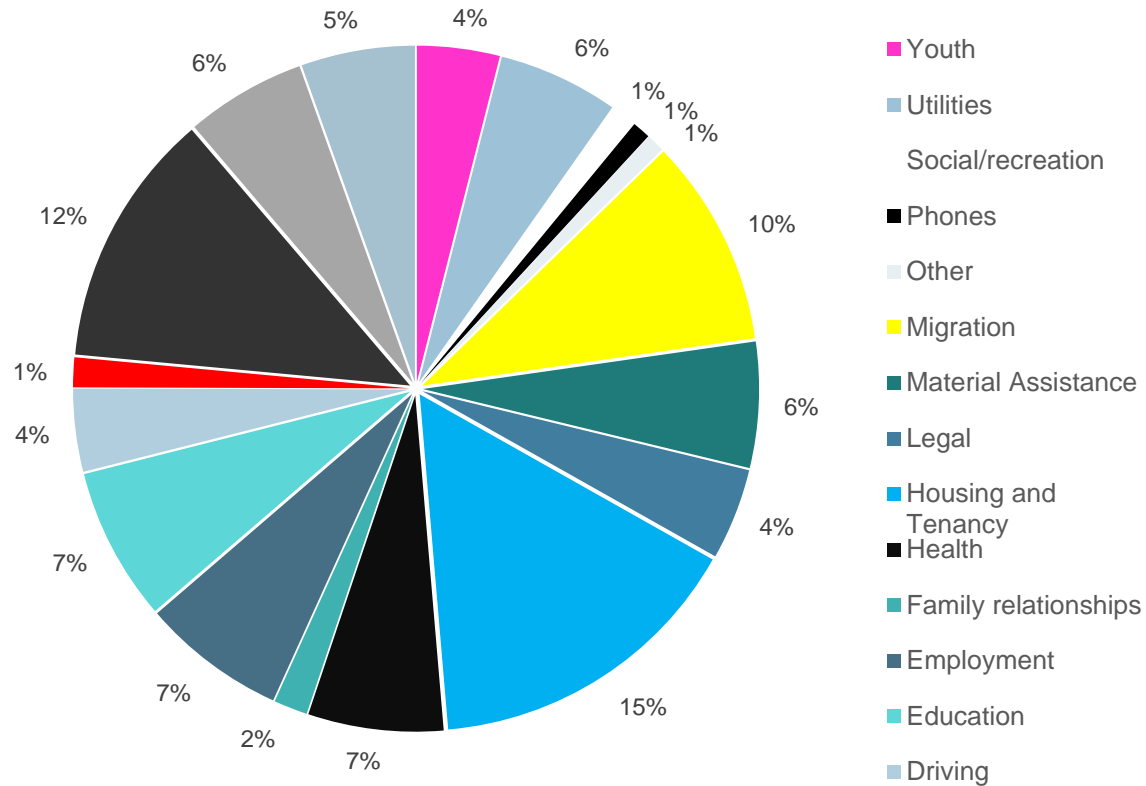
The interrelatedness of successful settlement and the National Settlement Service Standards is depicted in the following diagram:



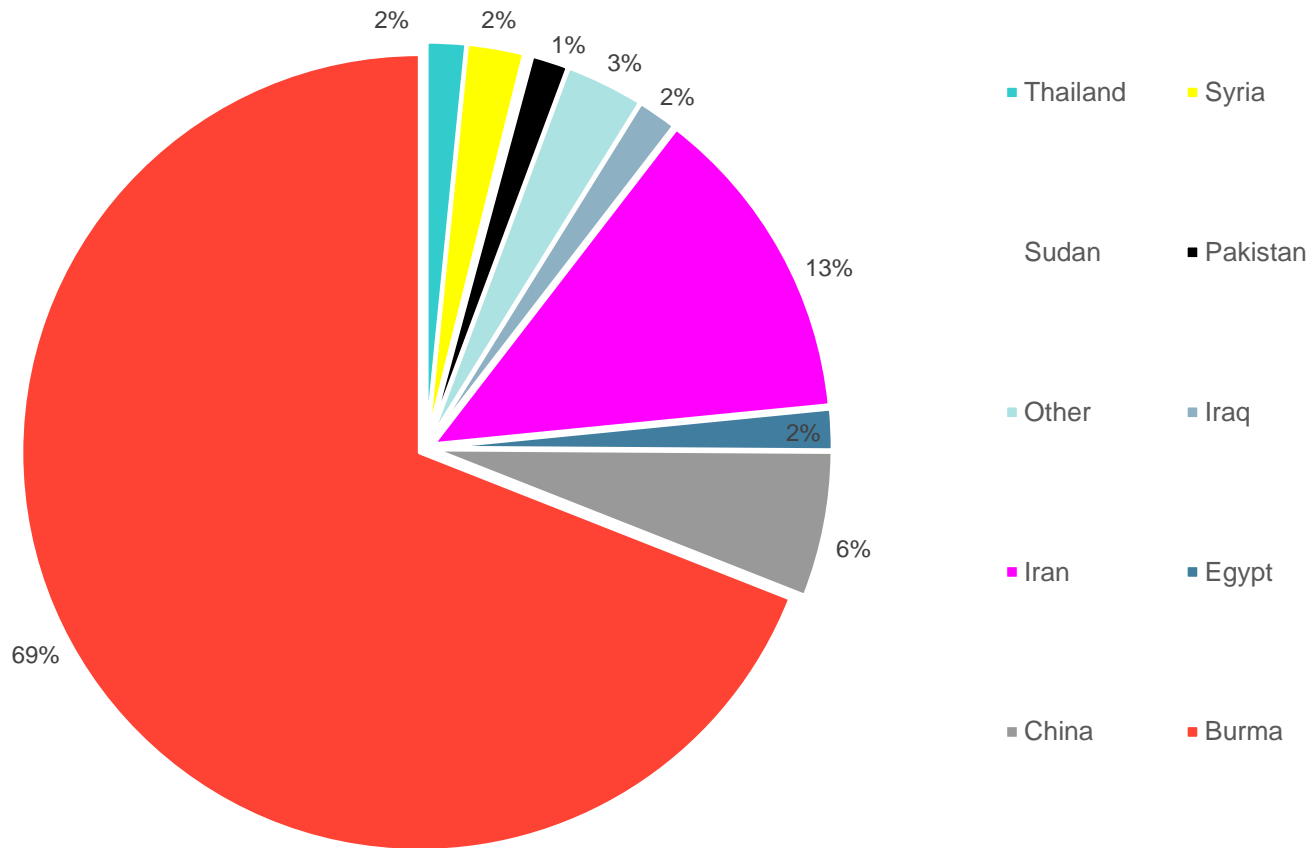
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Casework

Issues presented by clients July 2016 - June 2017



Country of birth of clients July 2016 - June 2017



What do we do?



- ❖ **Settlement support for newly arrived refugees and family migrants from countries where English is not the first language for up to 5 years**
- ❖ **Examples of settlement work:**
 - **Help with finding work**
 - **Information about services**
 - **Life Skills Programs**
 - **Recreational/social activities**
 - **Finding affordable housing**
 - **Playgroups**
 - **Homework groups**
- ❖ **Settlement support for youth**
- ❖ **Children's programs**
- ❖ **Holiday programs for children and youth**
- ❖ **Excursions**
- ❖ **Linking individuals/families to volunteers**
- ❖ **Migration advice and assistance**

What do we do?



- ❖ **Road Safety programs**
- ❖ **Family Violence counselling for CALD women and group therapy programs**
- ❖ **Gender equity programs**
- ❖ **Community capacity building and community development for refugee communities**
- ❖ **Assisting with access to services such as aged care and disability services for people who cannot access services themselves because of their diversity**
- ❖ **Volunteer visiting program to residential aged care facilities and older people living independently and receive a Home Care Package**