

Centacare Tasmania

Humanitarian Settlement Services Program

The Humanitarian Settlement Services (HSS) program is the initial, intensive settlement program which delivers support to humanitarian clients upon first arriving in Australia. The program aims to assist eligible clients to settle successfully in Australia and participate effectively in the Australian way of life. Services available through HSS are designed to equip clients with the skills and knowledge they need to commence a new life in Australia.

The HSS program is funded by the Australian Government and administered through the Department of Immigration and Citizenship.

Centacare Tasmania is the contracted agency which provides the HSS program in the South. The initial, intensive settlement program is generally provided for around six months.

HSS Services

The HSS program provides a suite of services delivered through a coordinated case management model. Not all clients will require all services and will be assessed to identify their needs. The identified needs will be addressed through a tailored package of services.

The program delivers four broad types of services:

- **Case Management** – under which clients receive many of their early and critical services. This core service coordinates the delivery of all other services provided through the HSS, including reception, accommodation and orientation;
- **Accommodation Services** – which assists clients to secure stable and affordable accommodation that is appropriate to their needs and provides clients with a basic package of household goods to assist clients to establish their new place of residence in Australia;
- **Local Area Coordination** – which plays a leading role in promoting collaborative working relationships with other settlement and community organisations and key government agencies to achieve sustainable settlement outcomes for clients; and
- **The Volunteer Program** – which coordinates and supports the vital role of volunteers in providing social and practical support to clients under the program.

HSS PROGRAM OBJECTIVES

There are four objectives of the HSS program:

- to provide clients with tailored support to begin a new life in Australia;
- to strengthen client's ability to participate in the economic and social life of Australia;
- to equip clients with the skills and knowledge to independently access services beyond the initial settlement period; and
- to provide the services in accordance with the program's Principles.