



Fact Sheet 5 Integrated Humanitarian Settlement Strategy

The Integrated Humanitarian Settlement Strategy (IHSS) provides intensive settlement support to newly-arrived humanitarian entrants. IHSS aims to help humanitarian entrants achieve self sufficiency as soon as possible by providing them with specialised services on a needs basis. Through a case management approach, the needs of humanitarian entrants are identified and addressed by providing them with settlement services that meet their particular circumstances.

IHSS focuses on equipping entrants to gain access to mainstream services. IHSS services are generally provided for around six months, but may be extended for particularly vulnerable clients.

Services provided under the IHSS are:

- **Case Coordination, Information and Referrals**, which includes a case coordination plan based on an initial needs assessment, information about and referral to other service providers and mainstream agencies and help for proposers to fulfil their role of assisting SHP entrants
- **On Arrival Reception and Assistance**, which includes meeting eligible entrants on arrival, taking them to suitable accommodation, providing initial orientation and meeting any emergency needs for medical attention or clothing and footwear
- **Accommodation Services**, which helps entrants to find appropriate and affordable accommodation and provides them with basic household goods to start establishing their own household in Australia
- **Short Term Torture and Trauma Counselling Services**, which provides an assessment of needs, a case plan, referral for torture and trauma counselling and raises awareness among other health care providers of health issues arising from torture and trauma experiences.

IHSS services are delivered by service providers contracted to the department. Volunteer groups also work with service providers to support entrants and assist them to settle into the local community.

When humanitarian entrants exit the IHSS, they can be referred to general settlement services provided through Migrant Resource Centres, Migrant Service Agencies and organisations funded under the Settlement Grants Programme, which is another DIAC funded programme.

Other services linked to IHSS and that provide assistance to newly arrived humanitarian entrants include:

- FASSTT website
- Migrant health
- Medicare
- Centrelink
- OMI
- NGOs
- Centrecare
- Communicare
- Edmund Rice Centre
- CASE
- CARAD

Eligibility to IHSS Services

The IHSS provides intensive settlement support to Refugees and Special Humanitarian Programme entrants. The IHSS also provides access to Short Term Torture and Trauma Counseling for holders of Permanent Protection Visas (PPVs), Temporary Protection Visas (TPVs), Temporary Humanitarian Visas (THVs), Return Pending Visas (RPVs) and Removal Pending Bridging Visas (RPBVs) when they access the services on entering the community.

Humanitarian entrants are eligible for IHSS services on a needs basis and as shown in the table below.

IHSS Services	Refugee	SHP Entrants	PPV Holders	TPV/THV Holders
Case Coordination, Information and Referrals	y	y	n	n
On Arrival Reception and Assistance	y	y	n	n
Accommodation Services	y	y	n	n
Short Term Torture and Trauma Counselling	y	y	y*	y*

* PPV and TPV/THV holders are eligible for Short term Torture and Trauma Counselling when they access the service upon first entering the community.

Further information is available on the Immigration department's web site. www.immi.gov.au. IHSS service provision varies between states and service providers. States may vary regarding services offered, for information in your locality contact:

IHSS Service Providers 2005 – 2010			
Public Contact Details			
State / Territory	Region	Service Providers	Contact Details
NSW	Northern Metropolitan (includes Blacktown, Parramatta, Auburn and suburbs up to and including Newcastle)	The Australian Centre for Languages Pty Ltd (ACL) IHSS Consortium	02 9749 3338 ihssenquiry@acl.edu.au
	Southern Metropolitan (includes Liverpool, Campbelltown, Fairfield and down to and including Shoalhaven)	The Australian Centre for Languages Pty Ltd (ACL) IHSS Consortium	02 9749 3338 ihssenquiry@acl.edu.au
	Rural NSW (centred on Coffs Harbour and covers rural areas not managed from either ACT or SA)	Anglicare Sydney	02 9895 8170 ihsrural@anglicare.org.au
VIC	Eastern Metropolitan (includes Greater Dandenong, Casey and Whitehorse)	Adult Multicultural Education Services (AMES) IHSS Consortium	03 8558 8870 settlement@ames.net.au
	Western Metropolitan (includes Maribymong, Hume, Brimbank and Moonee Valley)	Adult Multicultural Education Services (AMES) IHSS Consortium	03 8398 4700 settlement@ames.net.au
	Rural Victoria (includes Greater Geelong).	Adult Multicultural Education Services (AMES) IHSS Consortium	03 9926 4744 settlement@ames.net.au

State / Territory	Region	Service Providers	Contact Details
WA	Northern Metropolitan and Rural North (WA north of the Swan River; includes Stirling, Wanneroo and Swan)	Metropolitan Migrant Resource Centre	08 9345 5755 admin@mmrcwa.org.au
	Southern Metropolitan and Rural South (WA south of the Swan River; includes Belmont, Vic Park and Melville)	Centcare Migrant Services	08 9221 1727 reception@cms.centrecare.com.au
TAS	Northern Tasmania (includes Launceston, Devonport, and North West Coast)	MRC Northern Tasmania	03 6332 2211 ihss.northtas@mrcn.tas.gov.au
	Southern Tasmania (includes Hobart, Clarence, Brighton and Glenorchy)	Centacare Tasmania	03 6278 1660 ihss.centacare@acttas.org.au
ACT and Surrounds	ACT (includes Goulburn, Yass, Queanbeyan and South Coast)	Centacare Archdiocese of Canberra & Goulburn Consortium	02 6162 6113 peter.needham@centacare-canberra.org
	Riverina (includes Wagga Wagga, Albury-Wodonga and Griffith)	SVDP Consortium	02 6971 7175 wendy.coley@vinnies.org.au
NT	Northern Territory	Melaleuca Refugee Centre, Torture and Trauma Survivors Service of the NT Inc	08 8985 3311 admin@melaleuca.org.au

State / Territory	Region	Service Providers	Contact Details
QLD	Metropolitan Brisbane (includes Ipswich and up to and including the Sunshine Coast)	Multicultural Development Association (MDA) Consortium	07 3337 5400 kerrinb@mdabne.org.au
	Toowoomba	Spiritus	07 4639 3983 caryan@spiritus.org.au
	Logan/Gold Coast	Assisting Collaborative Community Employment Services Inc. (ACCES)	07 3808 9299 margaretn@accessservicesinc.org.au
	Cairns, Innisfail and surrounds	Migrant Settlement Services Centacare Cairns	07 4041 7699 migrantservices@centacarecairns.org
	Townsville and surrounds	Townsville Multicultural Support Group Inc	07 4775 1588 tmsg@beyond.net.au
SA	Northern Metropolitan and Rural (includes Salisbury, Enfield and Port Adelaide)	South Australian Multicultural Settlement Services (SAMCSS) Consortium	08 8217 9500 admin@mrcoa.com.au
	Western and Southern Metropolitan (includes Charles Sturt, West Torrens and Marion)	South Australian Multicultural Settlement Services (SAMCSS) Consortium	08 8217 9500 admin@mrcoa.com.au

Sourced from DIAC website, list of current IHSS Service Providers 2007:
http://www.immi.gov.au/living-in-australia/settle-in-australia/find-help/ihss/current_ihss_service_providers.pdf