

Support for newly arrived Ukrainians – Humanitarian Settlement Program (HSP)

People arriving from Ukraine may be eligible for support through the Humanitarian Settlement Program (HSP).

[SSI](#) is funded by the Department of Home Affairs to provide the HSP across Metropolitan Sydney and regional Northern NSW (Newcastle, Armidale and Coffs Harbour).

What is the Humanitarian Settlement Program

The Humanitarian Settlement Program (HSP) supports humanitarian entrants and other eligible visa holders during their initial settlement. It helps new arrivals integrate into Australian life by building the skills and knowledge they need to become self-reliant and active members of the community.

The program has a strong focus on helping clients to learn English, gain employment and access education and training.

HSP for Ukrainians

Ukrainians arriving on temporary visas (e.g. tourist visas) may be eligible for some HSP services. A needs assessment must be conducted to determine eligibility and level of support.

Ukrainians may also be eligible to apply for a humanitarian visa which will provide access to additional HSP support services.

What support is available for Ukrainians arriving on temporary visas?

HSP services that can be accessed by Ukrainian non-humanitarian visa holders:

- Pre-arrival assessment (if referral occurs prior to arrival)
- Airport reception, provision of mobile phone and immediate needs (eg, food, clothing), if required, and
- Mobility aids, if required
- Accommodation - provision of short-term temporary accommodation
- Immediate Health Needs
- School enrolment for children
- English classes for Adults: AMEP (Adult Migrant English Program) Online access (<https://immi.homeaffairs.gov.au/settling-in-australia/amep/volunteer-tutor-resources>)
- Family and social support services– where the visa held entitles the client to access services
- Education and training enrolment – where the visa held entitles the client to access services

- Assist with recognition of pre-arrival skills and qualifications – where applicable
- Information provision through orientation program to assist build confidence to start a new life in Australia
- Attending the Immigration Medical Examination (IME) required for a subclass 449 or 786 visa, if required
- Support to attend biometrics collection, if required
- SSI can assist clients with below services, where the visa held entitles the client to access them (for example):
 - Support to register with Centrelink for income support (eg, visa subclass 449 and 786)
 - Support to register with Medicare (eg, visa subclass 786)
 - Assistance with securing Long-Term Accommodation (LTA) and basic household goods to furnish the LTA (eg, visa subclass 449 and 786)
 - AMEP registration (eg, visa subclass 449 and 786)
 - Assistance with linking with employment services and working out employment pathways (eg, visa subclass 449 and 786)

How to access HSP services for Ukrainians

Please contact us via the details below. We will respond within 24 hours.

Email:

ukrainian.support@ssi.org.au

Phone:

02 9685 0100

<https://www.ssi.org.au/>