

2nd National Advancing Community Cohesion CONFERENCE 2017



9

THE NUMBER OF SERVICES SSI CURRENTLY PROVIDES

Humanitarian Settlement Services (HSS),
for refugees and humanitarian entrants

Status Resolution Support Services (SRSS),
for asylum seekers living in the community

SSI Housing, for HSS and SRSS clients, people at risk of homelessness,
and people who need affordable long-term accommodation

Settlement Services program (SSP) NSW Settlement Partnership
delivers SSP for migrants, refugees and humanitarian entrants

SSI Multicultural Foster Care, for children from CALD backgrounds
who are in out-of-home care

Ability Links NSW, to support full and active participation of
people with disability in their communities

Ignite Small Business Start-ups, a self-funded enterprise facilitation
initiative for refugees

Employment Services, for HSS and SRSS clients, and jobactive
and ParentsNext participants

Youth Services, to support young people from refugee, asylum seeker
and migrant backgrounds



Social capital – building blocks

- Definitions:
 - Naturally occurring social relationships among persons that promote or assist acquisitions of skills and traits valued in the market place (Loury)
 - Social capital is the sum of resources, actual or virtual, that accrue to an individual or group by virtue of possessing a social network (Bourdieu)
 - Refers to features of social organisation, such as trust, norms, and networks, that can improve the efficiency of society (Putnam)

Social capital – social cohesion

Social capital facilitates effective participation in society and social connectedness, which in turn provides a foundation to relate to others, build relationships and trust which are essential factors for enhancing social cohesion and inclusion.



SSI Community Engagement



Community Kitchen



Playtime



Events



Sporting Activities

Learning how it works

- Trauma informed playgroup
- In language – in culture
- Uses playgroup model
- Transition to local playgroup
- Support through staff and volunteers incl. language support
- Gradual withdrawal of support



Ability Links – inclusion- aspirational goals

- Find ways to be a part of your local community
- set goals, plan for your future
- build confidence to achieve your dreams
- develop existing support networks - create new networks.



Evaluation of Ability Links

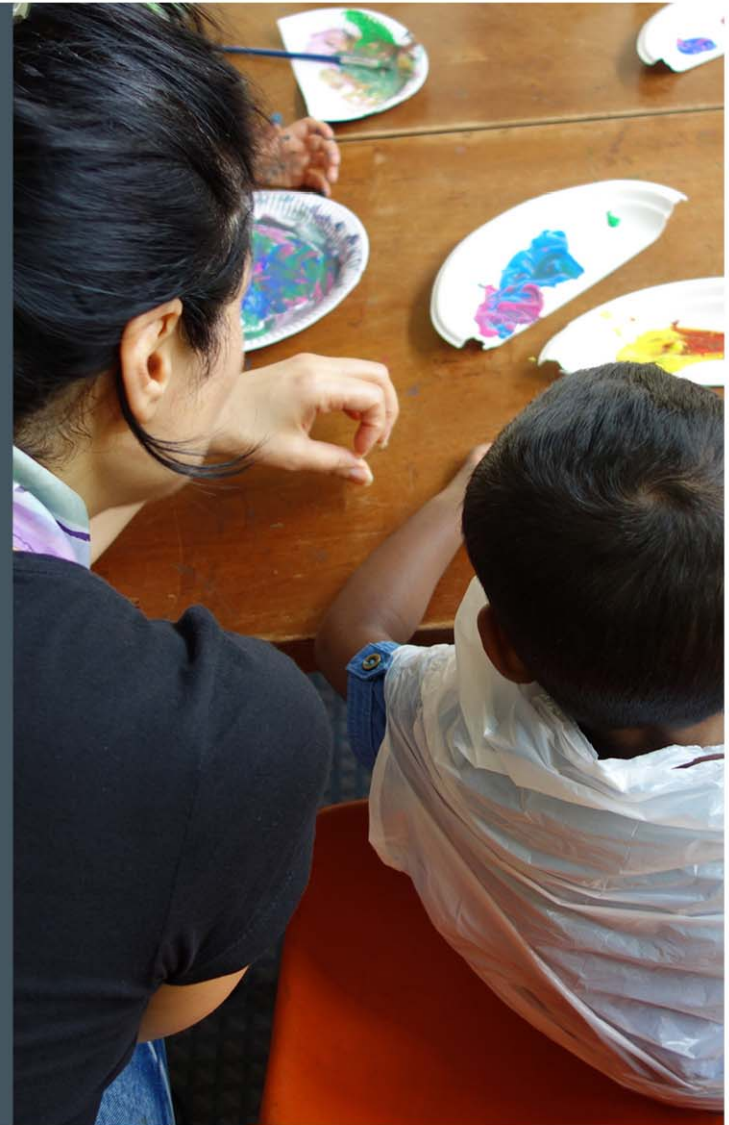
- Used Urbis evaluation of state program
- Cost benefit analysis found 2.4 dollars benefits for every dollar invested
- SSI – 64% of clients are of CALD background and 75% of all CALD clients across the state are serviced by SSI – market share of SSI is 20%
- “SSI builds trusted relationships because it employs bilingual/bicultural staff”

Humanitarian Settlement Program



Humanitarian Settlement Program

- Focus on:
 - Independence
 - Linking to community
 - Social interaction
 - Social participation



Evaluation of HSS

- Used the Building a New Life in Australia study
- Survey based interviews
- Compared the SSI client cohort to the BLNA cohort
- Social participation dimensions:
 - Make friends in Australia
 - Understand Australian ways/culture
 - Talk to your Australian neighbours
 - How well are you settling

Other strategies

- Capacity Building
- Leaders Forums
- English, volunteer experiences, education, employment (RESP, CCP)
- Simulation
 - Experience Centre
 - Social enterprises



Factors of success

- From sense of safety to expansion of understanding and action
- Aspiring to goals - empowerment
- Increasing cultural know how
- Linking to broader society – social capital
- Courage, resilience and support

What is needed

- Opportunities to learn and meet others need to be created and maintained
- New experiences need to be positive and safe
- Incentives for employers
- Invest time and resources into building social capital



The Ask

More investment in building social capital that supports community cohesion, social connectedness and creates successful individuals.

Thank you

