

## Key Programs

### Humanitarian Settlement Program (HSP)

The HSP provides initial support to humanitarian entrants to help them access services, make links with mainstream services and build knowledge and skills to participate more equitably in the social and economic life of Australia. Humanitarian Settlement Services (HSS) are delivered on behalf of the Australian Government by five service providers in 11 contract regions across Australia.

Specialised Intensive Services (SIS) are a component of the HSP that offer additional support to clients with exceptional or complex needs. Any member of the public can refer a person for SIS. For more information, go to: [www.dss.gov.au](http://www.dss.gov.au)

### Metro Access Program

This Program is a partnership initiative between the Victorian Department of Human Services and local government. Its aim is to build the capacity of local communities so that they are more welcoming and inclusive of people with a disability. Metro Access Coordinators are based in local councils and can provide links to community organisations, groups, networks and key contacts.

### National Community Hubs Program (NCHP)

The NCHP funds community hubs, which are welcoming places where migrant and refugee families, particularly mothers with young children, come to connect, share, and learn. Hubs link potentially vulnerable, hard-to-reach families into their local community and provide the 'missing link' between families and support services. There are 26 community hubs based mostly in primary schools across Banyule, Brimbank, Greater Dandenong and Hume. To find your local hub, go to:

<http://www.communityhubs.org.au/hubs/>

Ph: 8614 3430

Website: [www.communityhubs.org.au](http://www.communityhubs.org.au)

### Refugee Health Program (RHP)

The program provides comprehensive health assessment, treatment and referral services and community education to newly arrived refugees as well as secondary consultation to service providers. It is delivered by community health services (CHSs) and employs community health nurses, allied health professionals and bicultural workers. CHSs are well positioned to deliver services to refugees because they have a close relationship with their community and can connect people with a broad range of other health and human services. To find the Refugee Health Program Agency Contact List, go to: [www2.health.vic.gov.au](http://www2.health.vic.gov.au)

### Settlement Grants Program (SGP)

Settlement Grants is a key grant program in the suite of Australian Government settlement services to support both humanitarian entrants and other permanent migrants in their first five years of life in Australia. Settlement grants focus on fostering social and economic participation, personal wellbeing, independence and community connectedness. For further information about the program and agencies delivering SGP initiatives, go to: [www.dss.gov.au](http://www.dss.gov.au)

