How to Access Immigration and Settlement Support in Australia – Gold Standard

DiversAbilities Resource – Gold Standard

1. What this system actually is

Immigration and settlement services in Australia help people who are new to the country understand systems, access support, and build a stable life.

These services are often free and funded by the government or community organisations.

2. Real-life situations this helps with

- You have recently arrived in Australia and don't know where to start
- You need help understanding visas or your rights
- You need help finding housing, work, or services
- You need support in your language

3. What settlement services actually offer

- Help understanding Australian systems (health, housing, education)
- Support finding services and community programs
- Language support and interpreting services
- Help connecting with local communities
- Practical support for daily life

4. Cheapest / free pathway (step-by-step)

1. Search for 'settlement services near me' or visit the Department of Home Affairs website
2. Contact a settlement provider in your area
3. Explain your situation and what help you need
4. Ask what free services you are eligible for
5. Attend appointments or programs offered

5. What to say

- "I am new to Australia and need help understanding services."
- "I need support with housing, work, or healthcare."
- "Do you have support in my language?"

6. What actually happens when you connect

You will meet with a support worker or caseworker.

They will help you understand your situation and connect you to services.

They may provide ongoing support depending on your needs.

7. Important honesty points

- Not all services are available to everyone (depends on visa)
- Support may be time-limited
- Some services may have waiting times

8. If you are not eligible

- Look for community organisations
- Seek multicultural support services
- Ask for referrals to other programs

9. Tips that make a big difference

- Ask for interpreters if needed
- Bring important documents
- Ask questions if unsure
- Stay connected with support workers

10. Official links

- Department of Home Affairs: https://www.homeaffairs.gov.au
- Settlement Services: https://immi.homeaffairs.gov.au/settling-in-australia

11. Sources

- Department of Home Affairs
- Settlement Services Australia

Disclaimer: These resources might not be up to date and newer information might be available. We try our best to update our resources as often as possible.