



Settlement • Support • Independence



10,000+
refugees

supported by SSI
to settle in Australia

SSI supported
1,083

refugees and people
seeking asylum and

135

people with disability
to find a job



2,064

households secured
long-term accommodation
through SSI Housing



19,520

clients came through
the doors of SSI offices



10,820+

families connected
with their community
during Community Hubs
activities



SSI's impact 2016-17

27

people supported
by SSI to start their own
small business



1,500+

people gained work
experience through SSI's
social enterprises



20,000

nights of emergency
accommodation
provided by SSI



\$90,000+

in educational
scholarships awarded
to refugees by SSI
and Allianz Australia



50+

artists developed their
craft through SSI
Arts & Culture activities



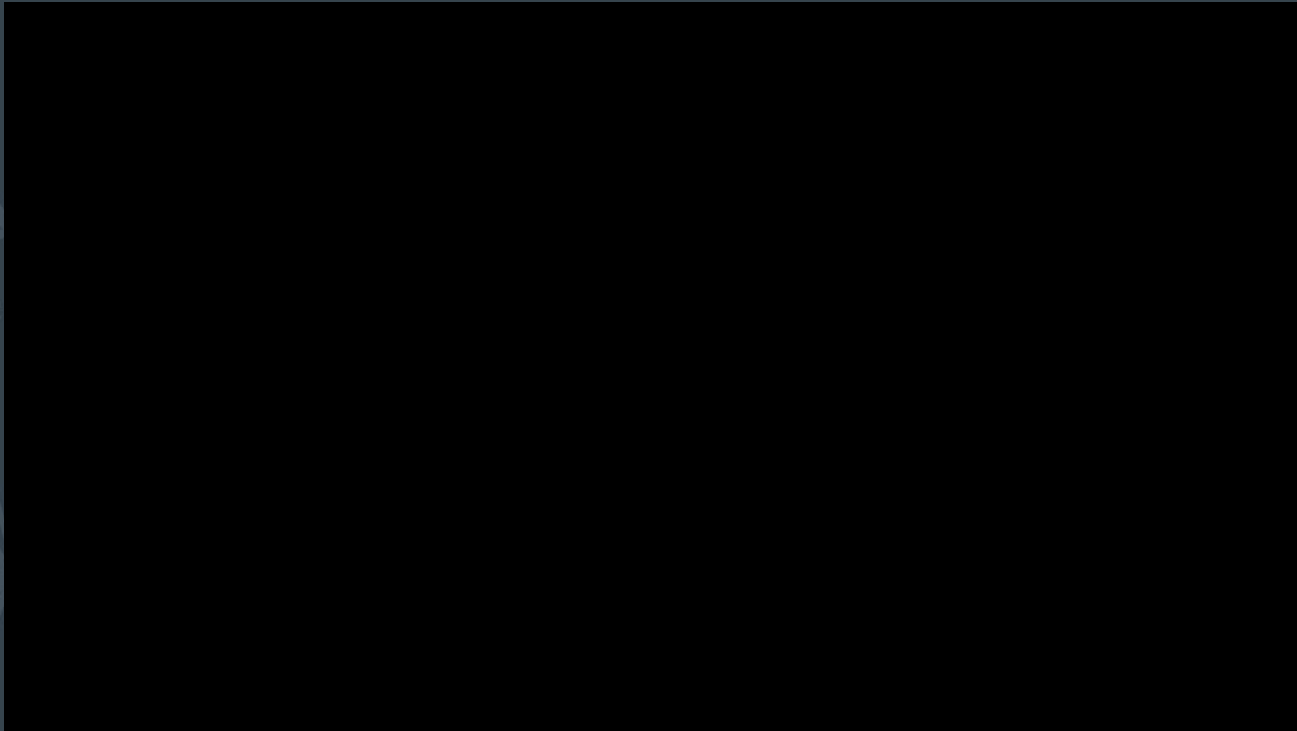
Why access and equity approaches?

- Need equity approaches and initiatives to gain equality of outcomes
- Large systems cater for the majority only
- Once size fits all assumptions limit exploration of alternatives
- Limited resources leads to:
 - Lack of data for minority groups
 - Lack of goodwill towards difference
 - Lack of investing in different approaches
 - Lack of research and evidence

Innovation

public sector innovation: “the quest for creative, unusual or novel solutions to problems and needs, including new services, new organisational forms and process improvements” (Currie et. Al. 2008)

- Specialists develop solutions, test them and evaluate them
- Innovations might and will be the result, but the tried and tested has value too !
- Impact on universal systems? Yes, potentially, but scaling needs support



Technology examples

- New Roots App for young newly arrived refugees and migrants
- SettleIn a goal setting app
- Imaginary friend - chatbot
- Tobacco project for refugees – tech potential – push messages
- Multicultural work needs some face to face interaction to effectively introduce and embrace technological solutions