SSI’s impact 2016-17

- **10,000+** refugees supported by SSI to settle in Australia
- **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 Huba activities
- **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 Arte & 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
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