

A man with grey hair, wearing a dark jacket over a grey t-shirt, is smiling and holding a small piece of food in his hand. A colorful parrot with yellow, red, blue, and green feathers is perched on his hand, eating the food. The background is a lush green forest. A network of white lines and circles is overlaid on the image, connecting various points. A large orange circle in the top right corner contains the text "NSP 2020 Key Impacts".

# NSP 2020 *Key Impacts*

NSW  
Settlement  
Partnership

**SSI**  
settlementservices  
international



## About NSP

The NSW Settlement Partnership (NSP) is a settlement services consortium of community organisations led by Settlement Services International (SSI). It is comprised of migrant resource centres (MRCs), multicultural services and ethno-specific agencies. The NSP delivers settlement services in agreed areas of NSW under the Department of Home Affairs' Settlement Engagement and Transition Support Program (SETS).

The NSP represents a unique and innovative service delivery model and provides an opportunity for organisations with a long and proud history in settlement services to work collaboratively to address the aim and objectives of the SETS program. The NSP provides support to refugees and migrants so they can become independent and contribute to the Australian community.

Using the partners' grassroots experience in their local communities, the NSP's high-quality and integrated service delivery model supports self-reliance, equitable participation in Australian society and, therefore, promotes social cohesion and productive diversity within the Australian community. The NSP has been delivering SETS services since January 2019.

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### NSP partners deliver SETS services

NSP has, in addition to SSI, **11** migrant resource centres and multicultural services, and **9** community organisations across NSW.

NSP services are provided by **39** NSP outlets.



#### Sydney Metropolitan area:

Ashfield  
Auburn  
Bankstown  
Blacktown  
Bonnyrigg  
Brookvale  
Cabramatta  
Campbelltown  
Castle Hill  
Campsie  
Daceyville  
Fairfield  
Greenacre  
Gymea  
Hurstville  
Liverpool  
Mt Druitt  
North Sydney  
Rockdale  
Parramatta  
St Marys  
West Ryde

## NSP Partners

NSP Partner	Outlets (location)
Accessible Diversity Services Initiative Ltd	Auburn
Advance Diversity Services	Hurstville, Rockdale
Cambodian Australian Welfare Council of NSW Inc.	Bonnyrigg, Cabramatta
Community Migrant Resource Centre Inc.	Castle Hill, West Ryde, Parramatta
Community Northern Beaches Inc.	Brookvale
Core Community Services	Fairfield, Cabramatta
Connecting Community Services	Dubbo
GyMEA Community Aid and Information Services Inc.	GyMEA
Illawarra Multicultural Services Inc.	Wollongong
Lebanese Community Council of NSW	Bankstown
Focus Connect	Campbelltown
Manning Valley Neighbourhood Services Inc.	Manning Valley
Melkite Catholic Welfare Association Inc.	Greenacre
Metro Assist	Ashfield, Bankstown, Campsie
Mount Druitt Ethnic Communities Agency Inc.	Mt Druitt
Nepean Multicultural Access Inc.	St Marys
Northern Settlement Services Ltd	Armidale, Central Coast, Newcastle, Tamworth
Sydney Multicultural Community Services	North Sydney, Daceyville
SydWest Multicultural Services	Blacktown, Mt Druitt
Western Sydney Migrant Resource Centre Ltd	Liverpool

### MRCs and multicultural services



### Community organisations





## Strong and supportive partnerships

The NSP community of practice mechanisms continued to be strengthened in 2020 through facilitating opportunities for engagement and input from all members of the partnership in key areas of grant operation. Under the SETS program, the NSP partners attended a program of regular meetings, including:

- NSP Quarterly Meeting – Quarterly
- Regional Partners – Quarterly
- Settlement Managers Meeting – Bi-monthly
- HSP/NSP Advisory Committee – Bi-monthly
- System Change Initiative
- NSP Youth Workers Network
- NSP Data Planning and Reporting Groups

## NSP initiatives

The different range and focus of the meetings fostered learning across the group and provided opportunities for members to partner on projects and learn from each other.

### NSP COVID-19 Response

The NSP, like us all, had to respond to the global pandemic. This has included:

- Shifting ways of working to online provision, both frontline and service coordination
- Holding a community roundtable on COVID response; 45 community leaders attended this program
- 15 additional meetings within the NSP, including meetings with frontline staff, to support sharing of information and support

### Exploring Settlement

During 2020, the NSP continued to work on the Exploring Settlement project, which included developing a toolkit for the NSP to host listening conversions with community members. Over 56 conversations were held with over 330 people, including eight conversations held by the federal government's Humanitarian Settlement Program (HSP), leading to over 200 pages of data. Nineteen NSP partners took part in this initiative. This data recorded people's fears, hopes, dreams and challenges as they settled in Australia. The NSP will lead the analysis and development of responses from the data generated.

### NSP Data Initiative Project

The NSP continued to explore ways to improve data quality across the partnership. This was achieved through the implementation of a business intelligence tool with Community Data Solution (CDS). This tool allows the NSP to analyse data, develop insights and share information on NSP's impacts. This will help NSP to:

- Improve data analysis and early identification of service delivery trends
- Drive outcome-focused and impact capturing
- Improve efficiency in our contract delivery to funding bodies and reduce contract risks.
- Enhance advocacy, policy formulation and strategy develop in settlement





## Settlement Innovation Fund

Many of the projects within the NSP Settlement Innovation Fund had to be modified or were delayed as a result of COVID. A project to provide gender and sexual diversity awareness training on LGBTIQ+ was held online in August with over 100 staff representing almost all the partners.

- Advance Diversity Services and Accessible Diversity Services conducted a joint SIF project to provide support to the Nepalese community in their respective areas. This project was able to successfully progress despite the impact of COVID.
- Focus Connect conducted “From Home to Here, My Journey in Clay Art Project”, which was modified due to the pandemic but was able to successfully engage with SETS clients in their area.

The NSP continued to conduct a wide range of self-directed innovation projects and initiatives under the SIF project including, for example:

- ADS conducting driving classes
- a music program with youth called Express Yourself conducted by Core
- a domestic violence and gender equity project by WSMRC
- training volunteers to support refugees conducted by Community Northern Beaches



# Government relations and community engagement

As a part of SETS Community Capacity Building, NSP engaged with new and emerging community leaders and associations to enable leaders and organisations to identify and address local community needs. In 2020, NSP engaged more than 1,000 leaders and associations.

**1204**

clients engaged  
in community  
development  
activities

**183**

sessions of  
community  
engagement  
delivered

Community engagement and government relations events were organised to identify and advocate on the needs of the community.

Key events included:

## Government Relations Workshops

The NSP hosted two government relations workshops with the support of the SSI Government Relations team. The first was held in response to a productive discussion on relating to government at the NSP Quarterly, where it was agreed a workshop would give attendees a greater opportunity to share and learn more about this important area. During this successful workshop, members sought more information on preparing a brief for government. The Government Relations team agreed to conduct a workshop on that topic.

## Community Leaders Forum

In July 2020, the NSP held a virtual COVID-19 Community Leaders Forum, bringing together community leaders, service providers and health experts to address the community's concerns with inaccurate in-language health messaging, to tackle misinformation, mental health and social isolation challenges, and to build trust between government and CALD communities in South West Sydney. The forum was attended by 45 participants, including Arabic-speaking community leaders and experts, Dr Bushra Al Obaidi from the Iraq Australian Graduate Forum, and Dr Imad Berr. Other notable speakers included Malcom Haddon, Associate Director of Community Resilience at MNSW, and Lisa Woodland, Director NSW Multicultural Health Communication Service (MHCS).

## Community Roundtable

In October 2020, the NSP participated in SSI's Community Roundtable with NSW MPs Jodi McKay and Greg Warren, to discuss the concerns of multicultural communities, where many of the same issues were brought to the MPs' attention through direct advocacy from the partnership. Twenty participants from NSP partners, community and SSI attended this discussion.

## NSP client casework

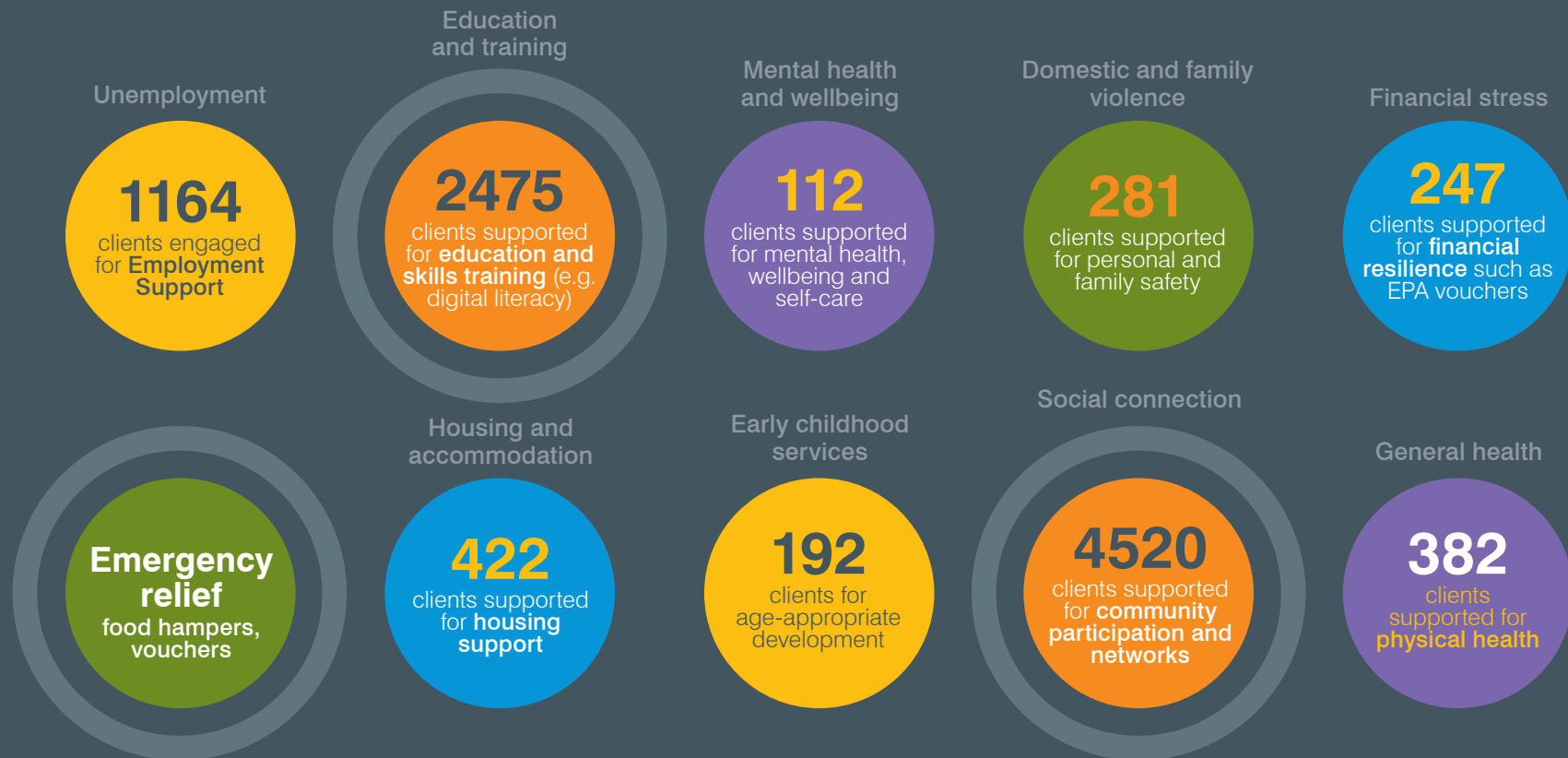
Client casework is a fundamental activity in SETS Client Services and Community Capacity Building (CCB) activities run by NSP partners. This includes activities such as client need assessment, low and medium intensity casework, group casework, and information provision and referrals.





# Clients' needs and NSP response

During the COVID-19 crisis, many clients were supported in different areas of their needs and priorities. The pandemic imposed additional financial stress, employment, mental health challenges, and many other difficulties. NSP tirelessly worked toward addressing those priorities during the crisis.



## Clients' economic participation

Among several challenges faced by vulnerable migrants is economic participation. The NSP has been able to offer employment, education and English learning activities that shaped the economic journey of NSP clients.

**1655**

sessions on  
employment  
pathways

**3618**

sessions of  
education and  
skills training

**682**

sessions on  
English learning  
pathways



## Settlement support

One of the key priorities of NSP clients is to access settlement support. Settlement support includes activities related to citizenship support, early childhood development, community connections, capacity building and advocacy support.

**637**

sessions on  
social  
participation

**4014**

sessions on  
advocacy  
support

**249**

settlement  
workshops





## Supporting young people

The NSP continued to engage young people in services as part of the SETS service delivery, with a range of initiatives supporting young people's resilience, leadership skills, education, social participation and health and wellbeing, in both regional NSW and metropolitan Sydney. Some of these initiatives included:

GyMEA Community Aid & Information Service (GCAIS) launched its Changing the Narrative film festival project with young people from the Sutherland Shire and St George area, conducting workshops online and meeting in person for a two-day course on leadership and emotional resilience.

Focus Connect held regular online conversations with multicultural young people under its eYouthChat@FocusConnect program, with topics ranging from education and training pathways, social and living skills, physical and mental health, orientation to Australia, cooking lessons and more.

SSI completed an internal review of the Youth Collective, an initiative of SSI and its former migrant resource centres. The review was released internally among the NSP and recommendations were implemented in October 2020, starting with reconvening the NSP Youth Workers Network.



## Who we reached in 2020

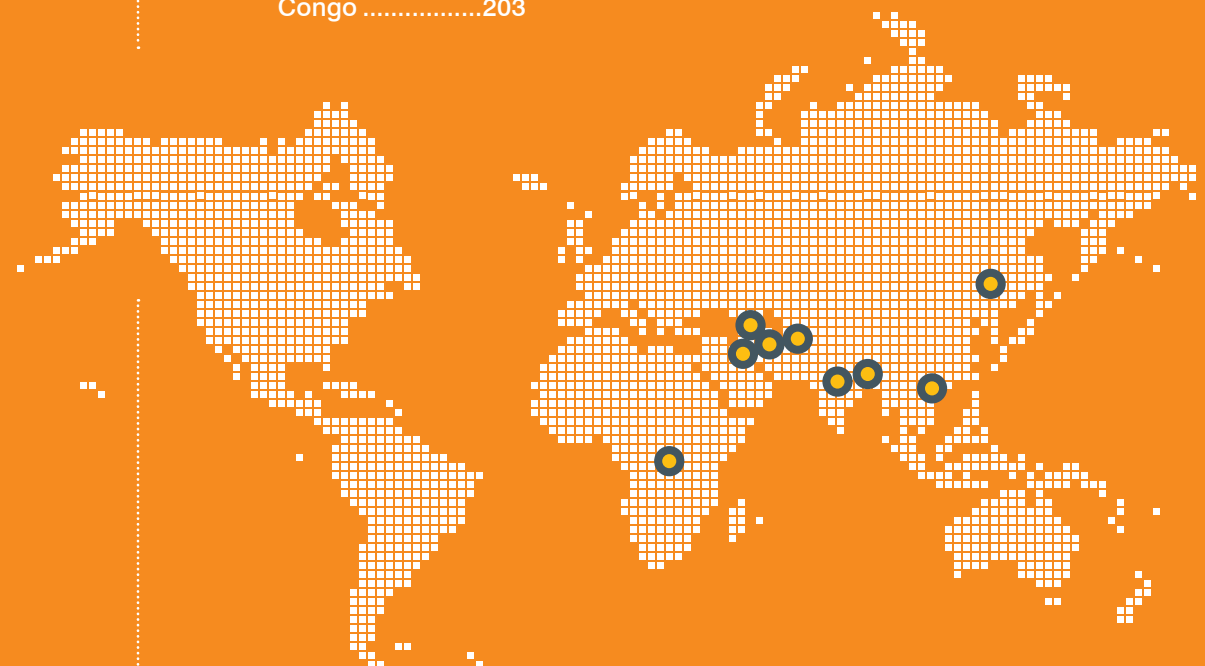
NSP has been able to provide its services to diverse clients in 2020. The clients of different age groups, gender and cultural backgrounds received services from NSP.

<b>11,109</b>	individual clients supported
<b>389</b>	elderly clients aged 70 and over received settlement services
<b>57%</b>	female clients received services
<b>41%</b>	male clients received services
<b>170</b>	single persons received services
<b>1251</b>	couples with dependent received services
<b>95.5%</b>	CALD clients accessed services
<b>40</b>	homeless clients received housing-related information
<b>122</b>	clients with disability accessed services from NSP

## Where clients came from

The NSP has a wide reach and diverse client cohorts. Clients who have origins from 172 different countries accessed NSP services in 2020:

Iraq .....	3,931
Syria .....	2,579
Afghanistan.....	867
China.....	655
Iran .....	351
Myanmar .....	270
India .....	250
Vietnam .....	231
Congo .....	203



## Main language spoken at home

Similar to the cultural diversity of our client group, the linguistic diversity is also a key feature. Among several linguistic backgrounds, the top 8 languages spoken at home are:

<b>45% Arabic</b>
<b>7% Dari</b>
<b>6% Chaldean Neo-Aramaic</b>
<b>6% Assyrian Neo-Aramaic</b>
<b>4% Mandarin</b>
<b>2% Persian</b> (excluding Dari)
<b>2% Tibetan</b>
<b>2% Kurdish</b>

## Operational supports to NSP partners

During COVID, SSI extended its operational support to NSP partners in order to maintain quality service delivery to our clients and communities. There were several online meetings and partner visits conducted in 2020. These meetings and visits helped to mitigate service delivery challenges, improve data quality, and enhance relationship among partners.

SSI conducted **30 partner visits** and supported activities to **engage and strengthen** the NSP relationships

SSI organised **more than 65 activities** to support NSP operations

For more information please visit  
[nsp.ssi.org.au](http://nsp.ssi.org.au)  
or email [nsp@ssi.org.au](mailto:nsp@ssi.org.au)

NSW  
Settlement  
Partnership

**SSI**   
settlementservices  
international