

Head Office

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Humanitarian Settlement Program Support for Ukrainian non-humanitarian temporary visa holders and subclass 449 and 786 visa holders

Hello and welcome to Australia from the Multicultural Australia team.

Multicultural Australia provides the Humanitarian Settlement Program (HSP) in Queensland and looks forward to welcoming you and your family to Queensland, Australia, and to Multicultural Australia.

The Australian Government has announced that Ukrainian nationals in Australia will be able to access limited short term or full HSP support.

Ukrainian nationals holding a non-humanitarian visa (for example a 600 Tourist Visa) who are in Australia can choose to access and self-refer for immediate settlement support through the HSP, and Ukrainian nationals in Australia who hold a subclass 449 or 786 visa are also eligible for all HSP support.

This support is optional, you are not automatically referred to HSP. If you would like to know more about eligibility or available HSP support, please contact Multicultural Australia on 07 3337 5400.

Multicultural Australia HSP team member can contact you with an interpreter to;

- Welcome you to Australia
- Ask how you and your family are
- Explaining the eligibility for the HSP support
- Explaining what HSP support that is available to you in Australia
- Asking where you would like to live in Australia
- Checking to make sure your immediate needs are met

We will ask below information to assess your eligibility for the HSP support

- Number of clients in the case/family
- Location where settlement services will be provided

For all individuals:

- Travel document number

- Full name (first name, middle name, SURNAME)
- Date of birth (DD/MM/YYYY)
- Scanned copy of travel document (if possible)
- Date of arrival in Australia or proposed date of arrival
- Port of entry
- Current visa subclass

About the Humanitarian Settlement Program

A Case Manager from the Humanitarian Settlement Program will provide support to you and your family wherever you decide to live in Australia. This support is free and voluntary. Support is delivered to you using an individualized case management approach tailored to your needs, strengths and goals. The support you will receive includes helping you:

- learn about Australia
- find short and long term accommodation and help to build a rental history
- support access to emergency relief (clothing, food, mobile phone, vouchers)
- support to access income support through Services Australia (once you are on a 449 or 786 visa)
- locate health services that meet your physical and mental health needs
- enroll children in school and adults in English lessons
- get employment
- link you to legal services
- referrals to services to support your settlement
- recognize overseas qualifications and access education and training
- link to support to obtain a Queensland driver's license
- access information and education about COVID-19 in Australia and vaccinations
- connect to local community groups and activities

Media Interest

The media is very interested in what is going on in Ukraine, and you may be contacted by or have connections with Australian media. If the media contacts you, before giving any information, please consider the following points:

- While the media should respect your privacy, media (radio, newspapers, television, online) may contact you in coming days and weeks.
- Considering the safety and security of your family and friends in Australia and overseas is critically important.
- If you are contacted by media, you are not obligated to respond to any requests for interviews or sharing of your personal information.
- Please consider potential risks of publicising personal information and the safety risks this might pose to you, your family, relatives, and friends.
- If being interviewed by media, you have the right to request to not be identified by name or in photos.

If you do talk to media, please let us know so that we can support you and your family if necessary.

If you have any questions, whilst waiting for the phone number of a Case Manager, please feel free to contact **Multicultural Australia office via 07 3337 5400**, Monday to Friday, 9am to 5pm.

Kind Regards,

The Humanitarian Settlement Team

Multicultural Australia