

Orientation

Humanitarian Settlement Services

Adjusting to life in a new country is a journey that begins before arrival and continues beyond the first weeks or months after coming to Australia. Orientation is one of a number of services available to help refugees and humanitarian entrants settle into life in Australia.

Orientation is delivered as part of [Humanitarian Settlement Services (HSS)](http://www.dss.gov.au/our-responsibilities/settlement-and-multicultural-affairs/programs-policy/settlement-services/humanitarian-settlement-services-hss), Australia’s main programme of settlement support on arrival. It builds on pre-arrival information provided overseas as part of the [Australian Cultural Orientation (AUSCO)](http://www.dss.gov.au/our-responsibilities/settlement-and-multicultural-affairs/programs-policy/a-multicultural-australia/the-australian-cultural-orientation-ausco-programme) programme.

# What is Orientation?

Orientation focuses on the key skills people need to successfully settle here. For example:

* local orientation and settling in
* accessing services
* using public transport
* managing money
* accessing employment, education and English language training
* understanding renting and tenancy
* awareness of cultural issues
* understanding Australian law, including the role of the police.

Orientation is tailored to individual needs, learning ability and what the participant already knows. Particular attention is given to the needs and learning styles of young people. Orientation is delivered in child-friendly facilities close to public transport, and in a language the participant understands.

# Who is eligible?

Orientation is available to all humanitarian entrants aged 15 and over who receive HSS – including [Special Humanitarian Programme entrants](http://www.immi.gov.au/visas/humanitarian/offshore/shp.htm) and their [Proposers](http://www.immi.gov.au/visas/humanitarian/offshore/how-propose.htm).

# How does it work?

An HSS case manager meets with each participant or family group, and works with them on a case management plan. This plan shows goals and support needs, and is tailored so that participants get the most out of Orientation.

Timing is adapted to suit people’s needs, though in most cases activities start in the first two to six weeks of arrival. Priority is given to critical learning such as personal safety, accessing services, local orientation and budgeting.

Other topics are covered when they are most relevant for the participant/s. For example, tenancy training that includes housing options, rights and responsibilities is often best delivered just before someone takes on a rental lease.

# For more information

Read about [Humanitarian Settlement Services](http://www.dss.gov.au/our-responsibilities/settlement-and-multicultural-affairs/programs-policy/settlement-services/humanitarian-settlement-services-hss) on the DSS website.