



Settlement Assistance Program – Referral Protocol

City of Wodonga Settlement Assistance Program provides settlement support to recently arrived humanitarian entrants and migrants living in Wodonga. The aim of the program is to assist new arrivals as they adjust to life in Australia.

Our service is available to:

- Refugees and humanitarian entrants
- Recently arrived migrants
- Dependent family members of skilled migrants
- New and emerging communities

Our staff:

- Use professional interpreters when required
- Refer individuals to appropriate agencies and service providers
- Provide practical assistance and support
- Advocate on behalf of individuals and communities
- Assist in the development of community groups
- Promote cultural competence in the service sector
- Maintain client confidentiality

How to refer to our service:

We accept referrals directly from eligible people as well as from other agencies or services. Individuals must give their consent to be referred to our service.

To ensure seamless handover between services, IHSS caseworkers are required to attend the initial interview with their clients.

Referrals may be made by contacting our office or by downloading a referral form from <http://www.wodonga.vic.gov.au/council/services/settlement/index.htm>

For further information on our program please contact:

Settlement Assistance Coordinator
City of Wodonga, Hovell Street
Wodonga, VIC 3690
Phone: 02) 6022 9300
Email: info@wodonga.vic.gov.au
Or visit our website: www.wodonga.vic.gov.au



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