



Zala's story

Settlement, Engagement and Transition Support (SETS) | Case Study | Zala, young woman

Zala is a young Ethiopian woman living in Australia on a refugee visa with her husband and two children. Zala engaged with the Accoras Settlement and Engagement Transition Support (SETS) program through their connection with the Adult Migrant English Program at Southbank TAFE.



When Zala attended her first appointment, she disclosed experiencing mental health difficulties and reported that one of her children had significant developmental delays. She also had a daughter who remained behind in Ethiopia and requested support to navigate the immigration and legal processes associated with her wish to bring her daughter to Australia.

Zala presented as extremely depressed and said she was not motivated to work on achieving any other life goals except reuniting with her daughter. She had logged an application with the Department of Immigration but their policy is not to communicate about applications during the typical processing time of 25 months.

Zala's Case Worker identified that more secure housing and enrolling her children in childcare would address some of the barriers to wellbeing that Zala was currently experiencing. Much of the support offered to Zala focused on these areas of life, given there was little opportunity to impact the immigration application process at the current time.

Zala was supported to enrol in additional study at TAFE and to arrange childcare for her children. She was also assisted to complete applications for housing, and register for the National Rental Affordability Scheme (NRAS).

Additionally, Zala was supported to make and attend an appointment with her local MP, who vowed to communicate on her behalf with the Department of Immigration.

Zala has just had her fourth child, and was assisted by her Case Worker to register the birth and complete the paperwork required by Medicare. Zala's husband found work, and their two eldest



children are now enrolled in childcare close to the NRAS property that they were assisted in securing.

Happily, the advocacy for sponsorship of her daughter has had a positive outcome. Zala's daughter has been asked to attend a medical assessment, which is one of the final stages of approval, and all going well, they will be reunited this year. Zala says she is immensely grateful for the support provided by Accoras. Her children are now happy and settled, and her family will soon be together again after seven long years.

*For more information on SETS please visit:
accoras.com.au/sets*