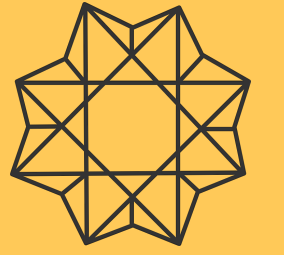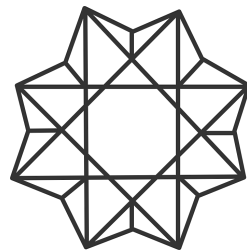# SSI Functional Specification

February 2022

1 GLOBAL COMPONENTS

Global Nav

1. **Global nav**
   - Dynamic text
   - Clickable
   - Text length: max 20 characters
   - Titles be reordered via CMS
   - Selected state: Underline visible under title

2. **My SSI - Not active/visible for Phase 1 live**
   - Dynamic text
   - Icon

3. **SSI logo**
   - SVG
   - Image asset can be replaced via CMS
   - Clickable - directs to homepage

4. **Primary nav**
   - Dynamic text
     - Text length: max 20 characters
     - Can be reordered via CMS
   - Clickable

5. **Button**
   - Dynamic text
     - Button
       - Text length: max 20 characters and expand based on text length
     - On click, opens URL in new tab
   - Contains hover state

6. **Search**
   - On click, directs to 'search page'

3
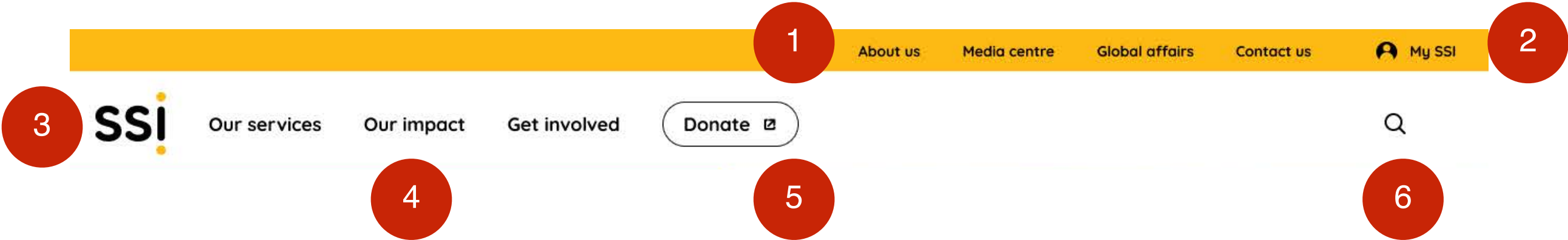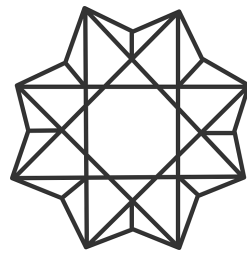
Global Footer

1a - Footer Text link (header)
- Dynamic text
- Dynamic variable text based on relevant page name (if you change a page name, it will change in the footer)
- On click opens in same tab to relevant page
- Text length: max 20 characters
- Can be reordered via CMS
- Max 6 headers

1b - Footer Text link
- Dynamic text
- Dynamic variable text based on relevant page name (if you change a page name, it will change in the footer)
- On click opens in same tab
- Text length: max 20 characters
- Can be reordered via CMS
- Max: Variable

2 - Logo
- SVG
- Image asset can be replaced via CMS

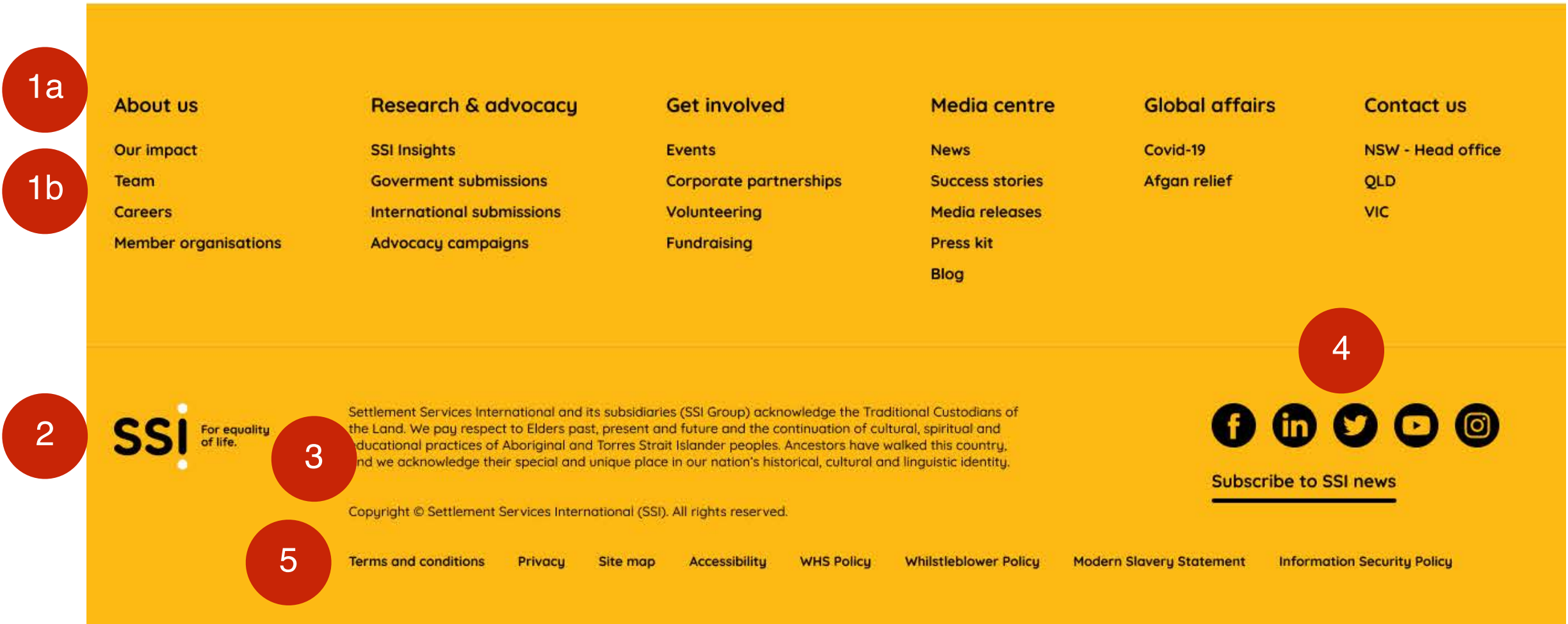**3- Footer body text**
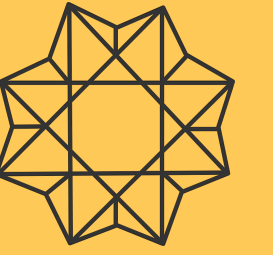-   Dynamic text
-   Editable via CMS

4- Social icons
-   Images (SVG)
-   Onclick opens URL in new tab
-   URL editable in CMS

5- Footer Terms and Conditions
-   Text links
-   Dynamic variable text based on relevant page name (if you change a page name, it will change in the footer)
-   Editable in CMS
-   Can be reordered via CMS
-   Onclick opens in same tab

2

CORE TEMPLATES

SSI

Home

1 - Hero banner
- Image
- Non interactive
- Image can be updated via CMS
- Image container to have rounded edges

2 - Hero Headline text
- Dynamic text editable via CMS
- Text length: max 60 characters
- Non clickable

3 - Button
- Button
- Dynamic text editable via CMS
- Contains hover state

4- Carousel
- Max lines = 4
- If copy needs to exceed 4 lines, display …
- Container to have rounded edges

4a- Secondary image tab
- Dynamic image
- Clickable
- Image editable via CMS
- Image container to have rounded edges

4b- Secondary tab text
- Headline: Bold text
- Body: Regular
- Live text
- Text length headline: max 30 characters
- Text length body: max 50 characters
- Clickable
- Editable in CMS
- Background container to have rounded edges

6- Sub section title
- Dynamic text editable via CMS
- Bold text
- Yellow underline is dynamic for whole length of title

7a- Sub section background circle
- Static
- Non clickable

7b- Sub section title
- Bold
- 2nd line has yellow underline
- Static text

7c- Sub section body
- Static text
- Text length: max 60 characters

8 - Buttons
- Button
- Dynamic text editable via CMS
- Contains hover state

9- News
- Max content: 4
- Button display below to view more news and o'clock directs to news page
- Dynamically populates attributes based on the latest 4 news articles published on news page
- Tag overlay to come from news article meta tag

**9a- Tertiary section image tab**
- Dynamic image
- Clickable
- Title overlay can be updated by CMS
- Image container to have rounded edges
- Background container to have rounded edges

9b- Tertiary section headline
- Headline: Bold text
- Live text
- Dynamic text editable via CMS
- Clickable

9c- Tertiary section body
- Regular text
- Editable in CMS
- Dynamically pulls body description from related news article
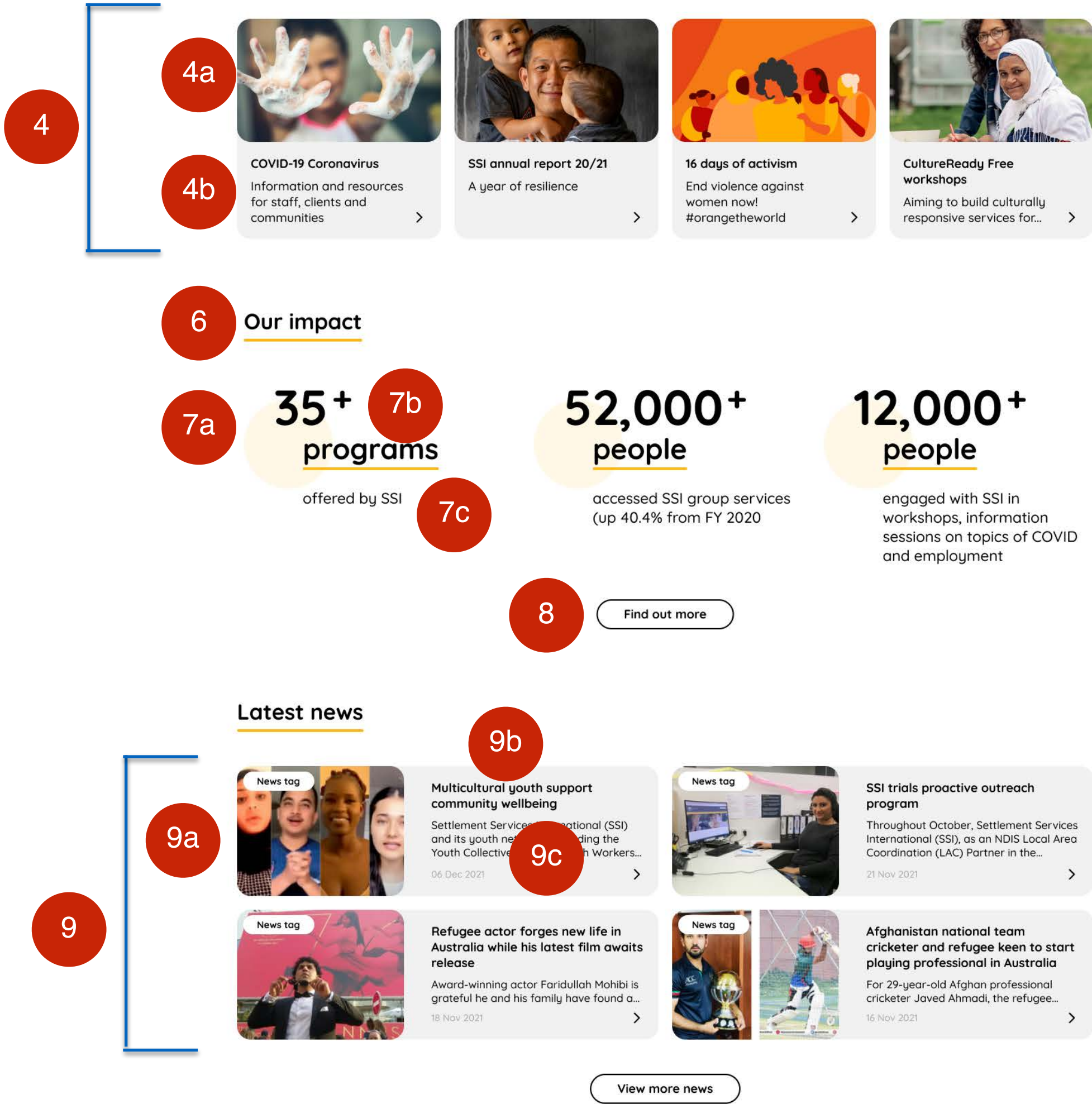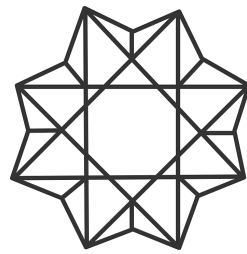
Services

1 - Breadcrumb
- Live text
- Clickable
- On click, takes user to the page clicked
- Current page to be in bold
- All other breadcrumb pages to be in regular
- Page name generated through CMS

2 - Category headline
- Dynamic text editable via CMS
- Bold text
- Yellow underline is dynamic for whole length of title

3 - Category tile
- Title text editable via CMS
- Bold text
- Icon can be updated via CMS
- Whole tile clickable
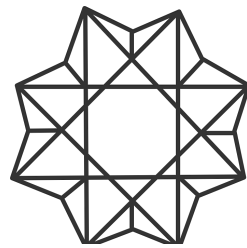
1 Home / Our services

2 **Browse by category**

3

Settlement >	Employment >	Disability >
Health & wellbeing >	Training >	Domestic & family violence >
Foster care >	Communities >	Youth >

Browse by audience

Newcomers >	Women >	People with a disability >	Children, young people and families >
People seeking employment >	First Australians >	LGBTIQA+ >	

SSI

Services - Program Overview

1 - Header asset
- Image
- Non interactive
- Image can be updated via CMS
- Image container to have rounded edges

2 - Video
- Video uploaded via CMS
- Video plays inline with player
- Default video controls of player
- Non clickable

3 - Video metadata
- Updatable via CMS

4- Headline
- Text editable via CMS
- Bold (default)
- Max 60 characters

5- Body copy
- Live text editable via CMS
- Bold (default)

6- Filter - Audience
- Filter dropdown
- Filter options dynamically pulled from (services/ audiences)
- Filter can be reordered via CMS

7- Filter - Location
- Filter dropdown
- Filter options are Australian states (NSW, QLD, SA, NT, TAS, WA, ACT)
- Filter can be reordered via CMS

8- Colour tile
- Background colour can be updated via CMS
- Icon can be updated via CMS
- Text updated via CMS
- Bold text (default)

Service - Program Detailed

1 - Header asset
- Image
- Non interactive
- Image can be updated via CMS
- Image container to have rounded edges

2 - Program name
- Title text editable via CMS
- Bold text
- Whole tile clickable

3 - Program title
- Title text editable via CMS
- Bold text

4- Filter tags
- Tags related to current program
- Clickable
- OnClick directs user to all results based on that tag

5- Downloads
- Download title editable via CMS
- Downloadable file uploaded via CMS

6- Icons
- Icons uploaded via CMS
- Non clickable

Home / Our services / Settlement / **HSP**

1

2 Humanitarian Settlement Program (HSP)

3 Support across the entire settlement journey

4 ▢ Settlement   ▢ Newcomers   ▢ NSW

About HSP

Almost all refugees and asylum seeker who come to our shores have survived personal trauma and social upheaval. The Federal Government's Humanitarian Services Program (HSP) aims to provide them with the structured support they need to adjust to life in Australia and successfully settle into our communities.

SSI delivers HSP services on behalf of the government in a number of locations across NSW. Our case workers work closely with newcomers, connecting them with the skills, support and resources they need to find their feet and develop into independent members of society.

HSP Factsheet

Download PDF   ⬇   **5**

How we help

6

1. We welcome humanitarian entrants to the country and find them accommodation.   →   2. Our caseworkers connect them to the support services, local communities and activities they need to thrive.   →   3. We help them to learn English, access training and gain employment on their way to achieving their full human potential.

Service - Program Detailed (Con't)

1 - Address
- Bold text
- Editable via CMS
- CMS to include clickthrough field
  - OnClick opens location in new window
- Icon for location global throughout site

2 - Phone
- Numeric only
- Bold text
- Editable via CMS
- OnClick will call number through user mobile/ computer
- Icon for location global throughout site

3 - Email
- Title text editable via CMS
- Bold text
- OnClick will open mailto function
- Icon for location global throughout site

4- Form
- Fields (Name, email, message)
- All fields mandatory
- Validation displays inline with field titles turning red
- On submit, text to be editable by CMS

5- News/events
- Display latest news article/events based on tags related to page
- 2 articles max
- 2 events max

entrants to the country and find them accommodation.

them to the support services, local communities and activities they need to thrive.

English, access training and gain employment on their way to achieving their full human potential.

Get in touch

HSP NSW

SSI delivers HSP services to newcomers in metropolitan Sydney and in the NSW regional centres of Armidale and Coffs Harbour. To learn more about these programs, please contact our HSP NSW office.

1 ⊙ **1 George St Sydney 2000**

2 ☏ **02 8729 07738**

3 ✉ **Email us**

Contact form

Name

Email

Message

4

Send

Upcoming events

Lorem ipsum dolor sit amet conse adipiscing elit placerat suscipit nunc scelerisque eros

Lorem ipsum dolor sit amet conse adipiscing elit placerat suscipit nunc scelerisque eros

Related news

News tag

Culturally diverse children miss out on early childhood education, so more vulnerable

Attendance at early childhood education makes a difference for the development...

25 Jul 2021

News tag

Western and Settlement Services International partner on multilingual workshops

Western Sydney University is helping refugees and asylum seekers learn...

13 Jul 2021

5

10

SSI

Media Center

1 - Media tags
- Dynamic tags
- Tags created/editable via CMS
- If a new tag is created, it is displayed
- OnClick, will filter and display all items with that tag

2 - Show more
- Button
- Text editable via CMS
- OnClick, will expand to display another 8 items

SSI partners with Cricket Australia and Cricket NSW to welcome Afghan evacuees to Australia

Settlement Services International (SSI), in partnership with Cricket NSW and Cricket Australia, today launched The Welcome Project to provide Afghan evacuees access to Australia's favourite sport, cricket.

12 Dec 2021

Read more

1

All | News | Success stories | Media releases | Blog

Filter by audience: All

News tag — **Multicultural youth support community wellbeing**
Settlement Services International (SSI) and its youth networks, including the Youth Collective, and the Youth Workers...
06 Dec 2021

News tag — **SSI trials proactive outreach program**
Throughout October, Settlement Services International (SSI), as an NDIS Local Area Coordination (LAC) Partner in the...
21 Nov 2021

News tag — **Refugee actor forges new life in Australia while his latest film awaits release**
Award-winning actor Faridullah Mohibi is grateful he and his family have found a...
18 Nov 2021

News tag — **Afghanistan national team cricketer and refugee keen to start playing professional in Australia**
For 29-year-old Afghan professional cricketer Javed Ahmadi, the refugee...
16 Nov 2021

News tag — **Culturally diverse children miss out on early childhood education, so more vulnerable**
Attendance at early childhood education makes a difference for the development...
25 Jul 2021

News tag — **Western and Settlement Services International partner on multilingual workshops**
Western Sydney University is helping refugees and asylum seekers learn...
13 Jul 2021

News tag — **Multicultural youth support community wellbeing**
Settlement Services International (SSI) and its youth networks, including the Youth Collective, and the Youth Workers...
06 Dec 2021

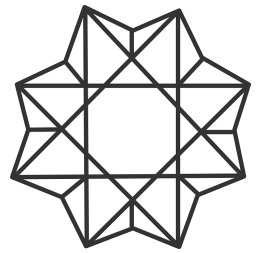**News tag** — **SSI trials proactive outreach program**
Throughout October, Settlement Services International (SSI), as an NDIS Local Area Coordination (LAC) Partner in the...
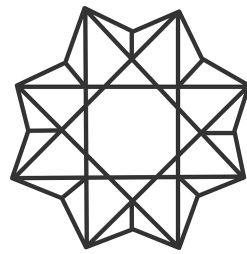21 Nov 2021

2 **Show more**

11

Media Center (Con't)

About Us

1a - Image
- Image
- Non interactive
- Image can be updated via CMS
- Image container to have rounded edges

1b - Headline
- Text editable via CMS
- Bold (default)
- Max 60 characters

1c- Body copy
- Live text editable via CMS

Entire module can be flipped (image on right, text on left)

About Us - (Con't)
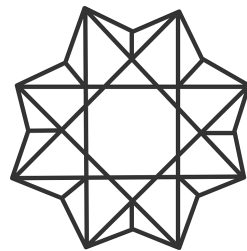
Resources

SSI Strategic plan 2020

The SSI Strategic Plan 2020 - 2023 provides a clearly stated vision, strategic aims, and directions that will take the organisation forward for the next three years.

The Plan reflects the organisation's capacity to deliver a diverse range of consistent quality services while also playing an important role in shaping policy and giving our communities a voice. It also demonstrates our ability to inform the development of program design in an innovative and strategic way.

Downloadable files

SSI Strategic Plan 2020 - 2023 ⬇

SSI Annual report FY21

Our FY2021 report is the second integrated annual report for the SSI Group. Through this report, we aim to communicate how we create value for the communities we serve.

Our report is informed by the principles of the International Integrated Reporting (IR) Framework. While we are still on our journey to achieve full IR, in this report we identify three of the six capitals of integrated reporting (human, financial and intellectual) as the main sources of energy by which we generate social value. We think of SSI's value as falling into six categories, or outcomes. Most of these outcomes match the integrated reporting concept of social and relationship capital, but in this year's report we have not provided detailed mapping of outcomes to capitals

View previous reports >

Downloadable files

SSI 2020-21 Annual Report ⬇

SSI Accessible Annual Report ⬇

SSI New beginnings research 2020

Lorem ipsum dolor sit amet, consectetur adipiscing elit. At pellentesque nam fames in sit malesuada. Maecenas luctus vulputate vitae tempus. In eu, aliquam feugiat eleifend vitae pellentesque sit at. Eget sed leo in tellus. Habitasse elementum lacinia sollicitudin facilisis habitant. Donec dui, in ipsum amet tempor quis ornare.

Maecenas dignissim venenatis elit fringilla aliquam accumsan, at augue. Sit proin sit ac sem vel integer. Condimentum amet, eleifend a lorem id ut. Nulla et, id augue aliquam pellentesque scelerisque.

Downloadable files

PDF file ⬇

PDF file ⬇

SSI Press kit

SSI is a community organisation and social business that supports newcomers and other Australians to achieve their full potential. We work with all people who have experienced vulnerability, including refugees, people seeking asylum and culturally and linguistically diverse (CALD) communities, to build capacity and enable them to overcome inequality.

SSI draws on its expertise and experience to advocate for the people and communities it serves. Through the work we do, we empower people to change their lives. Through our advocacy and representation, we influence ideas and policy.
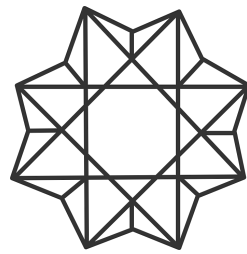
Downloadable files

SSI Press Kit 2020 ⬇

SSI Press Kit 2020 Accessible Version ⬇

Team

1 - Featured hero banner
- Image
- Non interactive
- Image can be updated via CMS
- Image container to have rounded edges

2 - Hero banner text
- Dynamic text editable via CMS
- Text length: max 60 characters
- Non clickable

3- Image
- Image updated via CMS
- Clickable
- OnClick opens overlay of related page

3- Description text
- Text fields updated via CMS
    - Name: Bold, 30 characters
    - Body: Bold, 70 characters
- Clickable
- OnClick opens overlay of related page

Board Directors and Leadership Team

Board directors

Elfa Moraitakis
CEO of SydWest Multicultural Services, one of SSI's member organisations

Frank Zheng
CEO of Auburn Diversity Services Inc, a SSI member organisation

Scott Machin
Chair of Metro Assist Limited, a SSI member organisation

Nathan Hagarty
Director at Western Sydney Migrant Resource Centre, an SSI member organisation

Voula Messimeri
Job title missing

Alex McCauley
CEO and Executive Director of Australia's peak advocacy group for tech startups, StartupAUS

Tharani Jegatheeswaran
Partner at Deloitte Australia and leads Deloitte's Social Impact Consulting Practice

15

Team - Detailed bio

1 - Image background
- Image
- Non interactive
- Image can be updated via CMS
- Image container to have rounded edges

2 - Profile image
- Image can be updated via CMS
- Image container to have circle
- Non clickable

3- Title
- Text updated via CMS
- Live text

4- Close button
- OnClick closes selected page and displays previous page

1

2

3

4

Violet Roumeliotis

Chief Executive Officer (AM & GAICD)

- Member of the Order of Australia
- 2017 Telstra Business Woman of the Year and national winner of the For Purpose and Social Enterprise category
- 2018 AFR 100 Women of Influence
- 2018 InStyle Women of Style Community Champion

Violet Roumeliotis AM is a social entrepreneur who champions the strengths of our diverse communities. Through her C-suite and board roles, Violet uses innovation and collective impact to promote social justice and inclusion.
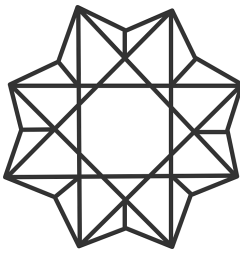
She is the CEO of Settlement Services International (SSI), a community organisation and social business that supports newcomers and other vulnerable individuals to achieve their full potential. During her eight years as CEO, Violet has taken SSI from a Sydney-based organisation with 68 staff to an 900-plus workforce that supports more than 37,500 people nationally each year.

Violet is committed to achieving equity, and advancing diversity and inclusion in all forms. In 2020, she was made a member of the Order of Australia for outstanding service to the community. Violet is also a former Telstra Australia Business Woman of the Year, has been named one of AFR's Top 100 Women of Influence for 2018 in the category of Diversity & Inclusion and was awarded the title of Community Fellow from Western Sydney University for outstanding service to the community.

Violet sits on the board of the Australian Council of Social Service. Her other appointments include the SBS Community Advisory Committee, the NSW Council for Women's Economic Empowerment, NSW Domestic and Family Violence, and Sexual Assault Council, the Leadership Council on Cultural Diversity, the UTS Business MBA Advisory Group, the Council on Economic Participation for Refugees, the International Metropolis Steering Committee, the Australian Defence Force's Chiefs of Service Committee's diversity and inclusion panel, and the NSW government's join partnership working group overseeing refugee resettlement.
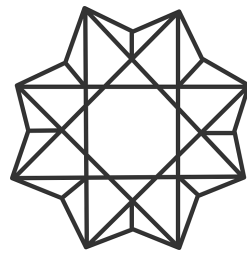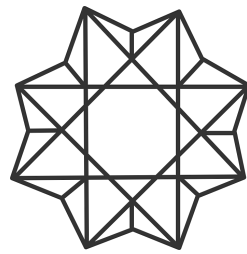
Our Impact

Home / About us / Our impact

Creating pathways to equality for more of us

Highlights

35+
programs
offered by SSI

52,000+
people
accessed SSI group services (up 40.4% from FY 2020)

12,000+
people
engaged with SSI in workshops, information sessions on topics of COVID and employment

Our impact delivers against 6 key social outcomes

Economic participation
92% of Opportunity Pathways clients found work by the time they left the program. **85%** of clients in the LEAP & OPP employment programs reported confidence in their ability to get a job

Learning and growth
555 clients undertook overseas skills and qualifications recognition. **355** clients upskilled and reskilled by completing an accredited course

Health and wellbeing
16,000+ people living with a disability were supported by SSI NSW Local Area Coordinator teams. **1,200+** people accessed mental health support services

Safety and stability
850+ people awaiting refugee status accessed legal services. **92%** of HSP (Armidale) clients report feeling part of the Australian community

Social inclusion
70% of scholarship recipients (refugees and asylum seekers) report the financial support had a positive impact on their life and/or career in Australia. **19,500+** people accessed refugee settlement services

Capacity building, advocacy, thought leadership
10 policy submissions were made. **3,900** people in the general community received SSI diversity training. **60+** citations of SSI research were made in academic journals

Our Impact (Con't)

SSI Insights

Foundations for Belonging 2021: Insights on Newly Arrived Refugees

Foundations for Belonging 2021, Insights on Newly Arrived Refugees: Women and Digital Inclusion, reports on a second wave of research carried out with newly arrived refugees in Australia. The research, produced by Settlement Services International and the Institute for Culture and Society, Western Sydney University, aims to deepen understanding of the social and civic dimensions of integration in the early stages of settlement with a focus on refugee women and digital inclusion.

Downloadable files

Foundations for Belonging 2021 ⬇

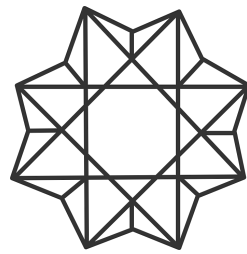Foundations for Belonging 2021 Appendices ⬇

Foundations for Belonging 2021: Insights on Newly Arrived Refugees

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Downloadable files

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Foundations for Belonging 2021 Appendices ⬇

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Downloadable files

Foundations for Belonging 2021 ⬇

Foundations for Belonging 2021 Appendices ⬇
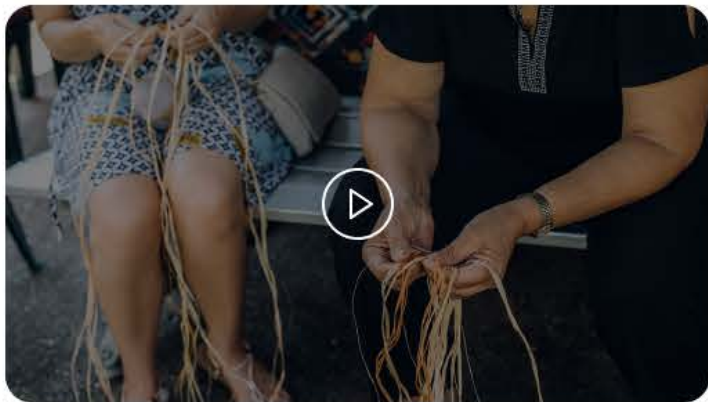
See more insights

Our Impact (Con't)

See more insights

**Hear stories of people we've helped through settlement services**
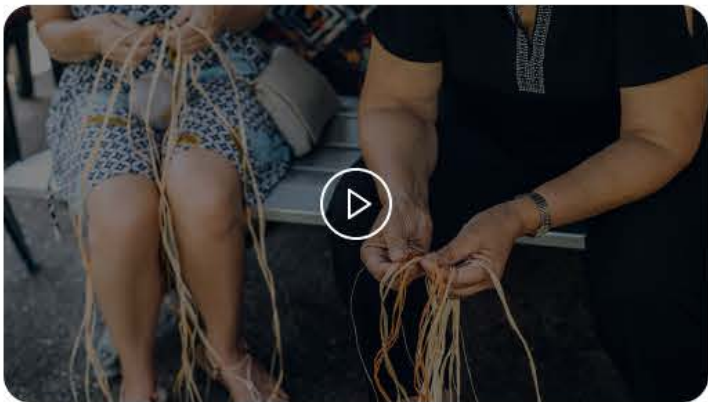
Elie's inspiring story

Hussain's inspiring story

See more stories

See who we help

Newcomers >	Women >	People with a disability >	Children, young people and families >
People seeking employment >	First Australians >	LGBTIQA+ >	

SSI

Member organisations

Member organisations

Partnerships and collaborations with other organisations are crucial to SSI's operations.

The need for the services we deliver is so great and the opportunities to assist so large, that working together to pool skills, access complementary resources and extend into new areas is both smart and necessary.

1 - Member image
- Image
- Clickable - URL to be editable via CMS
- Image can be updated via CMS
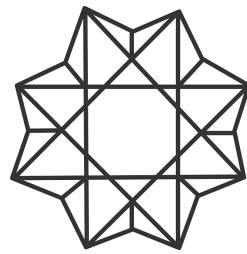- OnClick will open to member website URL

2 -Member title
- Dynamic text editable via CMS
- Text length: max 100 characters
- OnClick will open to member website URL
- URL to be editable via CMS

Our members

1

2 | Accessible Diversity Services Initiative Ltd

Advance Diversity Services (ADS)

Community Migrant Resource Centre Inc.

CORE Community Services Fairfield

Focus Connect

Illawarra Multicultural Services Inc.

Metro Assist

Northern Settlement Services Ltd

Sydney Multicultural Community Services

SydWest Multicultural Services

Western Sydney Migrant Resource Centre Ltd

20

Life's short.
Work with people you like.

GHO SYDNEY
Level 5, 204 Clarence Street
Sydney CBD

P: 02 9087 1256