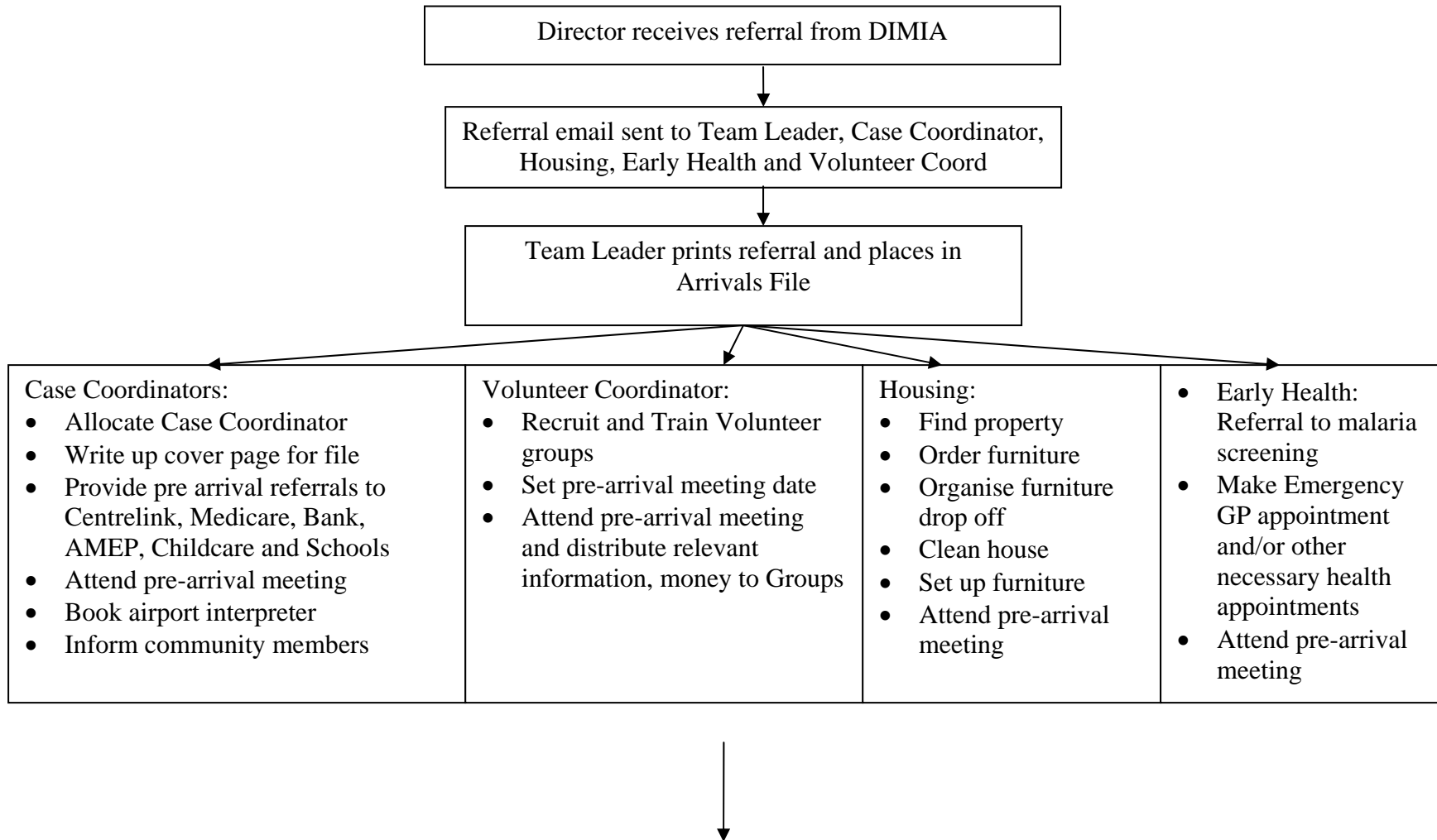


PRE ARRIVAL



ARRIVAL

Case Coordinator:

- Organise transport for the interpreter
- Go to the airport
- Take the family to their home
- Conduct initial urgent health assessment
- Explain the activities for the following day

Volunteers:

- Go to airport
- Go to family's home
- Explain the facilities in the home
- Explain role of the volunteer

DAY ONE

Case Coordinator:

- Take family to register with Centrelink, Bank and Medicare
- Buy phone card
- Buy urgently needed items

Early Health:

- Take to emergency GP appointment if necessary

DAY TWO

Volunteers:

- Visit family and introduce themselves

Early Health:

- Malaria blood tests
- Facilitate hospitalisation if positive

DAY THREE

Volunteers:

- Enrol in school & AMEP
- Organise Childcare through AMEP

Case Coordinator:

- More thorough assessment of needs
- Communication of relevant issues with family

DAY FOUR & REST OF THE WEEK ↓

Early Health:

- Conduct assessment
- GP Medical assessment/screening

Case Coordinator:

- Other appointments as necessary

AFTER FIRST WEEK

Early Health:

- Follow up health appointments if necessary

Case Coordinator:

- Explain counselling option to clients
- Introduce counsellors to clients

Short Term Counselling:

- Meet clients with Case Coordinator
- If counselling is requested, begin the referral process