

# Settlement Engagement and Transition Support Client Services Guidelines

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# 1. Settlement Engagement and Transition Support: Client Services Processes

## **The Program is designed to achieve Australian Government objectives**

This grant opportunity is part of the above Grant Program, which contributes to the Department of Social Services Outcome 2: Families and Communities. The Department of Social Services works with stakeholders to plan and design the Grant Program according to the [Commonwealth Grants Rules and Guidelines](#).



## **The grant opportunity opens**

We publish the grant guidelines and advertise on the [GrantConnect](#) and [Community Grants Hub](#) websites.



## **You complete and submit a grant application**

You must read these grant guidelines before you submit your application. These guidelines can be found on [GrantConnect](#), the Australian Government's whole-of-government grants information system. Note: Any addenda for this grant opportunity will be published on GrantConnect, and by registering on this website you will be automatically notified of any changes.



## **We assess all grant applications**

We assess the applications against eligibility criteria and notify you if you are not eligible. We then assess your application against the assessment criteria, including an overall consideration of value for money, and compare it to other applications.



## **We make grant recommendations**

We provide advice to the decision maker on the merits of each application.



## **Grant Decisions are made**

The decision maker decides which grant applications are successful.



### **We notify you of the outcome**

We advise you of the outcome of your application. We may not notify unsuccessful applicants until grant agreements have been executed with successful applicants.



### **We enter into a grant agreement**

We will enter into a grant agreement with successful applicants. The type of grant agreement is based on the nature of the grant and is proportional to the risks involved.



### **Delivery of grant**

You undertake the grant activity as set out in your grant agreement. We manage the grant by working with you, monitoring your progress and making payments.



### **Evaluation of the Families and Communities Program: Settlement Engagement and Transition Support program**

We evaluate the specific grant activity and Settlement Engagement and Transition Support program as a whole. We base this on information you provide to us and that we collect from various sources.

## 1.1 Role of the Community Grants Hub

This grant opportunity will be administered by the Community Grants Hub on behalf of the Department of Social Services under a Whole-of-Australian Government initiative to streamline grant processes across agencies.

## 1.2 About the grant program

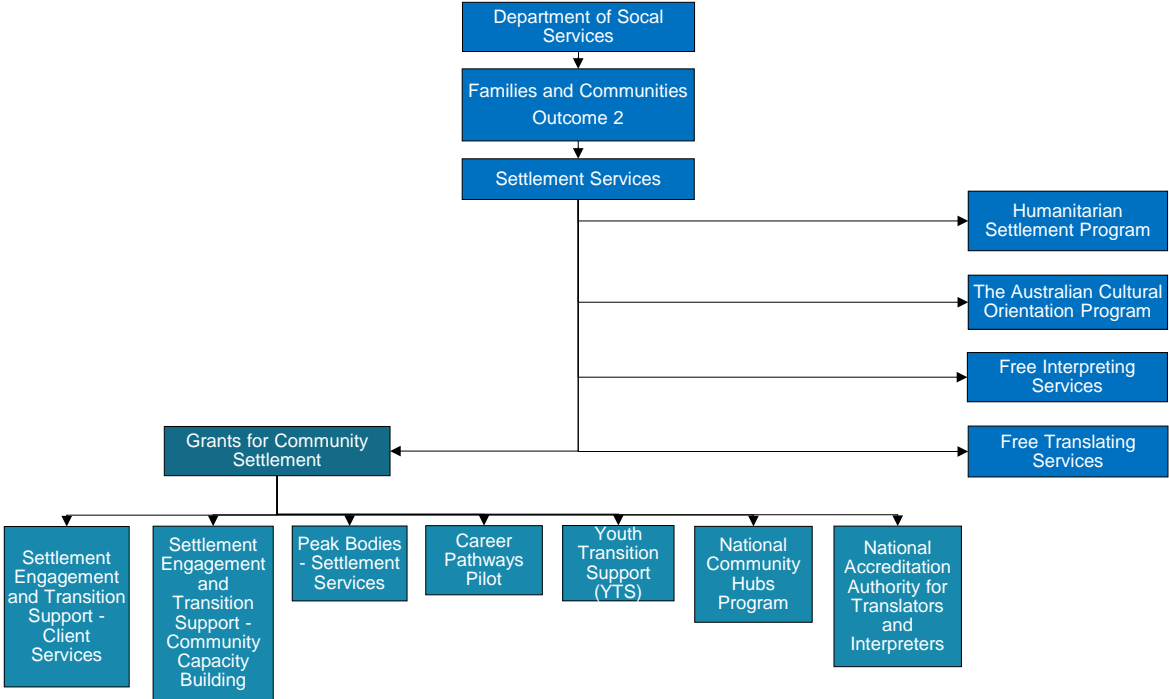
### **Settlement Services overview**

The [Families and Communities Program](#) aims to strengthen relationships, support families, improve children's wellbeing, reduce the costs of family breakdown, and increase participation in community life to strengthen family and community functioning. The program provides a range of services focussed on strengthening relationships, building parenting and financial management skills, and providing support for better community connections, as well as services to help newly arrived migrants in their transition to life in Australia.

[Settlement Services](#) provides a comprehensive range of activities that aim to address the needs of refugees, humanitarian entrants and other vulnerable migrants by delivering services that assist them to become fully functioning members of society and promote social cohesion and productive diversity within the Australian Community.

Settlement Services consists of multiple components, which are illustrated in the diagram below.

**Figure 1 Settlement Services from 2019**



One component of Settlement Services is Grants for Community Settlement. The Settlement Engagement and Transition Support (SETS) program is a sub-component of Grants for Community Settlement.

SETS is a key ongoing program in the suite of Settlement Services (previously referred to as the Settlement Grants Program and/or the Settlement Services Program). It is an effective early intervention program that contributes to humanitarian entrants and other eligible vulnerable migrants achieving full participation in society as soon as possible, reducing the chance of long-term welfare dependency. For humanitarian entrants, SETS builds upon the foundation services provided by the Humanitarian Settlement Program (HSP) and is complementary to other mainstream services.

The SETS program consists of two components<sup>1</sup>:

- SETS - Client Services
- SETS - Community Capacity Building.

The Department has separate grant opportunities for these two components.

<sup>1</sup> Further strategic information about SETS is available in a Forecast Opportunity on [GrantConnect](#).

**These grant opportunity guidelines apply to the grant opportunity for SETS - Client Services only.** If you wish to read the grant opportunity guidelines for SETS - Community Capacity Building, or you wish to submit an application to SETS - Community Capacity Building, you must navigate to the separate grant opportunity for that component on the [GrantConnect](#) and [Community Grants Hub](#) websites.

**Please note, applicants who apply for a grant under SETS - Client Services may also apply for a grant under SETS – Community Capacity Building, or vice versa.**

### **Purpose of the SETS program**

Humanitarian entrants, vulnerable migrants and their communities need to overcome a diverse range of challenges including cultural, personal and structural barriers to social and economic participation in Australia. These individuals have varied pre-arrival life experiences that can include few or no opportunities to participate in education or work, living in refugee camps for significant periods, and experiences of torture and trauma. As migrants become orientated, established and independent in their communities, issues across a continuum of needs can emerge with varied levels of intensity.

Some migrants may require minimal support while others with more complex or multiple issues can benefit from more tailored intervention. Development of knowledge and skills to manage essential settlement needs help migrants engage in learning English and establish pathways to employment and/or education.

Settlement and ethno-specific organisations play a crucial role in the settlement of newly arrived migrants and refugees. These organisations understand the immediate needs of new arrivals and have ready access to networks through which new arrivals can be identified, contacted and supported. Some relatively new and emerging<sup>2</sup> communities may lack capacity or capability to develop information networks and maximise social inclusion and participation. New and emerging communities may need leadership, mentoring and advocacy support to link with mainstream services and to become self-sustaining as soon as possible.

The SETS program aims to meet the diverse needs of humanitarian entrants and other vulnerable migrants. It does this by facilitating collaboration and building partnerships across settlement services and other relevant organisations, and by fostering innovative support services.

### **Policy objectives**

The objective of SETS is to equip and empower eligible clients and communities to address their identified settlement needs in order to improve social participation, economic well-being, independence, personal well-being and community connectedness more broadly.

SETS will engage with services and agencies to build partnerships and referral channels that assist clients to engage and remain on pathways to achieve long-term outcomes of self-reliance and equitable participation in Australian society. SETS service providers must make connections and linkages with other complementary services, particularly with the

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<sup>2</sup> Refer to [Glossary](#) for definition.

Department of Education and Training's Adult Migrant English Program (AMEP) and the Department of Employment's *jobactive* services.

Service providers will be expected to participate in a Community of Practice (COP) arrangement. Effective collaboration between service providers is an essential element of the COP program. COP forums are designed to share good practice, and provide opportunities to learn from shared experiences. It is likely that the SETS COP will be thematic or location based. Topics for discussion will be determined by service providers but could include for example innovation and best practice. It is envisaged that the cost to service providers for attending forums will be minimised through the use of video/teleconference arrangements, however it is likely to involve one annual face-to-face forum.

The expected outcomes of SETS - Client Services grants are provided below.

Providers funded under SETS must ensure that clients are given the opportunity to communicate their needs in a language of their choice, including through professional interpreters where necessary.

The Department of Social Services will undertake the Program in accordance with the [Commonwealth Grants Rules and Guidelines \(CGRGs\)](#).

## 1.3 About the SETS - Client Services grant opportunity

These guidelines contain information about SETS - Client Services grants.

This document sets out:

- the purpose of the grant opportunity
- the eligibility and assessment criteria
- how grant applications are checked and assessed
- responsibilities and expectations in relation to the opportunity.

You must read this document before filling out an application.

## 1.4 SETS - Client Services objectives and outcomes

### 1.4.1 SETS - Client Services objectives

The objective of SETS - Client Services is to equip humanitarian entrants and other vulnerable migrants in their first five years in Australia with the knowledge and skills to identify, understand and take action to address their identified settlement needs. The program has a focus on social participation, economic well-being, independence, personal well-being and community connectedness. SETS - Client services will deliver services in accordance with a needs-based approach.

Individual needs should typically be addressed through a needs assessment and the provision of high-quality casework. Support can range from low-intensity support, including basic information, assistance and referral for one-off issues, to medium-intensity intervention



where multiple or complex issues are identified. Clients<sup>3</sup> that may benefit from a more targeted medium-intensity approach include for example youth<sup>4</sup>, women, people with a disability and the elderly.

Clients will be provided with settlement-related information, advice, advocacy, and assistance to access mainstream and other relevant services. Individuals and families may also be provided high-quality casework to address issues arising during their settlement experience. Typically client needs will align with the nine priority areas identified in the [National Settlement Framework](#) (namely: language services, employment, education and training, housing, health and wellbeing, transport, civic participation, family and social support, and justice).

Services may include group-based activities such as workshops, information sessions and social groups that address life skills and/or information on any or all of the nine priority areas.

SETS - Client services has a strong focus on activities that facilitate English language acquisition skills, support engagement with education and training and build employment readiness. These activities are considered by the Australian Government as key building blocks to successful settlement.

SETS - Client Services activities should complement, not duplicate, HSP and/or other settlement services and mainstream services. Grant Agreement Managers will monitor service providers' activities to ensure these do not duplicate existing services.

Where barriers for clients to access mainstream services are identified, the service provider should facilitate improved operational engagement with mainstream services. This may include working closely with mainstream service providers to create warm referral<sup>5</sup> pathways, developing partnership approaches to enhance a holistic approach to client services, and promoting services to disengaged clients and assisting organisations to build cultural awareness.

In delivering the SETS program, a number of best practice principles are encouraged. These principles are integral to achieving outcomes for humanitarian entrants and other eligible migrants:

- Client-centred - Outcomes, goals and activities are tailored to each client's need and personal circumstances.
- Flexibility - Services are delivered in a way that suits the individual client needs and are varied according to the changing needs of the client. This tailored approach identifies the need for, and gives priority to, casework and early intervention strategies as required.
- Sustainable Client Settlement outcomes - Services should focus on achieving sustainable client settlement outcomes by developing client skills and competency,

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<sup>3</sup> Refer to [Glossary](#) for definition.

<sup>4</sup> Refer to [Glossary](#) for definition.

<sup>5</sup> Refer to [Glossary](#) for definition.

supporting realistic expectations, and transitioning clients to independence, other settlement services and mainstream service systems.

## 1.4.2 Target clients

SETS - Client Services are delivered to eligible clients in their first five years of life in Australia in the following categories:

- humanitarian entrants
- family stream migrants with low English language proficiency
- dependants of skilled migrants in rural and regional areas with low English language proficiency
- selected temporary residents (Prospective Marriage and Provisional Partner visa holders and their dependants) in rural and regional areas with low English.

A priority for SETS - Client Services is youth within the categories above. Newly arrived young migrants can face significant challenges in their settlement, including acquiring English language skills, entering formal schooling, moving between cultures, finding housing, finding jobs, and connecting to and navigating mainstream services. These challenges may be more prominent in some locations. Newly arrived young people may benefit from a more targeted service delivery approach from providers.

In addition to youth, services in the above categories should be focussed on supporting the most vulnerable clients, including women, people with a disability and the elderly.

Demographic information is available to all SETS applicants in the form of Settlement Information Reports. The documents may assist in preparing proposals for the SETS program. The documents detail statistical information specific to the SETS - Client Services Target Groups in each state and territory. The reports are available in the grant opportunity documentation on the [GrantConnect](#) and [Community Grants Hub](#) websites.

## 1.4.3 Expected deliverables

Expected activities and deliverables may include, but are not limited to, the following:

- Deliver intake services that provide the opportunity for an initial needs-based assessment to be undertaken that determines the level of support required by the client.
  - Each individual has strengths that should be the focus of the interaction between the caseworker and the client. The delivery of SETS - Client Services casework support should draw upon client strengths, with the aim of assisting clients to participate fully and independently in the Australian economy and society.
  - The SETS - Client Services encourages services to use a holistic approach in providing support.
  - Caseworkers should work collaboratively with settlement service providers and communities involved with a client to ensure the best possible settlement outcomes for each client. They should communicate effectively, and work transparently,

cooperatively and professionally with any other case workers or professionals who interact with the client (such as AMEP or *jobactive*).

- Clients may move between low- and medium-intensity casework support over the course of their engagement with the service provider.
- SETS referral services are critical in assisting clients to engage with services, and SETS – Client Services providers can accept referrals from any source. The number and type of referrals should be recorded and collected for monitoring purposes.
- Provide low-intensity casework support to clients requiring minimal assistance to meet their settlement needs and achieve their goals.

Clients requiring low-intensity support will generally present with the knowledge and skills required to settle into their new community with minimal assistance from a service provider. The client may present at the service only once or at infrequent intervals, and may not see the same caseworker. The scope of low-intensity services may include, but is not limited to:

- Providing settlement-related information and advice.
- Referrals to mainstream and other relevant services (warm referrals<sup>6</sup> where possible).
- Support for clients to navigate the Australian service system.
- Provide medium-intensity casework support to clients who are identified as requiring this through the needs assessment, which targets individual needs.

Clients requiring medium-intensity support may present with a range of factors impacting on their settlement in Australia, but are not considered to require Specialised and Intensive Services under the HSP<sup>7</sup>. The scope of medium-intensity services may include, but is not limited to:

- Assigning a case worker to the client to ensure continuity of support.
- Undertaking a needs assessment.
- Developing a case plan with the client to identify the actions, responsibilities and timeframes needed to achieve identified outcomes.
- Providing settlement-related information and advice.
- Warm referrals to mainstream and other relevant services; in particular to facilitate outcomes that relate to employment readiness, support engagement with education and training and activities that facilitate the acquisition of English language (often referred to as the 3Es), e.g. AMEP and *jobactive* services.
- Support clients to navigate the Australian service system.
- Providing outreach services when required, not routinely.
- Assistance would be on an ongoing basis until the needs of the client are met. Contact with the client would be regular.

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<sup>6</sup> Refer to *Glossary* for definition

<sup>7</sup> Refer to *Glossary* for definition

- Deliver services targeted at youth. Youth specific services may include, but are not limited to:
  - Providing flexible education and/or employment support options to meet the varying needs of those who experience disruption to schooling.
  - Providing opportunities or support to young people to access volunteering opportunities, internships or work experience, to improve their employability.
  - Working with young people to think about and articulate their goals for the future.
  - Supporting family members to understand and support a young person’s goals and pathways, including understanding the Australian education and employment system.

Possible activities and strategies relating to youth are further described at **Attachment A**.

- Address client needs through casework and targeted group sessions that align with the nine priority areas identified in the National Settlement Framework.
  - Priority should be given to activities that facilitate the acquisition of English language, support engagement with education and training and build employment readiness as appropriate, as the Australian Government considers these to be key building blocks to successful settlement.
  - Group-based activities may include, but are not limited to:
    - » One-off or ongoing information sessions relating to the National Settlement Framework priority areas, for example, inviting an expert to provide information on a specific topic.
    - » One-off or ongoing workshops, for example ‘Life Skills’ sessions.
    - » Structured groups that meet regularly on an ongoing basis.

Refer to **Attachment A** for further information on the types of services and support under the National Settlement Framework, including English, education and employment.

- Strengthen relationships with other settlement and mainstream services at the operational level. This may include advocating with services for improved referral pathways and developing informal or formal partnerships. Further information on developing links and improving collaboration with other agencies at **Attachment A**.
- Conduct community consultations to discuss issues, needs, and challenges affecting the settlement and integration of specific cohorts.

#### 1.4.4 Expected outcomes<sup>8</sup>

The SETS - Client Services grants are expected to provide services that address client need in relation to the Australian Government's three priority areas of English language proficiency, education and employment (the 3Es), and address issues that arise across the nine priority areas identified in the National Settlement Framework.

The SETS - Client Services outcomes recognise that the settlement process is not linear in nature; client issues emerge with varied levels of intensity throughout the client's settlement journey, and can depend on the level of stressors and external factors at play in a client's life. It therefore cannot be assumed that SETS - Client Services can, or should, be able to address client need and achieve outcomes in a sequential order across the five-year service eligibility period.

The outcomes achieved through the SETS - Client Services are inherently interlinked. Effective settlement has economic, social and personal elements, none of which are mutually exclusive. Failure to effectively participate in one dimension is likely to have repercussions for progress in others. As such, SETS - Client Services encourages services to use a holistic approach in providing support.

Much of the responsibility for addressing needs associated with the nine priority settlement areas lies with other agencies and mainstream services, particularly for the Australian Government's three priority areas of English language acquisition and pathways to education and employment.

These outcomes are part of a larger constellation of services, and SETS - Client Services referral activities, casework support and group activities are critical in assisting clients to engage with these services. In order to ensure effective outcomes, SETS - Client Services providers need to connect and link with other complementary services. Service providers have a role in advocating for clients who are navigating these services.

Initial Client outcomes include:

- Clients are aware of their specific settlement needs.
- Clients are aware of and begin to feel comfortable attending relevant groups.
- Clients become aware of other services.
- Clients have their immediate need addressed and are offered support.
- Clients with more complex needs are offered tailored support with a SETS - Client Services caseworker.
- Clients who are supported by a SETS - Client Services caseworker identify and take steps towards their goals.

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<sup>8</sup> Initial and intermediate outcomes are targeted over five years. Longer-term outcomes are often beyond the span of control of the SETS program.

Intermediate Client outcomes include:

- Clients know about and understand how relevant mainstream services operate.
- Clients participate in their local communities.
- Clients demonstrate greater independence when navigating complementary services.
- Clients are engaged on a sustained pathway to improved English proficiency, meaningful employment and/or education.

Longer-term outcomes include:

- Clients are self-reliant and participate equitably in Australian society.
- Clients demonstrate social participation, economic and personal wellbeing.

Client Services will be assessed against the following:

- Key Performance Indicators (KPIs) (as reported in the Department of Social Services' [Data Exchange](#)):
  - number of clients assisted / number of attendees at group activities
  - number of events/services delivered
  - number of case plans
  - number of referrals
  - percentage of clients achieving improved independence, participation and well-being
  - percentage of clients achieving individual goals related to independence, participation and wellbeing.
- Participation and completion of mandatory Data Exchange partnership data, including the extended migration data set and Standard Client/Community Outcome Reporting (SCORE) data reporting.
- Deliverables and timeframes in Activity Work Plans.
- Reporting in stocktake reports.

## 2. Grant amount

This grant opportunity will run over three-and-a-half years from January 2019 to June 2022. The Department will typically offer grant agreements to SETS - Client Services service providers for three-and-a-half years.

The Australian Government has allocated up to \$162 million (GST exclusive) for the SETS program over the period of January 2019 to 30 June 2022.

The value of relevant money awarded under this grant opportunity cannot exceed the total funding available.

The amount of funding available for SETS - Client Services is up to \$150 million (GST exclusive) from 1 January 2019 to 30 June 2022.

There is no fixed minimum or maximum amount of funding per grant. The amount of funding provided to applicants will be determined based on the service areas applied for, numbers of potential clients, the circumstances of the clients, and the Department's program priorities.

SETS service providers must deliver services in areas that, at minimum, cover a [Statistical Area Level 2](#). Noting that providers may wish to apply at a higher Statistical Area Level, given that only one application will be accepted per applicant.

## 2.1 Social and Community Services (SACS) Supplementation

On 1 February 2012, [Fair Work Australia, now known as the Fair Work Commission \(FWC\)](#) made a [decision](#) to increase wages in the social and community services sector from 1 December 2012.

This decision affects workers who are employed under the Social, Community, Home Care and Disability Services Industry Award 2010 (SACS Modern Award). Specifically, the decision affects those workers classified under the following Schedules:

- **Schedule B** – Classification Definitions - Social and Community Services Employees
- **Schedule C** – Classification Definitions - Crisis Accommodation Employees.

On 22 June 2012, a Full Bench of Fair Work Australia issued the [Equal Remuneration Order](#), providing wage increases ranging from about 23 to 45 per cent, to be phased-in over nine annual instalments from 1 December 2012 to 1 December 2020, including a 4 per cent loading, payable over the same phasing period. Social and Community Services (SACS) supplementation ceases on 30 June 2021.

Applicants applying for funding under the SETS program must ensure their application **includes the full amount of funding required**, inclusive of SACS wage costs, if applicable.

When costing your service delivery please ensure you cover current and future wage costs for your eligible SACS workers for each year that funding is being sought. SACS supplementation will not be paid on top of, or in addition to, the grant amount applied for in your application.

Further information regarding the SACS decision, Equal Remuneration Order and Social, Community, Home Care and Disability Services Industry Award 2010 can be found on the [Fair Work Commission](#) website.

## 3. Grant eligibility criteria

We cannot consider your application if it does not satisfy **all** of the eligibility criteria.

### 3.1 Who is eligible to apply for a grant?

#### 3.1.1 Legal entities

To be eligible to apply for a grant, you must be one of the following entity types:

- Indigenous corporation
- Company
- Corporate state or territory entity
- Non-corporate state or territory statutory authority
- Local Government
- Cooperative
- Incorporated association
- Statutory entity
- Partnership<sup>9</sup>
- Trustee on behalf of a trust<sup>10</sup>.

### 3.2 Who is not eligible to apply for a grant?

You are not eligible to apply if you are a:

- Commonwealth company
- Corporate Commonwealth entity
- Non-corporate Commonwealth entity
- Non-corporate Commonwealth statutory authority
- Non-corporate state or territory entity
- International entity
- Sole trader
- Person
- Unincorporated association.

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<sup>9</sup> Partnership – must be an arrangement where a binding Partnership Agreement can be provided with the Application Form or the Delegate approves the inclusion of Partnerships for this grant opportunity.

<sup>10</sup> Trusts are not legal entities in their own right – to be eligible, only the Trustee for the Trust can apply with providing the signed Trust Deed and any subsequent variations.



## 3.3 Additional eligibility requirements

You must have the following additional eligibility requirements in place **before you apply** for this grant opportunity, or be willing to register prior to the execution of the grant agreement:

- an Australian Business Number (ABN)
- have an account with an Australian financial institution.

Applications that do not meet these additional requirements will not be eligible and will not progress to assessment.

Applications from consortia<sup>11</sup> are acceptable, as long as the application has a lead applicant who is the main driver of the activity and is eligible as listed at Section 3.1.1 above.

## 3.4 What qualifications or skills are required?

While there are no minimum formal qualifications required for staff working on the grant activity, it is expected that if you accept a grant offer, you will ensure that staff working on the grant activity maintain a Working with Vulnerable People registration (or equivalent in each state/territory).

Service providers are expected to employ workers with a range of backgrounds, qualifications, skills and knowledge, relevant to providing culturally competent services to address the particular needs of humanitarian entrants and other vulnerable migrants.

# 4. Eligible grant activities

## 4.1 What can the grant money be used for?

You can use the grant to pay for:

- Staff salaries and on-costs that can be directly attributed to the provision of the SETS - Client Services component in the identified service area/s as per the grant agreement.
- Employee training for paid and unpaid staff including Committee and Board members, which is relevant, appropriate and in line with the SETS activity.
- Operating and administration expenses directly related to the delivery services, such as:
  - telephones
  - rent and outgoings
  - computer / IT / website / software
  - insurance
  - utilities
  - postage

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<sup>11</sup> The Australian Government recognises that some organisations may seek to form consortia in order to apply for a grant under the Program. Consortia are eligible to apply and the relevant conditions applicable to consortia are at 7.5 'Grant Applications from Consortia'. The lead applicants must have legal entity status.

- stationery and printing
- accounting and auditing
- travel/accommodation costs, including to attend the COP
- assets, including motor vehicle purchase or lease that can be directly attributed to meeting agreement deliverables.

You can only spend grant funds on eligible grant activities as defined in the grant details in your grant agreement.

## 4.2 What the grant money cannot be used for?

Grants are not provided for:

- purchase of land
- major capital expenditure
- the payment or offset of retrospective costs
- costs incurred in the preparation of a grant application or related documentation
- major construction/capital works
- overseas travel
- activities for which other Commonwealth, state, territory or local government bodies have primary responsibility
- specialist counselling services, e.g. torture and trauma counselling
- multicultural events and festivals—these can be applied for under the Department’s Strong and Resilient Communities (SARC) Activity
- services that duplicate those delivered by HSP or other settlement or mainstream services
- services predominantly focused on social cohesion (refer to the Department’s [Strong and Resilient Communities \(SARC\) activity](#)).

We cannot provide a grant if you receive funding from another government source for the same purpose.

## 5. The grant selection process

First we will assess your application against the eligibility criteria. Only eligible applications will progress to the next stage. Eligible applications will be considered through an open competitive grant process.

We will assess your application against the criteria set out below and against other applications. Your application will be considered on its merits, based on:

- how well it meets the criteria
- how it compares to other applications
- whether it provides value for money.

## 5.1 Financial viability assessment

Grant applicants may be subject to financial viability assessments. A financial viability assessment is a risk mitigation process that takes into account the financial position of an applicant and other risk factors related to the quality and reliability of the applicant's financial information.

## 6. The assessment criteria

You will need to address all of the following assessment criteria in your application. All assessment criteria are given equal weighting. The amount of detail and supporting evidence that you provide in your application should be relative to the activity size, complexity and grant amount requested.

### **Criterion 1: Demonstrate your understanding of the need for SETS - Client Services within the target community/communities.**

Your response should:

- Provide evidence of the need for services in the location in which the activity will be delivered.
- Discuss issues arising from the settlement experience for new arrivals and the need for high-quality individual casework.
- Provide supporting evidence such as data, research or reports relevant to individual client needs and goals for more vulnerable and higher-needs cohorts (such as women, youth, people with a disability and the elderly).

### **Criterion 2: Describe how the development and implementation of your organisation's activity will achieve positive outcomes for all stakeholders.**

Your response should explain how your organisation will:

- Engage with clients and relevant stakeholders, including how the activity will complement, add to and work with existing services within the local community by building formal and informal partnerships.
- Address the priority focus for the activity on pathways to English acquisition, employment and education and training, and address who will benefit from the activity and what the intended settlement outcomes will be.

**Criterion 3: Demonstrate your organisation’s capability to successfully deliver the grant activity to the target community/communities on time and within budget.**

Your response should outline:

- The number of key staff that will manage and/or deliver your organisation’s activity, and outline their relevant capabilities (experience, skills and qualifications).
- The governance structure, management (including risk management), financial and administration systems that your organisation will use to support the administration and delivery of the activity.
- Your organisation’s approach to delivering culturally competent services to address the particular needs of humanitarian entrants and other vulnerable migrants.

**Criterion 4: Demonstrate your organisation’s experience developing, implementing, managing and monitoring grant activities to achieve grant objectives for all stakeholders.**

Your response should demonstrate your organisation’s:

- Experience developing and delivering grant activities.
- Proven ability to effectively manage grant funding, meet reporting requirements and maintain service delivery standards.

The application form includes word limits.

**Please Note:** In addition to responding to these assessment criteria, applicants must also submit with their application form a budget proposal outlining the estimated costs associated with the proposed grant activity. The application form will allow you to attach your budget document. Refer to Section 7.4 below for further details about the budget.

## 7. The grant application process

### 7.1 Overview of application process

You must read these grant opportunity guidelines, the application form and the Questions and Answers document before you submit an application to this grant opportunity.

The Department will accept only one application per applicant. If an applicant submits more than one application, the Department will only consider the most recent application submitted to the grant opportunity before the closing date and time.

You are responsible for ensuring that your application is complete and accurate. Giving false or misleading information will exclude your application from further consideration.

You must address all of the eligibility and assessment criteria to be considered for a grant, otherwise your application will not progress to assessment. Please complete each section of the application form and make sure that you provide all information requested.

Please keep a copy of your application and any supporting paperwork.

## 7.2 Application process timing

Submit your application by the closing date and time identified in Table 1.

If an application is late, or an applicant requests the Community Grants Hub to approve a lodgement after the closing date, the Community Grants Hub may determine that there were exceptional circumstances beyond the applicant's control that meant the applicant could not meet the deadline. Examples of exceptional circumstances could include, but may not be limited to:

- Community Grants Hub infrastructure failures
- natural disasters
- power outages affecting the ability of the applicant to submit their application by the deadline
- death or disability of key personnel.

Information on the Community Grants Hub [late application policy](#) is available on the [Community Grants Hub](#) website.

The expected commencement date for the granting activities is 1 January 2019 and the expected completion date is 30 June 2022. You must spend the grant by the end date.

**Table 1: Expected timing for this grant opportunity**

| Activity                                   | Timeframe                                |
|--|--|
| Application period                         | Open: 15 May 2018<br>Close: 26 June 2018 |
| Assessment of applications                 | June to September 2018                   |
| Approval of outcomes of selection process  | September 2018                           |
| Notification to unsuccessful applicants    | September to October 2018                |
| Negotiations and award of grant agreements | October to November 2018                 |
| Activity commences                         | 1 January 2019                           |
| End date                                   | 30 June 2022                             |

## 7.3 Completing the grant application

You must submit your grant application using the appropriate application form, which is available on the [GrantConnect](#) and [Community Grants Hub](#) websites. The application form includes help information.

The application form is an online form that you must submit electronically. If you have any technical difficulties please contact 1800 020 283 or email [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au).

The Community Grants Hub will not provide application forms or accept applications for this grant opportunity by fax or mail.

You must make sure that your application is complete, accurate and submitted by the closing date and time in accordance with these guidelines.

If you find a mistake in your application after it has been submitted, you should immediately contact the Community Grants Hub by phone on 1800 020 283 or by email at [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au).

The Community Grants Hub may ask you for more information, as long as it does not change the substance of your application. The Community Grants Hub does not have to accept any additional information or requests from applicants to correct applications after the closing date and time.

## 7.4 Attachments to the application

1. A budget **must be attached to your application, and should** include (per financial year and rounded to the nearest dollar):

- line items relating to staff salaries and on-costs for the grant activity
- line items relating to operational and administration expenses
- line items relating to other expenses related to the grant activity
- sub-totals for these three categories of expenses
- a total amount for all expenses.

**Please note:** an applicant's requested amount of grant funding per financial year should include:

- SACS wage costs
- costs for translating and interpreting services (and other requirements for ensuring accessibility) if required. A Translating and Interpreting Services costing tool is provided in the grant opportunity documentation on the [GrantConnect](#) and [Community Grant Hub](#) websites.

Any other anticipated increase in costs should be included in the out-years as appropriate.

A budget template is available as part of the grant opportunity documentation on the [GrantConnect](#) and [Community Grant Hub](#) websites.

For further information, refer to the Questions & Answers document for this grant opportunity on the [GrantConnect](#) and [Community Grants Hub](#) websites.

2. The following documents **should** be included with your application form **if your entity is applying for a total amount of grant funding greater than or equal to \$100,000 (excluding GST and SACS Supplementation):**

- Financial statements for the 2015-16 and 2016-17 financial years, inclusive of profit and loss statements and balance sheets. If possible, please submit audited financial statements that include signed audit reports.

3. The following document **should** be included with your application form **if your entity is unable to provide financial statements OR your entity is applying for a total amount**

**of grant funding less than \$100,000 (excluding GST and Social and Community Services Supplementation):**

- The *Attachment in place of financial statements* document.

The *Attachment in place of financial statements* document is available as part of the grant opportunity documentation on the [GrantConnect](#) and [Community Grant Hub](#) websites.

**Please note:** There is a 2 MB limit for each attachment.

## 7.5 Applications from consortia

Some organisations may apply as a consortium to deliver grant activities. A consortium is two or more organisations that work together to combine their capabilities to develop and deliver a grant activity.

If you are submitting a grant application on behalf of a consortium, a member organisation or a newly created organisation must be appointed as the 'lead organisation'. Only the lead organisation will enter into a grant agreement with the Commonwealth and will be responsible for the grant. The lead organisation must complete the application form and identify all other members of the proposed consortium in the application.

## 7.6 Questions during the application process

If you have any questions during the application period, please contact the Community Grants Hub on 1800 020 283 or email to [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au). The Community Grants Hub will respond to emailed questions within five working days.

Answers to questions may be posted on the [GrantConnect](#) and [Community Grants Hub](#) websites.

The question period will close at 5:00 PM (AEST) on 19 June 2018. Following this date and time, only questions relating to using and/or submitting the application form will be answered.

# 8. Assessment of grant applications

## 8.1 Who will assess applications?

An assessment team will assess all eligible and compliant applications based on their merits. The assessment team will be comprised of departmental staff. The assessment team will undertake training to ensure consistent assessment of all applications.

If the selection process identifies unintentional errors in your application, you may be contacted to correct or explain the information.

An expert panel comprised of departmental staff will then review all ranked applications to inform the final recommendations for funding.

The expert panel will make recommendations having regards to:

- overall objectives for each Program

- conformance with eligibility criteria
- distribution of providers across all locations
- how the services and/or activity will be delivered
- existing and/or potential market failure
- value for money
- minimise possible duplication with other Commonwealth/state/territory government programs/service delivery (if known).

The expert panel may seek information about your entity or your application. They may do this from within the Commonwealth, even if the sources are not nominated by you as referees. The expert panel may also consider information about your entity or your application that is available through the normal course of business.

## 8.2 Who will approve grants?

The expert panel will make recommendations to the delegate: Branch Manager, Settlement and Integration Programs Branch. The Branch Manager, Settlement and Integration Programs Branch will make the final decision to approve a grant.

The decisions of the Branch Manager, Settlement and Integration Programs Branch, is final in all matters, including the:

- approval of the grant
- grant funding amount to be awarded
- terms and conditions of the grant.

The Branch Manager, Settlement and Integration Programs Branch must not approve funding if they reasonably consider the program funding available across financial years will not accommodate the funding offer, and/or the application does not represent value for money.

There is no appeal mechanism for decisions to approve or not approve a grant.

## 9. Notification of application outcomes

You will be advised of the outcome of your application in writing, following a decision by the Branch Manager, Settlement and Integration Programs Branch. If you are successful, you will also be advised about any specific conditions attached to the grant.

### 9.1 Feedback on your application

A Feedback Summary will be published on the Community Grants Hub website to provide all organisations with easy access to information about the assessment process and the main strengths and main areas for improvement across all applications.

Individual feedback will not be provided for this grant opportunity.



## 10. Successful grant applications

### 10.1 The grant agreement

If you are successful and you choose to accept a grant offer, you must enter into a legally binding grant agreement with the Commonwealth, represented by the Department of Social Services. The Department of Social Services will use the *Commonwealth Simple Grant Agreement*. Terms and conditions for the grant agreement will apply and cannot be changed. A schedule may be used to outline the specific grant requirements. Any additional conditions attached to the grant will be identified in the grant offer or during the grant agreement negotiations. Activity Work Plans<sup>12</sup> will be developed to reflect agreed activities.

You will be required to provide:

- six-monthly Data Exchange reporting
- yearly Financial Acquittal
- Annual Stocktake Report.

The Department of Social Services will negotiate agreements with successful applicants. If there are unreasonable delays in finalising a grant agreement, the grant offer may be withdrawn and the grant may be awarded to a different applicant.

Where a grantee fails to meet the obligations of the grant agreement, the Department of Social Services may terminate the grant agreement and recover costs.

You should not make financial commitments related to this grant until a grant agreement has been executed by the Commonwealth.

### 10.2 How the grant will be paid

The grant agreement will state the maximum grant amount to be paid.

If you incur extra eligible expenditure, you must pay it yourself.

Grant funding will be paid six monthly as you achieve agreed deliverables.

We will make an initial payment on execution of the grant agreement and subsequent payments progressively based on your progress reports.

### 10.3 Grant agreement variations

We recognise that unexpected events may affect the progress of an activity. In these circumstances, you can request an activity variation, including:

- changing activity milestones
- extending the timeframe for completing the activity, provided it is within the maximum three-and-a-half-year period.

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<sup>12</sup> Refer to [Glossary](#) for definition.

The program does not allow for an increase to the agreed amount of grant funds.

If you want to propose changes to the grant agreement, you must put them in writing before the grant agreement end date. Contact your Grant Agreement Manager for further information. We will not consider changes after the grant agreement end date.

You should not assume that a variation request will be successful. We will consider your request based on factors such as:

- how it affects the activity outcome
- consistency with the program policy objective and any relevant policies of the Department
- changes to the timing of grant payments
- availability of program funds.

## 11. Announcement of grants

If successful, your grant will be listed on [GrantConnect](#) no later than 21 calendar days after the date of effect, as required by Section 5.3 of the [CGRGs](#).

## 12. Delivery of grant activities

### 12.1 Your responsibilities

You must submit reports in line with the timeframes in the grant agreement. We will provide sample templates for these reports in the grant agreement. We will expect you to report on:

- progress against agreed activity deliverables
- eligible expenditure of grant funds.

You will also be responsible for:

- Meeting the terms and conditions of the grant agreement and managing the activity efficiently and effectively.
- Complying with record keeping, reporting and acquittal requirements as set out in the grant agreement.
- Participating in a grant program evaluation as specified in the grant agreement.
- Providing critical incident reports, for example, unpredicted or unmanaged harm to a client.

### 12.2 The Department of Social Services' responsibilities

The Department of Social Services will:

- meet the terms and conditions set out in the grant agreement
- provide timely administration of the grant

- evaluate the grantee's performance.

We will monitor the progress of your activity by assessing reports you submit, and we may conduct site visits to confirm details of your reports if necessary. Occasionally we may need to re-examine claims, seek further information, or request an independent audit of claims and payments.

## 12.3 Grant payments and GST

Payments will be made as set out in the grant agreement.

Before any payments are made, you must provide:

- a tax invoice for the amount of the payment (the Australian Government's default invoice process is Recipient Created Tax Invoices)
- evidence that you have achieved the associated milestone
- any other conditions of payment (e.g. evidence of purchase of equipment, satisfactory progress report, approvals, and any other documentation).

If you receive a grant, you should consider speaking to a tax advisor about the effect of receiving a grant before you enter into a grant agreement. You can also visit the [Australian Taxation Office](#) website for more information.

## 12.4 Reporting

Settlement Engagement and Transition Support grant recipients must have systems in place to allow them to meet their data collection and reporting obligations outlined in their grant agreement.

The Department of Social Services will require service providers to collect performance information (e.g. client characteristics and service delivery information) and enter it directly into the Department's performance reporting solution, the Data Exchange.

Service providers are required to participate in SETS data collection through the DEX portal as specified in the Grant Agreement. Further information is available on the DEX webpage, including information about DEX requirements and DSS Data Exchange Protocols. Appendix B of the Protocols includes SETS program-specific policy guidance on entering data into the Data Exchange.

In addition to reporting mandatory data, SETS providers are required to participate in reporting an extended data set under the DEX Partnership Approach.

The Partnership Approach is intended to be a genuine collaboration between Government and the sector to exchange knowledge and share resources to inform service delivery. This approach is geared towards building the evidence base about the effectiveness of the Department's programs and sharing this knowledge back with providers to inform best practice approaches to service delivery. The extended data set focuses on outcomes, and relates to client needs and circumstances and client outcomes.

Information must be provided in accordance with the [Data Exchange Protocols](#).

## 12.5 Evaluation

The Department of Social Services will evaluate the SETS program to measure how well the outcomes and objectives have been achieved. Your grant agreement requires you to provide information to help with this evaluation.

## 12.6 Acknowledgement

All publications related to grants under the Program must acknowledge the Commonwealth as follows:

'This activity received grant funding from the Australian Government.'

## 12.7 Multicultural Access and Equity Policy

Australia's Multicultural Access and Equity Policy obliges Australian government agencies to ensure their policies, programs and services (including those conducted by contractors and service delivery partners) are accessible to, and deliver equitable outcomes for, people from culturally and linguistically diverse (CALD) backgrounds. Grant applicants should consider how they will ensure their services will be accessible to people from CALD backgrounds. For example, service delivery partners may require cultural competency skills in order to engage with CALD clients. Services, projects, activities or events may require the use of professional translating or interpreting services in order to communicate with non-English speakers. If required, based on an assessment of the target group, costs for translating and interpreting services (and other requirements for ensuring accessibility) should be factored into grant applications. For further information on the Multicultural Access and Equity Policy please refer to the [Home Affairs](#) website.

## 13. Probity

The Australian Government will make sure that the program process is fair, according to the published guidelines, and incorporates appropriate safeguards against fraud, unlawful activities and other inappropriate conduct, and is consistent with the [CGRGs](#).

**Note:** These guidelines may be changed from time-to-time by the Department of Social Services. When this happens, the revised guidelines will be published on the [GrantConnect](#) and [Community Grants Hub](#) websites.

## 13.1 Complaints process

### **Complaints about the Program**

The Department of Social Services' [Complaints Process](#) apply to complaints about the program. All complaints about the program, including grant decisions, must be lodged in writing.

Any questions you have about grant decisions for the Program should be sent to [support@communitygrants.gov.au](mailto:support@communitygrants.gov.au).

### **Complaints about the process**

Applicants can contact the complaints service with complaints about the Community Grants Hub's service(s) or the application process.

Details of what constitutes an eligible complaint can be provided upon request by the Community Grants Hub. Applicants can lodge complaints using the [complaints form](#) on the Department's website or by phone or mail.

Phone: 1800 634 035

Mail: Complaints  
GPO Box 9820  
Canberra ACT 2601

### **Complaints to the Ombudsman**

If you do not agree with the way the Department of Social Services has handled your complaint, you may complain to the Commonwealth Ombudsman. The Ombudsman will not usually look into a complaint unless the matter has first been raised directly with the Department of Social Services.

The Commonwealth Ombudsman can be contacted on:

Phone (Toll free): 1300 362 072  
Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)  
Website: [Commonwealth Ombudsman](#)

## 13.2 Conflict of interest

Any conflicts of interest could affect the performance of the grant. There may be a conflict of interest, or perceived conflict of interest, if the Department of Social Services' staff, the Community Grants Hub's staff, any member of a committee or advisor and/or you or any of your personnel have a:

- professional, commercial or personal relationship with a party who is able to influence the application selection process, such as an Australian Government officer.
- relationship with an organisation, or in an organisation, which is likely to interfere with or restrict the applicants from carrying out the proposed activities fairly and independently.
- relationship with, or interest in, an organisation from which they will receive personal gain because the organisation receives funding under the Program.

You will be asked to declare, as part of your application, any perceived or existing conflicts of interest or that, to the best of your knowledge, there is no conflict of interest.

If you later identify that there is an actual, apparent, or potential conflict of interest, or that a conflict might arise in relation to a grant application, you must inform the Department of Social Services and the Community Grants Hub in writing immediately. Committee members and other officials including the decision maker must also declare any conflicts of interest.

The chair of the Expert Panel will be made aware of any conflicts of interest and will handle them as set out in Australian Government policies and procedures. Conflicts of interest for Australian Government staff will be handled as set out in the Australian Public Service Code of Conduct (Section 13(7)) of the *Public Service Act 1999*. We publish our conflict of interest policy on the [Community Grants Hub](#) website.

## 13.3 Privacy: confidentiality and protection of personal information

We treat your personal information according to the 13 Australian Privacy Principles and the *Privacy Act 1988*. This includes letting you know:

- what personal information we collect
- why we collect your personal information
- to whom we give your personal information.

You are required as part of your application to declare your ability to comply with the *Privacy Act 1988*, including the Australian Privacy Principles, and impose the same privacy obligations on any subcontractors you engage to assist with the activity. You must ask for the Australian Government's consent in writing before disclosing confidential information.

Your personal information can only be disclosed to someone else if you are given reasonable notice of the disclosure; where disclosure is authorised or required by law or is reasonably necessary for the enforcement of the criminal law; if it will prevent or lessen a serious and imminent threat to a person's life or health; or if you have consented to the disclosure.

The Australian Government may also use and disclose information about grant applicants and grant recipients under the Program in any other Australian Government business or function. This includes giving information to the Australian Taxation Office for compliance purposes.

We may reveal confidential information to:

- The committee and other Commonwealth employees and contractors to help us manage the program effectively.
- Employees and contractors of our Department so we can research, assess, monitor and analyse our programs and activities.
- Employees and contractors of other Commonwealth agencies for any purposes, including government administration, research or service delivery.
- Other Commonwealth, State, Territory or local government agencies in program reports and consultations.
- The Auditor-General, Ombudsman or Privacy Commissioner.
- The responsible Minister or Parliamentary Secretary.
- A House or a Committee of the Australian Parliament.

We may share the information you give us with other Commonwealth agencies for any purposes including government administration, research or service delivery and according to Australian laws, including the:

- *Public Service Act 1999*
- *Public Service Regulations 1999*
- *Public Governance, Performance and Accountability Act*
- *Privacy Act 1988*
- *Crimes Act 1914*
- *Criminal Code Act 1995.*

We will treat the information you give us as sensitive and therefore confidential if it meets all of the four conditions below:

1. You clearly identify the information as confidential and explain why we should treat it as confidential.
2. The information is commercially sensitive.
3. Revealing the information would cause unreasonable harm to you or someone else.
4. You provide the information with an understanding that it will stay confidential.

The grant agreement will include any specific requirements about special categories of information collected, created or held under the grant agreement.

## 13.4 Freedom of information

All documents in the possession of the Australian Government, including those about the Program, are subject to the *Freedom of Information Act 1982 (FOI Act)*.

The purpose of the FOI Act is to give members of the public rights of access to information held by the Australian Government and its entities. Under the FOI Act, members of the public can seek access to documents held by the Australian Government. This right of access is limited only by the exceptions and exemptions necessary to protect essential public interests and private and business affairs of persons in respect of whom the information relates.

All Freedom of Information requests must be referred to the Freedom of Information Coordinator in writing.

By mail:           Freedom of Information Coordinator  
                      The Department of Social Services  
                      Government and Executive Services Branch  
                      GPO Box 9820  
                      Canberra ACT 2601

By email:         [foi@dss.gov.au](mailto:foi@dss.gov.au)

## 14. Consultation

The Department of Social Services undertook a review of the program, which included an independent evaluation that was conducted by the UNSW Social Policy Research Centre. The evaluation involved significant consultation with the sector, including interviews with peak bodies, a survey of all current funded service providers, and in selected locations. Focus groups were also held with clients, a range of service providers and community organisations. The final evaluation report is now available on the Department of Social Services' [website](#).

Consultations on the form of the SETS grant program were also undertaken in several locations with over 100 service providers. Consultations were undertaken from 29 November 2017 to 5 December 2017. The Department sought feedback on a discussion paper that is also available on the Department's website.

Feedback received as part of the consultation process has informed these guidelines.



## 15. Glossary

| Term                 | Definition  |
|----------------------|---|
| Activity Work Plan   | All providers funded under SETS will be required to have an Activity Work Plan. Activity Work Plans will be developed in consultations with Grant Agreement Managers using a standardised template. It is expected that Activity Work Plans will be based on the activities outlined in service providers' applications for funding.  |
| assessment criteria  | The specified principles or standards against which applications will be judged. These criteria are also used to assess the merits of proposals and, in the case of a competitive granting activity, to determine applicant rankings.   |
| commencement date    | The expected start date for the grant activity.   |
| completion date      | The expected date that the grant activity must be completed and the grant spent by.   |
| Commonwealth entity  | A Department of State, or a Parliamentary Department, or a listed entity or a body corporate established by a law of the Commonwealth. See subsections 10(1) and (2) of the PGPA Act.   |
| date of effect       | This will depend on the particular grant. It can be the date in which a grant agreement is signed or a specified starting date. Where there is no grant agreement, entities must publish information on individual grants as soon as practicable.   |
| decision maker       | The person who makes a decision to award a grant.   |
| eligible clients     | Eligible Clients are listed at 1.4.2 Target Clients: <ul style="list-style-type: none"> <li>• humanitarian entrants</li> <li>• family stream migrants with low English language proficiency</li> <li>• dependants of skilled migrants in rural and regional areas with low English language proficiency</li> <li>• selected temporary residents (Prospective Marriage and Provisional Partner visa holders and their dependants) in rural and regional areas with low English.</li> </ul> |
| eligibility criteria | The mandatory criteria which must be met to qualify for a grant. Assessment criteria may apply in addition to eligibility criteria.   |
| grant                | A grant is an arrangement for the provision of financial assistance by the Commonwealth or on behalf of the Commonwealth: <ol style="list-style-type: none"> <li>a) under which relevant money or other CRF money is to be paid to a grantee other than the Commonwealth</li> <li>b) which is intended to help address one or more of the Australian Government's policy outcomes while assisting the grantee achieve its objectives.</li> </ol>  |
| grant activity       | Is the project/tasks/services that the Grantee is required to undertake with the grant money. It is described in the Grant Agreement.   |
| grant agreement      | A grant agreement sets out the relationship between the parties to the agreement, and specifies the details of the grant.   |

| Term                                   | Definition   |
|--|--|
| grant opportunity                      | Refers to the specific grant round or process where a Commonwealth grant is made available to potential grantees. Grant opportunities may be open or targeted, and will reflect the relevant grant selection process.  |
| grant program                          | May be advertised within the 'Forecast Opportunity' (FO) section of <a href="#">GrantConnect</a> to provide a consolidated view of associated grant opportunities and provide strategic context for specific grant opportunities   |
| grantee                                | An individual/organisation that has been awarded a grant.  |
| Humanitarian Settlement Program (HSP)  | <p>The HSP provides support to humanitarian entrants to build the skills and knowledge they need to become self-reliant and active members of the Australian community. The HSP is designed to work in combination with other settlement and mainstream services. It has a strong focus on assisting clients to learn English and gain necessary education and employment skills in recognition that positive outcomes in these areas help humanitarian entrants to integrate into Australian life. Exit from the HSP is based on clients achieving settlement outcomes identified in case management plans that are tailored to address individual needs. For most clients, these outcomes will be reached within six to 18 months of entering the HSP.</p> <p>Clients can be referred to SETS at any point during their time in the HSP. However, services accessed by clients under SETS must complement those available under the HSP, not duplicate them.</p>   |
| HSP Specialised and Intensive Services | <p>SETS clients may be eligible for Specialised and Intensive Services under the HSP. To be eligible, a person should hold one of the following visa types: Refugee, Special Humanitarian Program, Permanent protection or temporary protection.</p> <p>A person is eligible for HSP Specialised and Intensive services for up to five years after their arrival in Australia. Flexibility may be shown to this timeframe and other visa subclasses in exceptional circumstances.</p> <p>Eligibility is assessed based on a person displaying an inability to independently engage with appropriate supports, and the person being impacted by one or more of the following:</p> <ul style="list-style-type: none"> <li>• disability</li> <li>• health needs that are severe, critical, long term and/or unmanaged</li> <li>• mental health issues that significantly impact daily life</li> <li>• homelessness or housing instability</li> <li>• domestic and family violence</li> <li>• child and youth welfare concerns.</li> </ul> <p>Issues may significantly impact daily life and settlement outcomes, and may result in family and/or relationship breakdown, behavioural concerns, social isolation, financial hardship and/or legal issues.</p> <p>Further detail on making a referral to HSP Specialised and Intensive Services is available on the Department's <a href="#">website</a>.</p> |

| <b>Term</b>                  | <b>Definition</b>   |
|------------------------------|---|
| New and Emerging Communities | A very diverse group, new and emerging communities almost always come from a refugee or other humanitarian background. They are small in number compared to the more established communities and most of their members are new arrivals to Australia, coming from countries in the Middle East, Southwest Asia, Central Asia and Africa. They can have limited or no English language skills and often lack established networks, support systems, community structures and resources. <sup>13</sup>  |
| PBS Program                  | Described within the entity's Portfolio Budget Statement, PBS programs each link to a single outcome and provide transparency for funding decisions. These high-level PBS programs often comprise a number of lower level, more publicly recognised programs, some of which will be Grant Programs. A PBS Program may have more than one Grant Program associated with it, and each of these may have one or more grant opportunities   |
| selection criteria           | Comprise eligibility criteria and assessment criteria.  |
| selection process            | The method used to select potential grantees. This process may involve comparative assessment of applications or the assessment of applications against the eligibility criteria and/or the assessment criteria.  |
| service area                 | In a grant agreement, the 'service area' sets out where an organisation will work, the communities it will work with and where most of its clients will be drawn from. When completing a grant application, you will need to select the combination of Statistical Areas which best reflects the area you intend to service. The ABS Census mapping tool provides information about Statistical Areas and allows you to compare against other boundaries such as postcode. SETS service providers must deliver services in areas that, at minimum, cover a <a href="#">Statistical Area Level 2</a> . |
| warm referral                | A caseworker actively assists a client/s to access another service. For example, the referring organisation makes an appointment with the other service on the client's behalf, and asks the other service to make contact with the client/s. The referring organisation, with the client/s' consent, provides the referral organisation with relevant information that it has about the client or with its professional assessment of the client's needs.  |
| youth                        | The SETS program defines youth as 12 – 25 year olds <sup>14</sup> .   |

<sup>13</sup> FECCA website.

<sup>14</sup> National Youth Settlement Framework: [www.myan.org.au](http://www.myan.org.au)

# Attachment A

Section 1: Types of Services and Support under the National Settlement Framework

Section 2: Types of Services and support for Youth

Section 3: Links and collaboration with other agencies

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## Section 1: Types of Services and Support under the National Settlement Framework<sup>15</sup>

### 1.1 Education and Training

SETS - Client Services activities may include the following:

- Develop awareness and understanding of the Australian educational system requirements including enrolment, compulsory attendance, school curriculum and other requirements of an age-based education system.
- Provide support outside of school hours including homework or home tutoring schemes, reinforcing classroom teaching, and support to remain engaged in education.
- Assist young people of post-compulsory school age to engage in alternative education, training and employment options including apprenticeship and traineeship opportunities or tertiary education, and referral to appropriate education, training and employment providers.
- Undertake early intervention approaches to retain students at risk of disengagement including referral to community learning, mentoring programs, counselling services, and highlighting the importance of education in gaining employment.

### 1.2 Facilitating English acquisition and access to Language Services

SETS does not fund English language training, rather it supports the acquisition of English language skills. SETS - Client Services activities may include:

- Reinforcing the value of utilising English language classes, including awareness of available English language programs, how to access them and the importance of regular attendance.
- Opportunities to practice English skills in group work, conversational and practical settings.
- Referral to the Adult Migrant English Program (AMEP), the Skills for Education and Employment (SEE) program and/or other suitable programs, and support to remain engaged.
- Information on the availability of interpreting and translation services and how to access these.

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<sup>15</sup> As referred to in Section 1.4.3 Expected Deliverables, of the SETS – Client Services Grant Opportunity Guidelines.

### **1.3 Employment**

Appropriate SETS - Client Services activities may include providing information on:

- Suitable employment readiness programs to improve employment outcomes, including orientation to work, job searching and applying for jobs, preparing resumes and responses to selection criteria, interview techniques, workshops, and advice on suitable workplace attire.
- Access to coaching, mentoring programs, career advice, pre-vocational training, bridging courses and work experience opportunities.
- Information about point of access for overseas skills/qualifications recognition.
- Information about Australian workplace systems and culture, including rights and responsibilities in the workplace, occupational health and safety practices, recruitment practices and the importance of reporting earnings to the Australian Tax Office and Centrelink.
- Success stories of pathways/outcomes for humanitarian entrants in employment including information on work experience placements, internships and volunteering.
- Encouraging career counselling or advice to assist people in choosing a realistic career path and pursuing appropriate educational, training and work experience opportunities.
- Information and support to access mainstream employment providers or other employment agencies.

### **1.4 Housing**

SETS - Client Services activities may include:

- Information on realistic housing options to manage expectations of housing affordability.
- Housing support services including how to apply for public housing, forms assistance, how to interact with real estate agents and how to secure rental accommodation.
- Information on tenancy rights and responsibilities and tenant obligations (including property maintenance, budgeting skills to manage rental payments, bond deposit and recovery, understanding lease agreements including consequences of late rental payments or breaking a lease agreement).

### **1.5 Health and Wellbeing**

SETS providers are not funded to provide medical assistance or advice, or to provide counselling services. However, SETS - Client Services activities may include:

- Promoting an understanding of the Australian health system (including Medicare and the Pharmaceutical Benefits Scheme), emergency and ambulance services, the difference between general practitioners and specialists, medical documentation including immunisation history, and disability support services (including pensions).
- Mental health issues, accessing appropriate counselling services, including torture and trauma and psychological services.
- Targeted education on health issues for specific groups (particularly women and young people) on key topics.

## **1.6 Family and Social Support**

SETS does not fund organisations to provide specialist counselling services. However, SETS - Client Services activities may include casework and the provision of information, advice, advocacy, referral and group information on:

- Mainstream services that provide early intervention workshops regarding parenting, family or gender roles, family relationships and intergenerational conflict, rights and obligations under Australian law.
- Appropriate specialist counselling services including culturally-appropriate and specific family mediation, information and support.
- Groups that provide social support, such as men's, women's or parenting groups.
- Programs for newly arrived youth that explore rights and responsibilities, and cultural orientation in Australia, providing the opportunities for young people to express themselves and build peer support networks.
- In cases of family conflict, information about legal issues and the roles of police and courts, Australia's family law provisions and the role of child protection agencies.

## **1.7 Transport**

SETS - Client Services activities may include providing information, advice and group information on:

- Using public transport or bicycles, reading maps, public transport timetables, purchasing tickets, navigating stations or bike paths, etc.
- Obtaining a driver's license, the use of driving instructors and driving programs, and licence laws.
- Obtaining a vehicle, the rights and responsibilities of vehicle ownership including registration requirements and the importance of having appropriate insurance in the case of accidents or theft.
- Road rules and road safety, both for pedestrians and drivers.

## **1.8 Civic Participation**

Activities under SETS aim to connect new arrivals to communities and should focus on assisting individuals and building the capacity of newly arrived communities to work together toward common goals, promote their culture to Australian society in a positive way and welcome and assist new migrants. Appropriate SETS - Client Services activities may include:

- Assistance to help new arrivals make social connections.
- Assisting people interested in participating in their community to identify community issues and services as they relate to their interests and capabilities.
- Consulting with communities and assisting them to develop plans to help address their needs, for example, educating children of their cultural heritage or establishing a cultural centre.
- Assisting migrants to access local community activities and organisations, such as sporting or social clubs, school parent associations or volunteering.
- Referring new migrants to existing support groups to decrease social isolation and increase interaction with other communities (e.g. cultural/historical excursions, multicultural cooking groups, men's sheds, etc.).

- Providing mentoring and training to community leaders or ethno-specific organisations.

## 1.9 Justice

Appropriate SETS - Client Services activities may include casework, providing referrals to legal services and providing information about:

- Australia's legal framework, government systems, court proceedings, accessing legal representation and key justice agencies.
- Improving relations between migrants and law enforcement and justice workers (for example, police, protection workers, etc.) through cross-cultural training.
- Australian law, including information on a range of issues such as spouse abuse and domestic violence (including apprehended violence orders), family law issues including divorce and child protection legislation and child labour laws, legal aid and administrative law issues.
- Legal issues relating to private rental and public housing.

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## Section 2: Types of Services and support for Youth <sup>16</sup>

Young people need a targeted approach to ensure their needs are met in the settlement context. Adult models of service delivery cannot simply be applied to the youth cohort in order to achieve good settlement outcomes. The [National Youth Settlement Framework](#) sets out eight good practice capabilities that should inform a youth-focussed approach in settlement services. These are:

- Cultural competency
- Youth-centred and strengths-based
- Youth development and participation
- Trauma-informed
- Family-aware
- Flexibility and responsiveness
- Collaboration
- Advocacy.

The needs of young people who would benefit from SETS support will vary from low, or medium to high. Some may have multiple and more complex needs, while others (with more developed skills, knowledge and networks) will have low needs. Need will vary depending on age, life experience, aspirations, family structures, peer networks, previous support received and length of time in Australia.

Appropriate SETS - Client Services activities will include providing both individual case support and group-based activities. These services may include, but are not limited to:

- Delivering programs that encourage personal well-being, this may include activities to support positive inter-generational relationships, positive self-esteem, identifying goals for the future and pathways to realise them, and development of life skills including budgeting, managing finances and expenses, accessing health care and income support, navigating public transport, grocery shopping, as well as communication and interpersonal skills, study skills.

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<sup>16</sup> As referred to in Section 1.4.3 **Expected Deliverables**, of the SETS – Client Services Grant Opportunity Guidelines.

- Providing opportunities to acquire English language skills by building a young person's skills and capacity to engage in intensive English language services.
- Providing assistance to engage in pathways towards employment, education and/or training that may include support to participate in formal education or training and/or employment programs that offer skills to develop job seeking capabilities.
- Providing young people with access to positive peer networks.
- Assistance to develop bridging links with inter-ethnic networks and bonding through intra-ethnic networks. This may include providing opportunities to participate in sports, cultural, or employment preparation group activities for young people from similar backgrounds; and group activities for those from different backgrounds.
- Providing activities that support civic participation such as providing linkages to volunteering opportunities.

A range of strategies can help service providers address the challenges faced by young clients in the program, such as:

- Support available to young people will be strengthened if providers can work together, learn from each other and ensure services are not duplicated. This will also support referral pathways and continuum of support so that young people's needs are addressed at all stages of their settlement journey.
- Partnerships are a key to the delivery of effective youth settlement services. Projects may commence with some program partners already in place, but identifying and entering new partnerships is a key to remaining flexible and adaptable to emerging needs and opportunities.
- Providers should engage with local employer and training provider representatives to explore links for participants into local labour markets and increase the options for young people's economic participation.
- Provider partnerships with schools can provide additional support services for enrolled students. Strategic placement of youth settlement transitions workers in local schools, colleges and TAFEs can all evolve from an initial partnership.

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### **Section 3: Links and collaboration with other agencies <sup>17</sup>**

Key stakeholders are integral to providing holistic and quality services. An important characteristic of delivering a quality service is the capacity to establish and maintain partnerships and links with other agencies.

Active involvement of key stakeholders can strengthen collaboration between services and within communities to act as a pathway for improved service delivery.

Service providers delivering SETS - Client Services should prioritise working relationships with organisations delivering similar programs to avoid duplication of effort, develop strong referral pathways, enable collaborative casework strategies, and build effective cross-sector capacity to support the target group.

These relationships can provide valuable information on issues including referral processes, client needs, local issues, community feedback and approaches or gaps in service delivery.

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<sup>17</sup> As referred to in Section 1.4.3 **Expected Deliverables**, of the SETS – Client Services Grant Opportunity Guidelines.



Activities that can be undertaken include:

- collaborating to support individuals
- integrating service delivery
- networking with existing agencies (or building new networks) to identify issues and address gaps and barriers in local service delivery.

Effective collaboration by providers includes the opportunity to:

- participate in inter-agency groups, committees and forums to work on issues of common concern
- collaborate in joint ventures with agencies working with the same target group or issues of concern
- collaborate in local community gatherings or state based forums
- develop positive working relationships with government agencies
- exchange ideas and knowledge.

Key stakeholders are those with whom the service provider interacts during service delivery, and the agencies providing incoming and outgoing referrals. Service providers should establish good working relationships with other agencies, including:

- HSP providers
- AMEP providers
- *jobactive* providers
- Community Hubs
- schools
- Centrelink, including Multicultural Service Officers
- community services and non-governmental organisations
- youth services
- accommodation and/or refuge services
- charitable organisations
- state/territory youth social and community services departments and other government departments
- local governments (including maternal child health and other relevant services)
- police, juvenile justice and legal services
- counselling services
- cultural, recreational and/or sporting groups
- community elders, young people, families and other community groups.