# Questions and Answers
# Settlement Engagement and Transition Support (SETS) program – Client Services

### 1. What is the closing time and date for applications?

Applicants must submit their applications by **2.00 PM (AEST) on 26 June 2018**. The Department recommends that applicants submit their applications **well before the closing time and date**.

### 2. If I am not able to submit my application by the due time and date, can I be granted an extension?

In accordance with section 7.2 of the Grant Opportunity Guidelines, if an application is late, or an applicant requests the Community Grants Hub to approve a lodgement after the closing time and date, the Community Grants Hub will apply its late application policy, which is available on the Community Grants Hub website.

### 3. How much funding is available for this Program?

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 (this is for both components, SETS - Client Services and SETS - Community Capacity Building).

The amount of funding available for SETS - Client Services is up to $150 million (GST exclusive).

### 4. Is the funding on-going?

The funding provided under the SETS - Client Services grant opportunity will run over three-and-a-half years from January 2019 to June 2022.

### 5. Why have changes been made to the Settlement Grants program?

A review of Settlement Grants was undertaken in 2017. The review included an independent evaluation conducted by the UNSW Social Policy Research Centre (SPRC).

The evaluation considered the program's appropriateness, effectiveness and efficiency. Findings from the evaluation indicated the program was working well, however there were some aspects that could be improved. Areas for enhancement included:

- clarification of objectives and outcomes in program guidelines
- tightening up service components
- determining the most appropriate level of service to reflect a needs based approach, with a clear focus on the most vulnerable clients.

A discussion paper was published on the Department's website and provided the basis for stakeholder consultations held in late 2017.

The Department has taken the recommendations from the evaluation and key issues raised at the consultations into consideration in the final design of the SETS program.

### 6. The four service streams under Settlement Grants are not part of the new SETS program. Why is this?

The independent evaluation of Settlement Grants found some overlap in the services provided under the four service streams and identified benefits if these were collapsed into two activity streams with one stream that focuses on individual supports and a second stream that focuses on community-based support. The SETS program structure of two components, Client Services and Community Capacity Building, addresses this finding.

### 7. Do all applications have to include services targeting youth?

No. You need to provide information about vulnerable clients that you plan to deliver services to, which may include youth depending on the demographics in the nominated service delivery location. You may determine target clients based on the demographic information provided in the Settlement Information Reports. Youth may not be identified as a priority group in all service areas.

The Settlement Information Reports are available as part of the grant documentation for SETS Client Services on the GrantConnect and Community Grants Hub websites.

### 8. Can I apply for both the Client Services and Community Capacity Building SETS components?

Yes. You can apply for both the Client Services and Community Capacity Building components. The Department has separate grant opportunities and separate selection processes for the two components, so applicants must apply for each component separately on the correct application forms.

### 9. Why do I have to submit two separate applications?

Two separate applications are required in order to adhere to the whole-of-government Grant Opportunity Guidelines and to allow for fair and equitable assessment of both components. You can copy information from one application form to the other if you are preparing two separate applications.

### 10. Where can I get information about SETS - Client Services?

The SETS - Client Services Grant Opportunity Guidelines provides comprehensive information about this component of the SETS program. The Grant Opportunity Guidelines are available as part of the grant documentation for SETS - Client Services on the GrantConnect and Community Grants Hub websites.

### 11. When will I know the outcome of my application?

You will be notified of the outcome of your application at the end of the selection process. For probity reasons, to treat all applicants fairly and equally, it is not possible to give you information about the status of individual applications during the selection process.

### 12. Will you contact me if there are problems/questions about my application?

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.

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.

### 13. Can I appeal the decision in relation to the outcome of a selection process?

No. In accordance with section 8.2 of the Grant Opportunity Guidelines, there is no appeal mechanism for decisions to approve or not approve a grant.

### 14. Can I submit more than one application for one SETS component?

In accordance with section 7.1 of the Grant Opportunity Guidelines for each SETS component, the Department will accept only one application per applicant. If you submit more than one application, the Department will only consider the most recent application submitted to the grant opportunity before the closing date and time.

### 15. How can I determine the service delivery areas for my application?

The geographical areas used to determine service areas will be the Statistical Area levels that are set by the Australian Bureau of Statistics (ABS) and can be found in the Australian Statistical Geography Standard (ASGS) 2011. You can find general information about the ASGS on the ABS's Geography page and a summary of the ASGS structure.

When completing a grant application, you will need to select the combination of Statistical Areas that best reflects the area/s 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 areas must cover a Statistical Area Level 2 (SA2) minimum, however applicants can select SA3s, SA4s, states or territories in their application forms if these geographical areas more accurately represent their intended service delivery areas.

### 16. How should I determine estimated client numbers to assist with cost estimates for service delivery?

To assist providers prepare their funding proposal, the Department has developed Settlement Information Reports that provide detailed statistical information on the SETS Target Groups. These reports are available as part of the grant opportunity documentation for SETS Client Services on the GrantConnect and Community Grants Hub websites.

### 17. For the breakdown of the proposed grant funding by chosen coverage type/s, do I provide proposed grant funding for six months only for 2018-19

The proposed grant funding for 2018-19 should only include an amount for six months from January 2019 to June 2019.

### 18. What is the Data Exchange?

The Department has implemented improved program performance reporting processes in new grant agreements through the Data Exchange. The Data Exchange applies to most client-based programs in the Department and some other government agencies, and will progressively introduce standardised, prioritised and collaborative reporting processes.

Performance information (e.g. client characteristics and service delivery information) will be required to be collected by service providers at the client level and entered directly into the Data Exchange. Participation and completion of Data Exchange Partnership Approach data, including the extended migration data set and SCORE data reporting will be mandatory for SETS service providers.

### 19. Do I need to be a former Settlement Grants provider to apply?

No. All applicants that meet the eligibility requirements of SETS - Client Services may apply.

### 20. I'm applying on behalf of a consortium. Can I identify more than 10 members of a consortium in my application form?

The application form allows applicants to identify up to 10 consortium members only. If you are applying on behalf of a consortium that has more than 10 members, please send an email to support@communitygrants.gov.au that includes:

- The details of all consortium members, including the 10 members that you have identified in your application form. For each additional member, please provide the same details that are requested in the application form.
- The name of the grant opportunity that you are applying for.
- The **Submission Reference ID** of your application form.

### 21. What is a lead organisation?

If you submit a joint application as a consortium, you must nominate a lead organisation for the application. The lead organisation for the project will, if your application is successful, sign the Grant Agreement, receive the funding and assume legal responsibility for performing the activities and meeting the outcomes under the Grant Agreement.

A lead organisation must be a legal entity as listed in section 3.1.1 of the Grant Opportunity Guidelines.

### 22. Would the Department prefer a consortia (joint) approach?

Applications submitted from individual organisations will be neither preferred nor disadvantaged over applications from consortia. Applications will be considered on their merits, based on:

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

### 23. Where do I get information about what to include in my application to address the assessment criteria?

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. Information that you should include in your responses to the assessment criteria is provided under each assessment criterion in Section 6 of the SETS – Client Services Grant Opportunity Guidelines.

### 24. Are any attachments to the application required?

Yes, you must submit a budget with your application; you may choose to use the budget template provided by the Department as part of the grant opportunity documentation on the GrantConnect and Community Grants Hub websites.

In addition to a budget, applicants should also attach financial statements for the 2015-16 and 2016-17 financial years, inclusive of profit and loss statements and balance sheets. If possible, these statements should include signed audit reports. In accordance with section 7.4 of the Grant Opportunity Guidelines, applicants that cannot provide financial statements or are not required to provide financial statements should attach the Department's *Attachment in place of* *financial statements* document, which is available as part of the grant opportunity documentation on the GrantConnect and Community Grants Hub websites.

The budget and the financial statements or *Attachment in place of financial statements* document are the only financial information that should be attached to the application.

### 25. How should Social and Community Service supplementation (SACS) be treated in the application?

Applicants applying for funding 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.

### 26. Why do I need to factor in costs for translating and interpreting services into my grant application?

Under Australia's Multicultural Access and Equity Policy, all government funded programs must be accessible to people from culturally and linguistically diverse (CALD) backgrounds. This includes access to translated material or interpreters as necessary.

All grant recipients must ensure that any services provided meet the Multicultural Access and Equity Policy. Therefore, you should consider how your services will be accessible to people from CALD backgrounds and, where translating or interpreting services will be required, factor these costs into your grant application.

### 27. How do I determine the cost of translating and interpreting services in my grant application budget?

The questions listed in the Translating and Interpreting Services costing tool, in the grant opportunity documentation pack on the GrantConnect and Community Grants Hub websites, will help you to consider your client base, the language services you may require and how to project a budget allocation for these language services.

### 28. Can grant recipients access the Free Interpreting Service?

The Free Interpreting Service (FIS) provides equitable access to key services, which are not government funded, for people with limited or no English language proficiency.

As the SETS - Client Services is a government funded program, grant recipients will not be eligible to access the FIS. Therefore, it is important that you incorporate the cost of language services into your grant application.

### 29. What does the term "Program Guidelines" in the application form refer to?

The "Program Guidelines" refer to the SETS – Client Services Grant Opportunity Guidelines.

### 30. Where should I go for further information?

Please email your enquiries to support@communitygrants.gov.au or call the Community Grants Hub on 1800 020 283.

New questions and answers added 24 May

### 31. Why are there some Statistical Area Level four (SA4) regions missing from the Settlement Information Reports?

SETS is a national program. Some SA4s were mistakenly omitted from the New South Wales, Victoria and Queensland Settlement Information Reports. The Department is working to rectify this issue, and will provide updated reports for these states. The ACT Settlement Information Report will also be amended to reflect these updates. An addendum will be issued once these reports are available.

### 32. Can these grants be used for delivering services to people seeking asylum within their first five years in Australia or are people seeking asylum excluded?

Asylum seekers are not eligible for services provided under the SETS – Client Services.

Target clients are listed at 1.4.2 (page 10) of the SETS – Client Services Grant Opportunity Guidelines.

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.

Eligible clients must be **permanent residents**, with the exception of selected temporary residents indicated above.

### 33. Can a consortium lead organisation submit one separate application per state or territory per SETS stream?

As per Question 14 of the Question and Answer document, and 7.1 (page 20) of the SETS – Client Services Grant Opportunity Guidelines, the Department will accept only one application per applicant. If you submit more than one application, the Department will only consider the most recent application submitted to the grant opportunity before the closing date and time.

The requirement for one application per organisation is consistent with previous grant rounds for settlement activities. This approach reduces the administrative burden for applicants in preparing multiple applications.

A lead organisation for a consortium applying to deliver services in multiple states or territories can only submit one application. A separate application can be submitted if a different lead organisation is nominated.

### 34. Where a lead organisation in a consortium makes one application across various geographic areas in a particular state, can the Department award funding to only some of those geographic areas and not all areas applied for?

Section 2 (page 15) of the SETS – Client Services Grant Opportunity Guidelines states that the amount of funding provided to applicants will be determined based on the service areas applied for, numbers of potential client groups, the circumstances of the proposed support to be provided, and the Department's program priorities. In some cases, the Department may decide not to award funding to all the areas applied for in an application.

### 35. Will the Department negotiate with a successful applicant to award funding for geographic areas not applied for?

While the Department will not typically award funding to a successful applicant for geographic areas not applied for, in some cases it may be necessary to negotiate service areas to ensure the SETS program has adequate national coverage.

New question and answer added 25 May

### 36. Can consortium members access the Free Interpreting Service?

As stated in Question 28 of the SETS - Client Services Question and Answer document, as the SETS - Client Services is a government funded program, grant recipients will not be eligible to access the Free Interpreting Service (FIS). This policy extends to consortium members. Therefore, it is important that the lead organisation of a consortium incorporates the cost of language services into the budget for the grant application.

New questions and answers added 7 June

### 37. Do potential subcontractors need to be named in the application, if they are a party to the application?

Applicants who determine that service delivery is best achieved through the use of subcontractors, are required to provide the details of each subcontractor in their application form. For the purpose of the SETS - Client Services program, the Department considers sub-contracting arrangements to be managed as per consortium arrangements, as outlined in Section 7.5 of the SETS – Client Services Grant Opportunity Guidelines. Please also refer to Question 20 of the SETS – Client Service Question and Answer.

### 38. Can a proposed subcontractor also be a subcontractor noted as a party adjoining a competing bid?

A proposed sub-contractor or consortium member can be a party to more than one application, including competing applications.

### 39. Is the Department able to provide information on the volume of clients expected to access the SETS Program? For example, expected numbers of clients and hours of support that would be expected as a deliverable under the SETS program.

The Settlement Information Reports made available with the round provide data on the number of SETS eligible clients residing in SA4 regions, however the nature of the SETS program means it is not possible to predict the take-up rates of SETS services into the future.

As part of the Evaluation of the Settlement Grants program conducted in 2017, program take-up rates were examined. For further information, please refer to Section 3.2 and Appendix J of the Evaluation Report, available on the DSS website.

New questions and answers added 12 June

### 40. Please clarify how DSS will apply indexation or increases in costs to funding granted to providers under this Grant Opportunity, ie will CPI be applied to future years funding?

Applicants need to include any anticipated increases in costs in the out-years as appropriate as part of the budget which must be attached to the application (See 7.4 of the SETS – Client Services Grant Opportunity Guidelines). Anticipated increases in costs may include estimated changes in costs for CPI.

Additional funding for increases in costs will not be separately applied by the Department as part of the agreement negotiation process or as future supplementation.

### 41. Please clarify the references to torture and trauma counselling services in relation to the Guidelines (section 4.2) and Attachment A 1.5.

SETS – Client Services grant funding cannot be used to provide specialist counselling services including for example torture and trauma counselling. SETS funding is to be used to assist clients to access appropriate counselling services as required, ie through referral to specialist services.

### 42. Does the Criterion 4 first dot point “Experience developing and delivering grant activities” refer to:

- **any DSS Grant Activities,**
- **only /settlement related Grant Activities such as Settlement Grants activity,**
- **non-government funded activities (e.g a self-funded program that works with refugees to help them gain a driver’s licence), or**
- **all of the above?**

Responses to Criterion 4 “Experience developing and delivering grant activities” could include all of the examples provided, relating to client cohorts with similar characteristics or vulnerabilities to the SETS Target Groups and/or other activities.

### 43. Is there provision to attach letters of support to the application?

There is no provision to attach Letters of Support to the Application. The Department will only accept and consider attachments to the application form that are requested in Section 7.4 of the SETS Grant Opportunity Guidelines.

The application allows for the applicant to nominate referees. As per Section 8.1 of the SETS Grant Opportunity Guidelines - the expert panel may seek information about your entity or your application from your nominated referees or from other sources.

### 44. Is the Department able to provide specific data and projections on any existing and projected/anticipated numbers of eligible clients?

The Department has produced Settlement Information Reports that provide data on existing eligible clients. The reports are based on point in time data. These Reports are available as part of the suite of Grant Opportunity documentation. The Department is unable to provide data on the number of clients that will be eligible for the SETS program in the future, however it is expected that trends will remain consistent with previous years.

### 45. Is the Department able to provide information on the number of Full Time Equivalent (FTE) hours to be budgeted for low and medium level support?

Guidance is not available on the number of FTE hours to be budgeted for the provision of low and medium casework support. This should be based on an estimation by the applicant, based on experience in providing similar services for the target client group or based on experience in providing similar services for a cohort with similar vulnerabilities.

### 46. Is the Department able to provide information on the minimum number of clients to be supported under each project?

There is no minimum number of clients to be supported under a project.

### 47. How does the Department take into account the geographical complexity of working in rural/regional areas?

As per Section 2 (page 15) of the SETS – Client Services Grant Opportunity Guidelines, 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. As part of this assessment, consideration will be given to the delivery of services in rural and regional areas.

New question and answer added 20 June

### 48. I'm completing my budget but I'm waiting on Translating and Interpreting Services National to provide information that will help me determine costs for translating and interpreting services. I don't know if I'll receive this information before the application period closes. What do I do?

Applicants should provide their budget information to the best of their knowledge with their application by the closing date of 26 June 2018. Following the close of the round, the Community Grants Hub will contact all applicants to confirm the budget information for the translation and interpreting services is correct. At this time an opportunity will be provided for applicants to update the translating and interpreting budget item only if required.

New question and answer added 21 June

### 49. Can applicants apply to facilitate the Community of Practice, referred to at page 8 of the SETS – Client Services Grant Opportunity Guidelines?

Facilitation of the Community of Practice is not within the scope of the current SETS – Client Services grant opportunity.