Settlement Engagement and Transition Support (SETS) – Client Services Grant Opportunity Guidelines
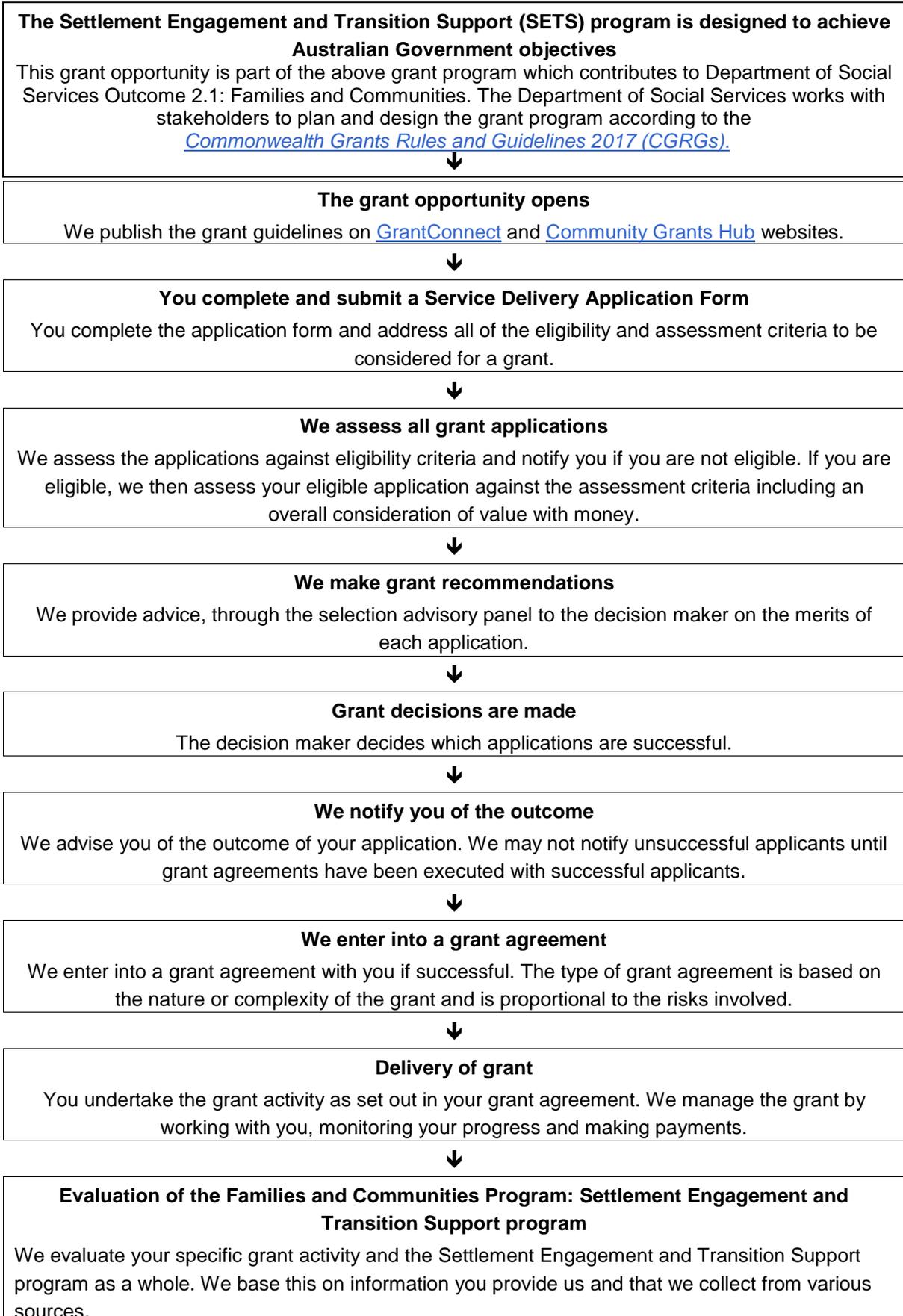
Opening date:	29 March 2019
Closing date and time:	11:00pm AEST on 18 April 2019
Commonwealth policy entity:	Department of Social Services
Administering entity	Community Grants Hub
Enquiries:	If you have any questions, contact Community Grants Hub Phone: 1800 020 283 Email: support@communitygrants.gov.au Questions should be sent no later than 5:00pm AEST on 12 April 2019
Date guidelines released:	29 March 2019
Type of grant opportunity:	Closed non-competitive

Contents

1. Settlement Engagement and Transition Support (SETS): Client Services Processes

The Settlement Engagement and Transition Support (SETS) program is designed to achieve Australian Government objectives
This grant opportunity is part of the above grant program which contributes to Department of Social Services Outcome 2.1: 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 2017 (CGRGs).

⬇

The grant opportunity opens

We publish the grant guidelines on GrantConnect and Community Grants Hub websites.

⬇

You complete and submit a Service Delivery Application Form

You complete the application form and address all of the eligibility and assessment criteria to be considered for a grant.

⬇

We assess all grant applications

We assess the applications against eligibility criteria and notify you if you are not eligible. If you are eligible, we then assess your eligible application against the assessment criteria including an overall consideration of value with money.

⬇

We make grant recommendations

We provide advice, through the selection advisory panel to the decision maker on the merits of each application.

⬇

Grant decisions are made

The decision maker decides which 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 enter into a grant agreement with you if successful. The type of grant agreement is based on the nature or complexity 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 your specific grant activity and the Settlement Engagement and Transition Support program as a whole. We base this on information you provide us and that we collect from various sources.

1.1   Introduction

These guidelines contain information for the Settlement Engagement and Transition Support (SETS) – Client services grants.

You must read these guidelines before filling out an application.

This document sets out:

- the purpose of the grant program/grant opportunity

- the eligibility and assessment criteria

- how grant applications are considered and selected

- how grantees are notified and receive grant payments

- how grantees will be monitored and evaluated

- responsibilities and expectations in relation to the opportunity.

This grant opportunity and process will be administered by the Community Grants Hub on behalf of the Department of Social Services.

2.   About the grant program

Settlement Services overview

SETS – Client Services is an element of Settlement Services under the Families and Communities Program. The Families and Communities Program aims to strengthen relationships, improve well-being of children and young people, reduce the cost of family breakdown, strengthen family and community functioning and help the settlement of migrants and humanitarian entrants in the community.

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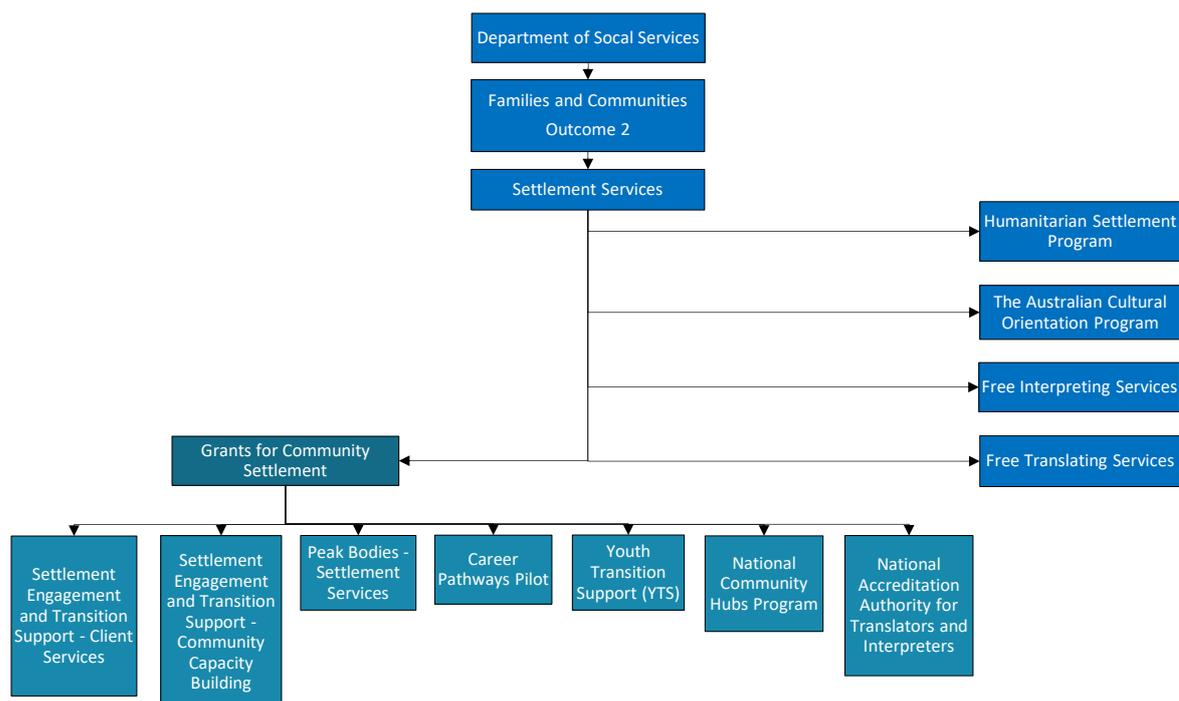
One component of Settlement Services is grants for Community Settlement. The Settlement Engagement and Transition Support (SETS) program is a sub-component of grants for Community Settlement.

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. Clients are eligible to receive SETS and HSP services simultaneously. SETS and HSP Service Providers should work together to ensure that the services they provide do not duplicate each other and that the client's settlement needs are addressed holistically.

The SETS program consists of two components[1]:

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

These guidelines contain information about SETS - Client Services grants.

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

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[1] Further strategic information about SETS is available in a Forecast Opportunity on GrantConnect.

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[2] 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 Department of Education and Training's Adult Migrant English Program (AMEP) and the Department of Jobs and Small Business' jobactive services.

SETS 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 SETS 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 Community Grants Hub administers the program according to the *Commonwealth Grants Rules and Guidelines 2017* (CGRGs).

2.1   About the SETS – Client Services grant opportunity

The SETS – Client Services grants are part of the Settlement Services program. SETS – Client Services aims to meet the diverse needs of humanitarian entrants and other vulnerable migrants. It

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[2] Refer to *Glossary* for definition.

does this by facilitating collaboration and building partnerships across settlement services and other relevant organisations, and by fostering innovative support services.

SETS - Client Services are delivered to eligible clients in their first five years living 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 within the eligible categories is youth. 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 – Client Services grant opportunity. The documents detail statistical information specific to the SETS - Client Services Target Groups in each state and territory.

The objectives of SETS – Client Services are to:

- Equip and empower eligible clients and communities with the knowledge and skills to identify, understand and take action to address identified settlement needs
- Improve social participation, economic well-being, independence, personal well-being and community connectedness
- Deliver services in accordance with a needs-based approach.

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), further information on the priority areas identified in the National Settlement Framework is located at **Appendix A**.

The intended outcomes of SETS – Client Services grants are:

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

Further information about the SETS - Client Services Objectives and Expected Outcomes is located at **Appendix B.**

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

- Provide low-intensity casework support to clients requiring minimal assistance to meet their settlement needs and achieve their goals

- Provide medium-intensity casework support to clients who are identified as requiring this through the needs assessment, which targets individual needs

- Deliver services targeted at youth. Possible activities and strategies relating to youth are further described at **Appendix C**

- Address client needs through casework and targeted group sessions that align with the nine priority areas identified in the National Settlement Framework. Further information on the types of services and support under the National Settlement Framework, including English, education and employment is at **Appendix A**

- 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 **Appendix D**, and

- Conduct community consultations to discuss issues, needs, and challenges affecting the settlement and integration of specific cohorts.

Further information on activities falling within the above-expected deliverables is located at **Appendix E**.

Clients who require high-intensity services would generally be expected to be referred and supported under the Humanitarian Settlement Program (HSP) Specialised and Intensive Support Services.

3. Grant amount and grant period

3.1 Grants available

The Australian Government will allocate a total of $1.065 million (GST Exclusive) for the Settlement Engagement and Transition Support (SETS) Client Services sub-activity gap funding for the period 1 July 2019 to 30 June 2022.

Commonwealth Social and Community Services Award supplementation

The SETS - Client Services grant recipients may be eligible to receive Commonwealth Social and Community Services (SACS) Award supplementation. The SACs supplementation is provided only to programs that existed in February 2012 and is limited to programs that were in-scope as at 1 February 2012. This is because when new policy proposals and programs are developed, SACS wage costs (at the relevant award rate) are included in the baseline program funding. The program is an in-scope program where the SACS supplementation can only be used to pay SACS workers' salaries and costs associated with meeting their obligations as a result of the Equal Remuneration Order.

Applicants who are eligible for the SACS supplementation need to ensure they include these costs in the Budget template and complete a SACS Financial Declaration form as outlined in your grant agreement. SACS supplementation ceases on 30 June 2021. Further information can be found on the DSS website.

4. Eligibility criteria

This grant opportunity is a closed non-competitive grant selection process. The Department of Social Services considers that this is an appropriate type of selection process considering the nature of the grant is specifically dependent on the delivery of the SETS Activity in the service delivery areas of identified need outlined in the table below.

4.1 Who is eligible to apply for a grant?

To be eligible to receive a grant, you must be one of the listed invited organisations and have received an invitation to apply through GrantConnect.

The list of eligible applicants was determined by the Department of Social Services as they:

- are concerned with settlement issues of relevance to the needs of migrants, humanitarian entrants and refugees, particularly in relation to family and/or community services

- demonstrate a high standard ability to fulfil their roles and responsibilities under the formerly known Settlements Services grants

- have relevant experience and be high-performing, community based organisations;

- currently provide critical services to vulnerable cohorts

- provide continuity of service delivery to ensure established local community relationships continue.

Invited Organisation	Service Delivery Area	Funding (GST exclusive)			
		2019-20	**2020-21**	**2021-22**	**TOTAL**
Pilbara Community Legal Service Incorporated	SA3 Pilbara SA3 Goldfields	$235,317.12	$251,072.00	$212,000.00	$698,389.12
Iranian Community Organisation Incorporated	SA3 Blacktown SA3 Fairfield SA3 Parramatta	$107,140.00	$129,693.60	$130,000.00	$366,833.60

No further organisations will be invited to apply.

Applications from consortia are acceptable, as long as the lead applicant is an eligible organisation as per the list above who is solely accountable to the Commonwealth for the delivery of grant activities. Eligible organisations can form a consortia with ineligible organisations. For more information, please refer to Section 7.2[3].

4.2 Who is not eligible to apply for a grant?

You are not eligible to apply for this grant opportunity if you have not received an invitation to apply through GrantConnect and your organisation is not listed as an eligible invited organisation at Section 4.1.

4.3 What qualifications, skills or checks are required?

If you are successful, personnel should have and service providers should employ workers with a range of backgrounds, qualifications, skills and knowledge, relevant to providing culturally

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[3] The Australian Government recognises that some organisations may seek to form consortia in order to apply for a grant under the program. The lead applicant must be an eligible organisation listed at Section 4.1.

competent services that address the particular needs of humanitarian entrants and other vulnerable migrants.

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 anyone working directly with vulnerable people has the appropriate qualifications under relevant state of territory legislation.

5. What the grant money can be used for

5.1 Eligible grant activities

You can only spend funds on eligible grant activities listed in your grant agreement and they must directly relate to the delivery of services.

SETS – Client Services grants can be used for, but not limited to, the following eligible activities:

- 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.
- Low-intensity casework support to clients requiring minimal assistance to meet their settlement needs and achieve their goals.
- Medium-intensity casework support to clients who are identified as requiring this through the needs assessment, which targets individual needs.
- Delivery of services targeted at youth.
- Casework and targeted group sessions that align with the nine priority areas identified in the National Settlement Framework.
- Strengthening relationships with other settlement and mainstream services including advocating with services for improved referral pathways and developing informal or formal partnerships.
- Conducting community consultations to discuss issues, needs, and challenges affecting the settlement and integration of specific cohorts.

More details on eligible activities can be found in Section 2.1 - About this grant opportunity and Expected Deliverables above.

5.2 Eligible expenditure

You can only spend the grant on eligible expenditure you have incurred on eligible grant activities.

The funding for this grant opportunity must be spent on providing settlement and support services to the target client. Costs that the grant can be used for are:

- staff salaries and on-costs which can be directly attributed to the provision of the grant program in the identified service area or areas as per the grant agreement
- employee training for paid and unpaid staff including Committee and Board members, that is relevant, appropriate and in line with the grant program
- operating and administration expenses directly related to the delivery services as per the grant agreement, such as:
    - o telephones
    - o rent and outgoings
    - o computer/ IT/website/software
    - o insurance

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

5.3 What the grant money cannot be used for

You cannot use the grant for the following activities:

- purchase of land
- major capital expenditure
- covering 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
- multi-cultural events and festivals (refer to the department's Strong and Resilient Communities (SARC) activity)
- services that duplicate those delivered by Humanitarian Settlement Program (HSP), other settlement or mainstream services.

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

6.   The assessment criteria

You must address all the following assessment criteria in your Service Delivery Plan Application Form. We will assess your application based on equal weighting given to each criterion listed below.

Criterion 1
Describe your organisation's project and how there is a need for the project in the target community.

When addressing the criterion strong applicants will:

- Provide a description of the services you will provide, including detail on the projects service delivery plan and its objectives
- Detail the target community demographics, and demonstrate evidence of the need for the project in the target community and how this will address a known demand.

Criterion 2
Explain how the target community will benefit from the project, address the grant objectives and incorporate relevant stakeholders in the local community.

When addressing the criterion strong applicants will:

- Detail how the target community will benefit from the project, including what the intended settlement outcomes are.
- Detail how the project will address the priority focus on pathways to English acquisition, employment and education and training.
- Describe how the project will interact with clients and relevant stakeholders, including how this will complement and work with existing services through formal and/or informal partnerships in the local community.

Criterion 3
Demonstrate your organisation's capacity to deliver the grant activity to the target group.

When addressing the criterion strong applicants will:

- Explain how your organisation will use grant funding to develop and implement the activity and/or experience developing and delivering grant activities.
- Explain how your organisation will meet reporting and performance requirements and evaluate outcomes for the target group.
- Describe your organisation's prior experience in delivering similar projects, including any governance arrangements, and/or the key staff who will deliver the project including their experience and qualifications.

The Service Delivery Application Form response has a 900 word limit per criterion.

7.   How to apply

Before applying, you must read and understand these guidelines, the Service Delivery Plan, Settlement Information Reports, Questions and Answers and the grant agreement terms and conditions prior to submitting an application.

These documents are found on the GrantConnect website. Any changes to grant documentation are published and addenda[4] will be published on GrantConnect and only accessible by invitees. GrantConnect is the authoritative source for grants information.

Only Invitees can access these documents and the application form.

To apply you must complete the Service Delivery Application Form available on GrantConnect and:

- provide all the information requested
- address all eligibility criteria and assessment criteria
- include all necessary attachments
- submit your application to support@communitygrants.gov.au by 11.00pm AEST on 18 April 2019.

We will not provide application forms or accept applications for this grant opportunity by fax or mail.

The application form includes help information. You are responsible for making sure your application is complete and accurate. Giving false or misleading information is a serious offence under the *Criminal Code 1995* and we will investigate any false or misleading information and may exclude your application from further consideration.

If you need more help about the application process, submitting an application, have any technical difficulties or find an error in your application after submission, but before the closing date and time,

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[4] Alterations and addenda include but are not limited to: corrections to currently published documents, changes to close times for applications, Questions and Answers (Q&A) documents

you should contact the Community Grants Hub immediately on 1800 020 283 or email support@communitygrants.gov.au. The Community Grants Hub do not have to accept any additional information, or requests from you to correct your application after the closing time.

You cannot change your application after the closing date and time.

If we find an error or something missing, we may ask you for clarification or additional information. This will not change your application. However, we can refuse to accept any additional information from you that would change your application after the closing time.

You should keep a copy of your application and any supporting documents submitted.

You will receive an automated notification acknowledging the receipt of your application.

7.1 Attachments to the application

All of the following document/s must be attached to your application for it to be considered compliant and for it to proceed to assessment. Templates are provided for your use with the grant opportunity documents as specified.

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, as listed in Section 2 above.

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

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 website.

Financial statements for the 2016-17 and 2017-18 financial years, inclusive of profit and loss statements and balance sheets. If possible, please submit audited financial statements that include signed audit reports

The following document **should** be included with your application form **if your entity is unable to provide financial statements**:

- 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 website.

You must attach supporting documentation to the application form in line with the instructions provided within the form. You should only attach requested documents. We will not consider information in attachments that we do not request.

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

7.2   Joint (consortia) applications

We recognise that some organisations may want to join together as a group to deliver the SETS grant activity.

Eligible organisations can form a consortia with ineligible organisations.

In these circumstances, the eligible invited organisation (refer to Section 4.1) must be appointed as the 'lead organisation'. Only the lead organisation can submit the application form and enter into a grant agreement with the Commonwealth. The application must identify all other members of the proposed group and include a letter of support from each of the partners.

Each letter of support should include:

- details of the partner organisation

- an overview of how the partner organisation will work with the lead organisation and any other partner organisations in the group to successfully complete the SETS activity

- an outline of the relevant experience and/or expertise the partner organisation will bring to the group, and

- the roles/responsibilities of the partner organisation and the resources they will contribute (if any).

You must have a formal arrangement in place with all parties prior to execution of the agreement.

7.3   Timing of grant opportunity processes

You must submit an application between the published opening and closing dates.

Late applications

We will not accept late applications unless an applicant has experienced exceptional circumstances that prevent the submission of the application. Broadly, exceptional circumstances are events characterised by one or more of the following:

- reasonably unforeseeable

- beyond the applicant's control

- unable to be managed or resolved within the application period.

Exceptional circumstances will be considered on their merits and in accordance with probity principles.

How to lodge a late application

Applicants seeking to submit a late application will be required to submit a late application request to the Community Grants Hub Hotline via support@communitygrants.gov.au.

The request should include a detailed explanation of the circumstances that prevented the application being submitted prior to the closing time. Where appropriate, supporting evidence can be provided to verify the claim of exceptional circumstances.

Written requests to lodge a late application will only be accepted within three days after the grant opportunity has closed.

The Delegate or their appointed representative[1] will determine whether a late application will be accepted. The decision of the delegate will be final and not be subject to a review or appeals process.

Once the outcome is determined, the Community Grants Hub will advise the applicant if their request is accepted or declined.

Expected timing for this grant opportunity

If you are successful, you will be expected be able to commence your SETS activity around July 2019.

Table 1: Expected timing for this grant opportunity

Activity	Timeframe
Assessment of applications	April 2019
Approval of outcomes of selection process	May 2019
Negotiations and award of grant agreements	May 2019
Notification to unsuccessful applicants	June 2019
Earliest start date of grant activity	1 July 2019
End date of grant activity	30 June 2022

7.4   Questions during the application process

Only invited applicants' questions will be answered during the application submission period, please contact the Community Grants Hub on 1800 020 283 or email support@communitygrants.gov.au.

The Community Grants Hub will respond to emailed questions within five working days. Answers to questions are posted on GrantConnect.

The question period will close at 5:00pm AEST on 12 April 2019. Following this time, only questions about using and/or submitting the application form will be answered.

8.   The grant selection process

8.1   Assessment of grant applications

The Assessment Centre will review your application against the eligibility criteria. Only eligible applications will move to the next stage. Eligible applications will be considered through a closed non-competitive grant process. This means the Department of Social Services has identified suitable organisations and has invited them to apply.

If eligible, we will then assess your application against the assessment criteria (see Section 6). We consider your application on its merits, based on how well it meets the criteria.

The Department of Social Services has invited the following service providers to submit an application:

▪ Pilbara Community Legal Service Incorporated

▪ Iranian Community Organisation Incorporated

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[1] This may be the Hub Delegate or nominated staff member of the client agency at the EL2 level or above.

8.2 Who will assess applications?

The Assessment Centre will assess each eligible and compliant application on its individual merit. The Assessment Centre uses fully trained Community Grants Hub staff for consistent assessment of all applications.

The Department of Social Services uses this information to help them develop recommendations on applications to be awarded a grant.

The Department of Social Services will consider your application on its merits, based on:

▪ The Assessment Centre's assessment of your application

▪ whether it provides value with relevant money.[5]

When assessing the extent to which the application represents value with relevant money, the Department of Social Services will have regard to:

▪ the overall objective/s to be achieved in providing the grant

▪ extent to which the geographic location of the application matches identified priorities

▪ the extent to which the evidence in the application demonstrates that it will contribute to meeting the outcomes/objectives

▪ how the grant activities will target groups or individuals.

8.3 Who will approve grants?

The Minister for Families and Social Services or the Minister's delegate (the decision maker) will decide which grants to approve based on the recommendations of the selection advisory panel and the availability of grant funds for the purposes of the grant program.

The decision maker's decision is final, including the:

▪ approval of the grant

▪ grant funding amount to be awarded

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

9. Notification of application outcomes

We will write to you about the outcome of your application. If you are successful, you are advised of any specific conditions attached to the grant.

9.1 Feedback on your application

Individual feedback will not be provided for this grant opportunity.

10. Successful grant applications

10.1 The grant agreement

You must enter into a legally binding grant agreement with the Commonwealth. We will offer successful applicants a Commonwealth Simple Grant Agreement for this grant opportunity.

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[5] See glossary for an explanation of 'value with money'.

Each agreement has general/standard grant conditions that cannot be changed. We will use a schedule to outline the specific grant requirements. An Activity Work Plan is required for this Activity and details will be included in the grant agreement.

We must execute a grant agreement with you before we can make any payments. We are not responsible for any of your expenditure until a grant agreement is executed. You must not start any SETS activities until a grant agreement is executed.

Your grant agreement may have specific conditions determined by the assessment process or other considerations made by the decision maker. These are identified in the agreement.

The Commonwealth may recover grant funds if there is a breach of the grant agreement.

Commonwealth Simple Grant Agreement

We will use a Commonwealth Simple Grant Agreement.

You will have twenty (20) business days from the date of a written offer to sign and return this grant agreement. The agreement is not considered to be executed until both you and the Commonwealth have signed the agreement. During this time, we will work with you to finalise details.

The offer may lapse if both parties do not sign the grant agreement within this time. Under certain circumstances, we may extend this period. We base the approval of your grant on the information you provide in your application.

10.2   Commonwealth Child Safe Framework

The Royal Commission into Institutional Responses to Child Sexual Abuse highlighted the need for organisations to adopt child safe practices including appropriate screening of staff, mandatory reporting and adoption of the National Principles for Child Safe Organisations. The Australian Government committed to a new Commonwealth-wide framework to protect children and young people it is responsible for – the Commonwealth Child Safe Framework (CCSF).

The Australian Government is considering appropriate ways to apply the requirements of the CCSF to grant recipients. A child safety clause is likely to be included in a grant agreement where the Commonwealth considers the grant is for:

- services directly to children
- activities that involve contact with children that is a usual part of, and more than incidental to, the grant activity.

A child safety clause may also be included in the grant agreement if the Commonwealth considers the grant activity involves children more broadly.

The successful applicant will be required to comply with all child safety obligations included in the grant agreement published with this grant opportunity or notified to the successful applicant prior to execution of the grant agreement. Irrespective of the child safety obligations in the grant agreement you must always comply with your state and territory legislative requirements for working with children and mandatory reporting.

10.3   Multicultural Access and Equity

The Australian Government's *Multicultural Access and Equity Policy* obliges Australian Government agencies to ensure their policies, programs and services - including those provided 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 addition, services, projects, activities or events may require the use of professional translating or interpreting services in order to communicate with clients who have limited English proficiency. Based on an assessment of the client target group, costs for translating and interpreting services should be factored into grant applications (to assist with identifying these costs see the Translating and Interpreting Services costing tool in the grant opportunity documents).

10.4   How we pay the grant

The grant agreement will state the:

▪ maximum grant amount to be paid

▪ any financial contribution provided by a third party.

We will make an initial payment on execution of the grant agreement. We will make subsequent payments six monthly in advance, based on your forecast eligible expenditure and adjusted for unspent amounts from previous payments. Payments are subject to satisfactory progress.

10.5   Grants payments and GST

If you are registered for the Goods and Services Tax (GST), where applicable, we will add GST to your grant payment and issue you with a Recipient Created Tax Invoice.

Grants are assessable income for taxation purposes, unless exempted by a taxation law. We recommend you seek independent professional advice on your taxation obligations or seek assistance from the Australian Taxation Office.[6] We do not provide advice on your particular taxation circumstances.

11.   Announcement of grants

If successful, your grant will be listed on the GrantConnect website 21 calendar days after the date of effect as required by Section 5.3 of the CGRGs.

12.   How we monitor your grant activity

12.1   Keeping us informed

You should let us know if anything is likely to affect your SETS activity or organisation.

We need to know of any changes to your organisation or its business activities, particularly if they affect your ability to complete your grant, carry on business and pay debts due because of these changes.

12.2   Reporting

Grantees must have systems in place to meet their data collection and reporting obligations outlined in their grant agreement.

Performance information (e.g. client characteristics and service delivery information) needs to be collected by grantees at the client level and put directly into the department's performance reporting solution, the Data Exchange.

The performance information reported through the Data Exchange includes:

- client identity characteristics (given and family names, date of birth, gender and residential address)

- client demographic characteristics (Indigenous status, cultural and linguistic diversity, and disability status, impairment or condition)

- service delivery information (outlets, cases, sessions)

- client outcomes.

The Data Exchange has two standardised six-monthly performance reporting periods each year, which run from 1 July to 31 December and 1 January to 30 June, with a 30-day close-off period after each of these. Once the close-off period is completed no further changes can be made to the data.

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

For this activity, participation in the "partnership approach" is a requirement of funding. By participating, you agree to provide some additional information in exchange for the receipt of regular and relevant reports. The main focus of the partnership approach is collecting information about the outcomes achieved by clients as a result of service delivery. The partnership approach also includes some extended data items that provide additional information about client demographics, needs and circumstances.

You must submit reports in line with the grant agreement We will expect you to report on:

- progress against agreed SETS activity milestones and outcomes

- progress against agreed project milestones and deliverables

- contributions of participants directly related to the project

- 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

Final reports must:

- identify if and how outcomes have been achieved

- include the agreed evidence as specified in the grant agreement

- identify the total eligible expenditure incurred

- be submitted by the due date and in the format provided in the grant agreement.

12.3   Financial declaration

We may ask you to provide a declaration that the grant money was spent in accordance with the grant agreement and to report on any underspends of the grant money.

12.4 Grant agreement variations

We recognise that unexpected events may affect your progress. In these circumstances, you can request a variation to your grant agreement. You can request a variation by contacting your Funding Arrangement Manager in the Community Grants Hub.

You should not assume that a variation request will be successful. We will consider your request based on provisions in the grant agreement and the likely impact on achieving outcomes.

12.5 Compliance visits

We may visit you during or at the completion of your grant activity to review your compliance with the grant agreement. We will provide you with reasonable notice of any compliance visit.

12.6 Record keeping

We may also inspect the records you are required to keep under the grant agreement.

12.7 Evaluation

We will evaluate the grant program to see how well the outcomes and objectives have been achieved. We may use information from your application and reports for this purpose. We may also ask you for more information to help us understand how the grant impacted you and to evaluate how effective the program was in achieving its outcomes.

12.8 Acknowledgement

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

'This activity received grant funding from the Australian Government.

13. Probity

The Australian Government will make sure that the grant opportunity process is fair, according to the published guidelines, incorporates appropriate safeguards against fraud, unlawful activities and other inappropriate conduct and is consistent with the CGRGs.

These guidelines may be changed by the Department of Social Services. When this happens, the revised guidelines are published on GrantConnect and the Community Grants Hub websites.

13.1 Enquiries and feedback

Complaints about this grant opportunity

The Department of Social Services Complaints Process applies to complaints about this grant opportunity. All complaints about this grant opportunity, including grant decisions, must be made in writing.

Any questions you have about grant decisions for this grant opportunity should be sent support@communitygrants.gov.au

Complaints about the selection process

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

Details of what makes an eligible complaint can be provided by asking the Community Grants Hub. Applicants can use the complaints form on the Department of Social Services website, 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 Community Grants Hub 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 Community Grants Hub.

The Commonwealth Ombudsman can be contacted on:

> Phone (Toll free): 1300 362 072
> Email: ombudsman@ombudsman.gov.au
> Website: www.ombudsman.gov.au

13.2   Conflicts of interest

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

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

If later you think there is an actual, apparent, or perceived conflict of interest, you must inform the Department of Social Services and the Community Grants Hub in writing immediately.

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*. Committee members and other officials including the decision maker must also declare any conflicts of interest.

We publish our conflict of interest policy on the Community Grants Hub website.

13.3   Privacy

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

- what personal information we collect

- why we collect your personal information

- who we give your personal information to.

In submitting a grant application under this opportunity, you agree to the Australian Government collecting your personal information, including your name, contact details and role in your organisation, in order to assess your application and for the purpose of grants administration. If you do not provide this information we cannot assess your grant application.

The Australian Government may also use and disclose information collected about you under this grant opportunity in any other Australian Government business or function. This includes disclosing grant information on GrantConnect as required for reporting purposes and giving information to the Australian Taxation Office for compliance purposes.

We may share the information you give us in your application, including personal information, with other Commonwealth entities, the responsible Minister, Assistant Ministers and their staff, and with Members of Parliament, for other purposes including government administration, research or service delivery, or as otherwise authorised or required by Australian law.

As part of your application, you also declare your ability to comply with the *Privacy Act 1988* and the Australian Privacy Principles and impose the same privacy obligations on officers, employees, agents and subcontractors that you engage to assist with the activity, in respect of personal information you collect, use, store, or disclose in connection with the activity. Accordingly, you must not do anything, which if done by the Australian Government would breach an Australian Privacy Principle as defined in the Act.

13.4   Confidential Information

Other than information available in the public domain, you agree not to give out to any person, other than us, any confidential information relating to the grant application and/or agreement, without our prior written approval. The obligation will not be breached where you are required by law, Parliament or a stock exchange to disclose the relevant information or where the relevant information is publicly available (other than through breach of a confidentiality or non-disclosure obligation).

We may at any time, require you to arrange for you; or your employees, agents or subcontractors to give a written undertaking relating to nondisclosure of our confidential information in a form we consider acceptable.

We will keep any information in connection with the grant agreement confidential to the extent that it meets all of the three 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.

We will not be in breach of any confidentiality agreement if the information is disclosed to:

- 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.

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

13.5   Freedom of information

All documents that the Australian Government has, including those about this grant opportunity, are subject to the *Freedom of Information Act 1982* (FOI Act).

The purpose of the FOI Act gives people the ability to get information held by the Australian Government and its organisations. Under the FOI Act, people can ask for documents the Australian Government has. People may not be able to get these documents if these documents need to protect essential public interests and private and business affairs of persons who the information relates to.

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

By mail: Freedom of Information Team
              Government and Executive Services Branch
              Department of Social Services (DSS)
              GPO Box 9820
              Canberra ACT 2601

By email: foi@dss.gov.au

14.   Glossary

Term	Definition
accountable authority	see subsection 12(2) of the *Public Governance, Performance and Accountability Act 2013.*
administering entity	when an entity that is not responsible for the policy, is responsible for the administration of part or all of the grant administration processes.
assessment criteria	are 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 grant opportunity, to determine application 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.
co-sponsoring entity	when two or more entities are responsible for the policy and the appropriation for outcomes associated with it.
date of effect	can be the date on 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.
eligibility criteria	refer to the mandatory criteria which must be met to qualify for a grant. Assessment criteria may apply in addition to eligibility criteria.
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.
Commonwealth Grants Rules and Guidelines (CGRGs) 2017	establish the overarching Commonwealth grants policy framework and articulate the expectations for all non-corporate Commonwealth entities in relation to grants administration. Under this overarching framework, non-corporate Commonwealth entities undertake grants administration based on the mandatory requirements and key principles of grants administration.
Funding Arrangement Manager	the officer responsible for the ongoing management of the grantee and their compliance with the grant agreement.

Term	Definition
grant	for the purposes of the CGRGs, a 'grant' is an arrangement for the provision of financial assistance by the Commonwealth or on behalf of the Commonwealth: a. under which relevant money[7] or other [Consolidated Revenue Fund](#) (CRF) money[8] is to be paid to a grantee other than the Commonwealth b. which is intended to help address one or more of the Australian Government's policy outcomes while assisting the grantee achieve its objectives.
grant activity/activities	refers to the project/tasks/services that the grantee is required to undertake.
grant agreement	sets out the relationship between the parties to the agreement, and specifies the details of the grant.
[GrantConnect](#)	the Australian Government's Whole-of-Government grants information system, which centralises the publication and reporting of Commonwealth grants in accordance with the CGRGs.
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	a 'program' carries its natural meaning and is intended to cover a potentially wide range of related activities aimed at achieving Government policy outcomes. A grant program is a group of one or more grant opportunities under a single [entity] Portfolio Budget Statement Program.
grantee	the individual/organisation which has been selected to receive a grant.
Portfolio Budget Statement (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.

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[7] Relevant money is defined in the PGPA Act. See Section 8, Dictionary.

[8] Other CRF money is defined in the PGPA Act. See Section 105, Rules in relation to other CRF money.

Term	Definition
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.
selection advisory panel	provides strategic oversight, advice and recommendations to the decision maker on assessed applications from the program specific, service provider composition and service location perspectives.
value with money	refers to 'value with relevant money' which is a judgement based on the grant proposal representing an efficient, effective, economical and ethical use of public resources and determined from a variety of considerations. When administering a grant opportunity, an official should consider the relevant financial and non-financial costs and benefits of each proposal including, but not limited to the: • quality of the project proposal and activities • fit for purpose of the proposal in contributing to Government objectives • absence of a grant is likely to prevent the grantee and Government's outcomes being achieved • potential grantee's relevant experience and performance history.

Appendix A.

Types of services and support under the National Settlement Framework

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.

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.

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, such as jobactive, or other employment agencies.

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).

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.

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.

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.

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.

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.

Appendix B

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[9] that may benefit from a more targeted medium-intensity approach include for example youth[10], 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.

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. Funding Arrangement 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[11] 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.

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[9] Refer to *Glossary* for definition.

[10] Refer to *Glossary* for definition.

[11] Refer to *Glossary* for definition.

- Sustainable Client Settlement outcomes - Services should focus on achieving sustainable client settlement outcomes by developing client skills and competency, supporting realistic expectations, and transitioning clients to independence, other settlement services and mainstream service systems.

SETS – Client Services Expected outcomes[12]

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 - Clients 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:

- 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.

Intermediate Client outcomes include:

- Clients know about and understand how relevant mainstream services operate.

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[12] Initial and intermediate outcomes are targeted over five years. Longer-term outcomes are often beyond the span of control of the SETS program.

- 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.

Appendix C

Types of services and support for youth

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.
- 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.

Appendix D

Links and collaboration with other agencies

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.

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.

Appendix E

SETS – Client Services Expected Deliverables – further information

- 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.

  - 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[13] 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[14]. 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.

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[13] Refer to *Glossary* for definition

[14] Refer to *Glossary* for definition

- 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.

- 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 **Appendix C.**

- 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 **Appendix 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 **Appendix D.**

- Conduct community consultations to discuss issues, needs, and challenges affecting the settlement and integration of specific cohorts.