Settlement Engagement and Transition Support (SETS) - Client Services

Feedback for applicants

Overview

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 that may benefit from a more targeted medium-intensity approach include for example youth, women, people with a disability and the elderly.

Selection Process

The Community Grants Hub used an open selection process to select 76 providers to deliver the Settlement Engagement and Transition Support (SETS) - Client Services.

The Community Grants Hub assessed 149 applications for funding, each of which was required to address the following four selection criteria:

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

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

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

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

Preferred applicants were identified based on the strength of their responses to the selection criteria and their demonstrated ability to meet the grant requirements outlined in the Grant Opportunity Guidelines.

Selection Results

Seventy-six organisations were selected to deliver Settlement Engagement and Transition Support (SETS) - Client Services.

The selected organisations provided strong responses to the selection criteria and demonstrated their ability to meet the eligibility requirements outlined in the Grant Opportunity Guidelines. Further detail about what constituted a strong response to each criterion is provided below.

In addition to the selection criteria, consideration was given to the following issues: distribution of providers across all locations, existing and/or potential market failure, value for money, and possibility of duplication with other Commonwealth/state/territory government programs/service delivery (if known).

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

Your response should:

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

Strength	Example
Strong applications clearly provided evidence of the need for services in the location in which the activity will be delivered.	Strong responses: • Identified the SETS eligible groups the applicant intends to target in the nominated service area/s. • Provided sufficient evidence, for example, Settlement Information Report data, demonstrating that the target groups are settling in the service areas applied for. • Identified gaps and provided an evidence-based explanation of the need for services within the service area for the target community (data, reports, community consultations etc.). • Demonstrated why particular cohorts may require more intensive service provision.
Strong applications clearly discussed issues arising from the settlement experience for new arrivals and the need for high-quality individual casework.	Strong responses: • Identified issues (such as results from surveys, research and consultation with community and industry groups) that the identified target group may experience as a result of the settlement journey, and linked this to the National Settlement Framework nine priority areas. • Discussed the range of challenges including cultural, personal and structural barriers to social and economic participation of newly arrived migrants and humanitarian entrants in Australia. • Demonstrated approaches to individual casework to manage the identified issues experienced by the target group.
Strong applications clearly provided supporting evidence such as data, research or reports relevant to individual client needs and goals for more vulnerable and higher-needs cohorts (such as women, youth, people with a disability and the elderly).	Strong responses: • Provided relevant supporting evidence that confirmed the issues and client needs identified, for example, reports or other literature published by peak bodies, evaluation reports, research from universities and other reputable research bodies, DSS Data Exchange (DEX) data. • Identified the needs of the cohorts they were targeting, particularly if there was a focus on women, youth, people with a disability and the elderly.

Strength	Example
	• Demonstrated how they intend to service vulnerable and higher-needs cohorts.

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

Your response should explain how your organisation will:

- Engage with clients and relevant stakeholders, including how the activity will complement, add to and work with existing services within the local community by building formal and informal partnerships.

- Address the priority focus for the activity on pathways to English acquisition, employment and education and training, and address who will benefit from the activity and what the intended settlement outcomes will be.

Strength	Example
Strong applications clearly demonstrated how the organisation will engage with clients and relevant stakeholders, including how the activity will complement, add to and work with existing services within the local community by building formal and informal partnerships.	Strong responses: • Described how the applicant intends to implement the activity deliverables, including how they will undertake the initial needs assessment, and implement the delivery of low and medium intensity casework support, the types of youth services (if this was applicable), the types of group sessions. • Provided and overview of strategies and approaches that the applicant will utilise to engage with clients and other stakeholders to attract clients to the service, deliver and design projects, establish referral pathways. • Clearly identified stakeholders that the applicant will work with. • Described how the applicant will create warm referral pathways, develop partnership approaches to enhance a holistic approach to client services, promote services to disengaged clients and assist organisations to build cultural awareness. • Provided information regarding formal partnerships and informal partnerships, with existing services in the local community.
Strong applications clearly demonstrated how the organisation will address the priority focus for the activity on pathways to English acquisition, employment and education and training, and address who will benefit from the activity and what the intended settlement outcomes will be.	Strong responses clearly described: • The types of referral, casework and group activities that the applicant will deliver relating to English acquisition, employment and education and training. • How the applicant will connect and link with complementary settlement and mainstream services, for example, Adult Migrant English Program providers and *jobactive* services, to support clients onto with sustainable pathways to English acquisition, employment and education and training. • Who the activity will benefit, particularly if this is a specific cohort within the Target Client categories. The expected outcomes of the activity, including initial, intermediate and longer term outcomes.

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

Your response should outline:

- The number of key staff that will manage and/or deliver your organisation's activity, and outline their relevant capabilities (experience, skills and qualifications).

- The governance structure, management (including risk management), financial and administration systems that your organisation will use to support the administration and delivery of the activity.

- Your organisation's approach to delivering culturally competent services to address the particular needs of humanitarian entrants and other vulnerable migrants.

Strength	Example
Strong applications clearly demonstrated the number of key staff that will manage and/or deliver the organisation's activity, and outlines the relevant capabilities (experience, skills and qualifications).	Strong responses clearly described: • The specific staff that will manage and deliver the activity, key staff qualifications, skills and experience relevant to successful service delivery. • Consortium arrangements, if relevant, including key staff in member organisations and how they contribute to service delivery.
Strong applications clearly demonstrated the governance structure, management (including risk management), financial and administrative systems that the organisation will use to support the administration and delivery of the activity.	Strong responses clearly described: • Governance structures, including details of the Board, the CEO or equivalent, and other Senior Staff relevant to delivering SETS in the organisation, including their skills, experience and qualifications. • Adherence to any relevant legislative guidelines. • Key details of financial, administrative, reporting, auditing and quality assurance systems within the organisation, and how performance is measured. • The risk management strategy for the organisation and/or the proposed activity and any certifications held e.g. ISO 9001 Quality Management Certification.
Strong applications clearly demonstrated the organisation's approach to delivering culturally competent services to address the particular needs of humanitarian entrants and other vulnerable migrants.	Strong responses clearly described: • Approaches to ensuring that staff and volunteers are culturally competent, for example, attendance at cultural competence training. • Details on policies for engaging interpreters when working with culturally and linguistically diverse (CALD) clients. • If bicultural or multilingual staff are employed to engage and support CALD clients.

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

Your response should demonstrate your organisation's:

- Experience developing and delivering grant activities.

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

Strength	Example
Strong applications clearly demonstrated experience developing and delivery grant activities.	Strong responses: • Provided examples of other activities the applicant has delivered with grant funding from various sources, including the intention and outcomes of the activities. • Provided examples of grants that relate to support for migrants and refugees, or other vulnerable cohorts. • Included details of the amounts and years grant funding has been received, and whether it was recurrent. • The applicant's role in the activities as project lead.
Strong applications clearly demonstrated proven ability to effectively manage grant funding, meet reporting requirements and maintain service delivery standards	Strong responses clearly described: • Organisational administration, governance and financial systems/frameworks which support grant funding management, reporting and service delivery. • A history of grant funded activities being successfully acquitted. • An understanding of or experience using reporting systems to capture data and measure key performance indicators. • How service delivery is being continuously improved, including adherence to relevant accreditations for service delivery. • The types of grants delivered and examples of providing the activities on time and within budget. • Client feedback and complaints process.