



Settlement Engagement and Transition Support Program

Feedback for applicants

The Department of Home Affairs (the department) has provided the following general feedback for applicants of the Settlement Engagement and Transition Support (SETS) program grant opportunity.

Assessment of applications was in accordance with the procedure detailed in the Grant Opportunity Guidelines (guidelines) and outlined in the selection process below.

Overview

The application submission period opened on 26 October 2023 and closed on 6 December 2023. The grant opportunity received 243 applications for consideration.

The SETS program aims to equip and empower humanitarian entrants, other vulnerable migrants and their communities, with the knowledge and tools to address their settlement needs in order to improve social and economic participation, and community connectedness. The program focuses on building independence, self-agency, self-efficacy, and personal well-being.

Selection Process

The Community Grants Hub (the Hub) undertook the initial screening for organisation eligibility and compliance against the requirements outlined in the guidelines. This information was provided to the department's grant opportunity delegate for final decisions on whether an application met the eligibility and compliance criteria.

The Hub undertook the preliminary assessment on all applications through an Open Competitive grant process. Applications which had undergone preliminary assessment were provided to the department's selection advisory panel (panel) for deliberation.

The panel established by the department, comprised of subject matter experts who assessed applications and provided advice to inform the funding recommendations to the Financial Delegate.

When assessing and deliberating on applications the panel took into consideration several factors including the inclusion or exclusion of late applications, the volume of applications received, meeting the identified requirements outlined in the guidelines and the available funding envelope.

The panel's consideration of assessed applications was, based on:

- compliance with the guidelines
- suitability against the eligibility criteria in the guidelines
- how well the applications responses met the assessment criterion
- the extent applications compared against other applications
- alignment to the developmental plan outline and other requested attachments
- whether it provided value with relevant money
- identified risks and the proposed mitigation strategies for the department and the Commonwealth.



Selection Results

There was a strong interest in the grant opportunity and applications were of a high standard. The preferred applicants demonstrated their ability to meet the grant requirements outlined in the guidelines based on the strength of their responses to the assessment criterion.

The Hub notified applicants of the outcome in writing, where their applications did not meet the requirements outlined in the guidelines.

This feedback is provided to assist grant applicants to understand what comprised a strong application and the content of quality responses to the assessment criterion.

Criterion 1

Applicants demonstrated how they would address the needs of their target clients/communities through SETS.

Responses outlined:

- their understanding of the client demographics and key needs of the target community or communities where the organisation/consortium intended on providing services
- the organisation/consortium's approach to deliver services in accordance with best practice principles and expected outcomes under the SETS program
- the organisation/consortium's approach to collaboration to achieve outcomes for clients.

Strong applications:

- identified and quantified the target cohort within the service area/s the applicant applied for; utilising relevant statistics, then, clearly described the issue/s/needs of the specific target cohort and demonstrated how the applicant's proposal would address these needs and achieve the overall Aims and Objectives of the guidelines
- presented a clear plan for services; including the sequence and detail of each of the activities to address the cohort's needs; linked with the expected outcomes of the guidelines adhering to the best practice principles
- outlined their collaboration strategies and provided detail on how relationships are developed and why they are needed to ensure outcomes for clients.



Criterion 2

Applicants demonstrated their capability to effectively deliver the proposed grant activity.

Responses outlined:

- the organisation/consortium's (and key personnel) expertise relevant to supporting the settlement of humanitarian entrants and other vulnerable migrants
- the governance structure, management (including risk management), financial and administration systems that the organisation would use to support the administration and delivery of the activity
- business continuity processes to respond to unforeseen changes, including significant changes to client numbers and new cohorts with unique needs
- their prior experience in effectively delivering grant activities and/or other projects, meeting reporting requirements and maintaining service delivery standards
- how the organisation or consortium would achieve value with relevant money in delivering the grant.

Strong applications:

- demonstrated a history of supporting the target cohorts or detailed the acquired experience and suitability of key personnel in relation to the project
- detailed the organisation's structure, governance and outlined project specific risk, finance, management, and administrative procedures. provided a case study of previous experience or detailed the processes, policies, and frameworks in place to ensure the continuity of service delivery that caters to unforeseen changes
- provided a case study of previous experience or detailed the policies, processes, and frameworks in place to ensure the upkeep of standards and reporting
- outlined how their grant activity represented value with relevant money, including that the funding requested was proportionate to the type and level of services proposed and the grant activity only included eligible expenditure and would only be delivered to eligible clients. In addition, the response outlined the applicant's processes for effectively and efficiently delivering the grant activity within the allocated budget, including how the applicant would manage excess client demand and avoid duplicating services delivered by other providers or through other programs.



Criterion 3

Applicants were required to provide a response to the following scenario.

There is a higher incidence of social and mental health issues experienced among LGBTIQ+ young people who have been verbally, sexually, or physically victimised and further ostracised by their community. These include sexual risk taking, dangerous alcohol and drug use, dropping out of school, homelessness, self-harm, and suicide attempts.

An LGBTIQ+ person who prefers they/them pronouns arrived in Australia in 2018 on a family-sponsored visa. At the time the individual presents to ask for assistance they mention that they are 16 years old. It is important to them to improve English language skills, gain self-agency, employment, and establish connections with local queer groups.

How would your organisation/consortium support the client?

Responses demonstrated:

- the organisational or intra-consortium strategies to:
 - assess eligibility, triage, manage and service clients
 - build sector capability to achieve outcomes for clients
- existing partnerships that the organisation/consortium could leverage to deliver a holistic settlement service to clients
- the organisation/consortium's prior experience establishing processes and initiatives to ensure appropriate service delivery and/or sector capability to achieve settlement outcomes for clients presenting with multiple and complex issues.

Strong applications:

- provided a narrative or case study of the intake, eligibility and triage, case management and service processes outlining client outcomes or building sector capability
- distinguished the type of partnership, provided detail on how these relationships are maintained and specified roles and responsibilities in support of settlement activities
- provided a detailed case study of previous experience working with clients presenting with multiple and complex issues or detailed the processes, policies and frameworks in place to ensure positive outcomes for their clients.



Criterion 4

Applicants were required to provide a response to the following scenario.

Your organisation or consortium has been awarded a grant under the SETS program to deliver services in line with the activities proposed in your grant application. You learn that there are 2 other organisations that have also been awarded a grant under the SETS program to deliver services within the same nominated Service Area. Describe your organisation/consortium's approach to service delivery, with reference to previous experience where applicable, in order to achieve positive outcomes for your target clients.

Responses demonstrated:

- an understanding of key organisations within the settlement sector and mainstream service delivery organisations that deliver services within the nominated Service Area
- the organisations or consortium's capability, including previous experience where applicable, to engage with these identified key organisations, through formal and informal partnerships to deliver outcomes for the target clients
- the organisation/consortium's capability and capacity to reduce duplication of services through collaborative measures to provide a holistic service offering for the target clients
- how the organisation or consortium members have collaborated and partnered with other providers to achieve positive outcomes for clients through co-location, regular meetings, and sharing information.

Strong applications:

- provided detail on the specialisation and capabilities of services within the nominated service area highlighting existing relationships
- provided details on both existing and potential organisational relationships; how the relationships are developed and established, highlighting how they are linked to client outcomes
- demonstrated or provided a proactive plan to reduce service overlap. There was a proactive plan to connect with other SETS providers in order to reduce service overlap by discussing activities and service provisions
- demonstrated or detailed their collaboration plan/strategies.

Individual feedback

Individual feedback will not be provided for this grant opportunity.