



Australian Government  
Department of Immigration  
and Citizenship

# Settlement Grants Program

2010–11 Application Information Booklet



# Settlement Grants Program

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# Settlement Grants Program 2010–11

## Key information

The Settlement Grants Program 2010–11 application round opens at 8 am AEST Saturday 12 September 2009.

Applications close at 5 pm AEST (Canberra time) Wednesday 21 October 2009.

The Department of Immigration and Citizenship will not accept any application received after 5 pm AEST Wednesday 21 October 2009.

This applicant information booklet provides information on how to apply for SGP funding.

To apply for funding, organisations will also need to refer to information on settlement needs on the department's website <http://www.immi.gov.au/living-in-australia/delivering-assistance/settlement-grants/>.

For enquiries relating to the SGP contact:

- SGP Helpdesk on 1800 453 004  
Monday to Friday 9 am – 5 pm AEST excluding ACT Public Holidays

Please note while the application form is generally available 24 hours per day/seven days per week, technical support via the helpdesk is not available outside of standard business hours.

Please be aware that Monday 5 October 2009 is an ACT Public Holiday and the helpdesk will be unattended.

- SGP email address: [comprog@immi.gov.au](mailto:comprog@immi.gov.au)

## Background to the Settlement Grants Program

The Department of Immigration and Citizenship (DIAC) introduced the Settlement Grants Program (SGP) on 1 July 2006. This program was developed following a review of settlement services, detailed in the May 2003 Report of the Review of Settlement Services for Migrants and Humanitarian Entrants.

## Aim of the Settlement Grants Program

The aim of the SGP is to deliver services which assist eligible clients to become self-reliant and participate equitably in Australian society as soon as possible after arrival.

## Service types

The SGP service types include a wide range of assistance to facilitate a more practical approach to service delivery. The SGP will fund the following service types:

1. Orientation to Australia – Practical Assistance to Promote Self-reliance
2. Developing Communities
3. Integration – Inclusion and Participation

Your project will need to address at least one of these three service types.

Funding allocations will be made on a project basis, with priorities for particular regions and communities determined by an annual assessment of settlement needs.

Please refer to section 2, question 3 of this booklet for further information on SGP service types.

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## Target groups

To ensure that SGP funding is directed to those most in need, the program is focused on providing services to permanent residents who have arrived in Australia in the last five years as:

- humanitarian entrants
- family stream migrants with low English proficiency
- dependants of skilled migrants in rural and regional areas with low English proficiency.

Also included in the target group are:

- Selected temporary residents (Prospective Marriage, Provisional Spouse, Provisional Partner, Provisional Interdependency visa holders and their dependants) in rural and regional areas who have arrived in the last five years and who have low English proficiency
- Communities which require assistance to develop their capacity to organize, plan and advocate for services to meet their own needs and which are still receiving significant numbers of new arrivals.

Other provisional or temporary visa holders are not eligible for SGP services.

Temporary entrants, such as skilled entrants or students, enter Australia for a specific and time-limited purpose and are expected to be supported by their sponsors or make their own provision for employment, accommodation, access to health and other services while they are temporarily in Australia.

Please refer to question 2 of this booklet for further information on the SGP target group.

## Eligibility

To be eligible for funding under the SGP, an organisation must be one or more of the following:

- a not-for-profit, incorporated, community organisation
- a local government organisation
- currently funded to deliver services under the Adult Migrant English Program (AMEP)
- in rural and regional areas, a government service delivery organisation.

The department encourages its funded organisations to work cooperatively with other government funded organisations to provide settlement services to their client group(s). Coordination of services and cooperation between settlement service providers optimises client service delivery to the target group.

Please refer to section 2, question 1 of this booklet for further information on the eligibility of organisations to deliver SGP services.

## Discretionary program

The SGP is a discretionary, merit-based grants program. Decisions to award grants are made by the Minister for Immigration and Citizenship. The Minister's decision is final and there is no review or appeal process. SGP funding is fully committed at the beginning of each financial year.

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## Funding priorities

Funding priorities for the SGP are informed by an annual assessment of settlement needs. This is undertaken through ongoing consultation with the community, the settlement services sector and key government agencies and consideration of data from the department's Settlement Database.

This approach aims to ensure that services provided through the SGP are targeted towards those communities and locations in greatest need of settlement assistance.

Within each state and territory, the annual assessment of needs identifies settlement patterns, needs and general information on a regional basis, including:

- communities and/or groups that are most in need of SGP assistance
- locations where settlement services are most needed

Funding priorities are based on the type, level and location of settlement needs and the funding available to address those needs.

The department reserves the right to approach organisations and enter into a funding agreement outside the application process where no suitable application has been received to address an identified need.

## Obtaining and submitting an application

Technical support is available through the SGP Helpdesk to assist in submitting an online application.

SGP helpdesk hours are 9 am – 5 pm Monday to Friday AEST. Technical support is not available outside of these hours.

While the application form is generally accessible on the department's website 24/7, from time to time the department needs to perform systems maintenance. There may be instances where the application form is unavailable outside normal business hours. Applicants should not rely on the form being available outside of normal business hours. Unavailability of the application form outside of the advertised supported hours will not be seen as reason for extension of submission dates.

Access to the online application form requires a departmental security password. Passwords are allocated to individuals authorised by applicant organisations. Please note only one person can access an application form at any given time.

The form must be signed by both the authorised organisational representative and the nominee, who agree to comply with the department's privacy and internet usage requirements.

User access forms are available from the department's website at <http://www.immi.gov.au/living-in-australia/delivering-assistance/settlement-grants/applyingforsettlementgrants.htm>.

To avoid delays in accessing the online application form, new applicants/users are encouraged to obtain internet passwords by 12 October 2009. Logon and password details will usually be provided by phone to applicants within two working days of the department receiving a faxed form. Please contact the SGP Helpdesk on 1800 453 004 or via email [comprog@immi.gov.au](mailto:comprog@immi.gov.au) if confirmation is not received within that time.

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## Completing an application

To apply for funding, applicants will need to consider a range of information provided on the department's website to ensure that the proposed projects are consistent with the aims and funding priorities of the SGP.

For information and assistance on preparing an application, please refer to Section 2. Assistance in completing your application is also available on the department's website at <http://www.immi.gov.au/living-in-australia/delivering-assistance/settlement-grants/>.

### Important information for applicants

Organisations funded under the SGP are expected to demonstrate that they:

- are an incorporated, not-for-profit, community organisation
- understand and are capable of managing government funding and meeting accountability requirements
- have strong links to the community they are proposing to service
- have a good understanding of the needs of their proposed clients
- understand the importance of developing innovative ways of delivering services to the target group
- have links with mainstream services which are accessed by clients
- are willing and able to work cooperatively and collaboratively with other settlement service providers and networks to deliver services to clients
- are committed to developing self reliance for their client group.

Please note that information provided in your application is the primary source of information used to assess your application. Even if you have previously received SGP funding you will still need to include all relevant information about your organisation and proposed project in your new application.

## Extension Policy

Generally extensions for the submission of applications will not be granted unless the SGP application form becomes unavailable to external users for more than four hours during normal working hours. In this situation an email will be sent to all registered applicants from the SGP helpdesk advising applicants of the extended deadline for submission.

Where organisations can demonstrate that there are exceptional circumstances preventing them from completing their application they may be able to request an extension. In these cases applicants must contact the department as soon as possible on 1800 453 004 or by emailing the SGP helpdesk [comprog@immi.gov.au](mailto:comprog@immi.gov.au) outlining the reason for the request for extension. All decisions on requests for extension will be at the discretion of the Director Settlements Grants and will be conveyed to the applicant in writing via the helpdesk.

## What is a project?

A project is a set of structured activities, designed and delivered by the organisation to the client group. SGP projects must fall within at least one of the SGP service types and may cover one, two or all three of the service types.

Where applicants are seeking funding for more than one project they should complete a separate application form for each project. If the services and objectives are very similar, they can be included in one application. In these instances the project must fit within one Work Program and one Budget.

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SGP service types and activities are further explained below at section two – A Guide to Completing your SGP Application.

## References and resources

There are a number of other references and resources which will assist organisations in developing and completing applications for SGP funding.

The department's website at <http://www.immi.gov.au/living-in-australia/delivering-assistance/settlement-grants/> provides a range of information including details on the applicant information sessions, applicant information booklet, settlement needs and SGP sample funding agreement.

## Grant offers

The Parliamentary Secretary for Multicultural Affairs and Settlement Services is expected to announce the successful SGP applicants in May 2010. Successful applicants will be advised of funding offers in writing at this time.

Letters of offer will specify the terms of funding, the amount and period of funding and the type of service to be delivered. Please note these may differ in scope from those submitted in the application. In such cases, organisations will be asked to provide a revised budget consistent with the offer and to negotiate a Work Program with a departmental grants manager. Organisations may wish to discuss the funding offer with the relevant grants manager before accepting.

Organisations will be expected to accept funding offers, subject to negotiation of a funding agreement, within two weeks of the date of the letter of offer.

Please note:

- The department reserves the right to negotiate with any applicant or applicants or to seek clarification or adjustment of a project to best support the aims and objectives of the SGP.
- The department reserves the right to approach organisations and enter into a Funding Agreement outside this process where no suitable application has been received to address an identified need.
- The announcement cannot be made until after the federal budget is passed. The announcement date is also dependant on the Minister's commitments at the end of the assessment period. Refer to the Timetable on page 17 of this booklet for further details.

## SGP applicant information sessions

Applicants are encouraged to attend information sessions. The SGP will be explained in some detail and applicants will receive guidance on how to navigate and complete the application form. There will also be opportunities to clarify any questions on the application process. Please check the department's website at <http://www.immi.gov.au/living-in-australia/delivering-assistance/settlement-grants/applyingforsettlementgrants.htm> for details of information session times and locations.

## Acknowledgment of applications

Applications will be acknowledged through a system-generated receipt number. Please keep a record of this number. It is confirmation that the application has been submitted.

Please note: the submission of an application is not a guarantee that it will be successful.

Please note that under the *Criminal Code Act 1995* (Commonwealth), it is an offence to provide false or misleading information to a Commonwealth entity.

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## Disclosure of information

Notwithstanding anything in this Applicant Information Booklet, the department reserves the right, in its absolute discretion and without any liability to any applicant, to disclose, and/or to allow the disclosure of, at any time, any information contained in or relating to any application to any Australian Government department, agency, authority, minister or as required by law.

*In the interests of avoiding duplication and for efficiency, applicant information may be shared with other relevant government agencies as part of the assessment process. This is intended to prevent duplication in the provision of government services.*

## Freedom of information

The *Freedom of Information Act 1982* (FOI Act) gives members of the public rights of access to official documents of the Australian Government and its agencies. The FOI Act extends, as far as practicable, the right of the Australian community to access information in the possession of the Australian Government, limited only by exceptions and exemptions necessary for the protection of essential public interests and of the private and business affairs of persons in respect of whom information is collected and held by departments and public authorities.

All documents provided to the department under the SGP are subject to requests for access under the FOI Act and may be released to third parties under that Act. If your organisation believes that documents provided to the department contain sensitive material about your organisation's business, commercial or financial affairs or personal information about any individual please indicate this on the documents, so that consideration can be given to non-disclosure of the documents in the event of a request under the FOI Act.

## How will the department assess your application?

Eligible applications and related projects will be assessed against the following criteria:

- Consistency with the SGP target group and service types (questions 1–3 of the application form)
- Suitability of the project (questions 12–20 and 23–32 of the application form)
- Capacity to deliver the services (questions 4–11 of the application form)
- Ability to comply with reporting and accountability arrangements (questions 21–22 of the application form).

Information in relation to the selection criteria are detailed in the following tables.

Criteria	Description
1. Consistency with the target group and SGP service types	Your project proposes to deliver services consistent with the SGP target group and the SGP service types.

Criteria	Description
2. Suitability of the project	Your project is consistent with advertised client groups and regions. You demonstrate how the proposed project meets the needs of clients and describe the activities you propose to perform. You clearly articulate the expected outcomes of your proposed project.
Consistency with advertised client groups and regions	You propose to address a client group(s) in a region(s) as described on the department's website.
Project description	Your proposed activities are clearly described and demonstrate an understanding of the client group(s) and their settlement needs. You show how the location of the project, including outreach services, if applicable, is appropriate in terms of client access, facilities and connection with related services. You outline how your project will complement rather than duplicate any existing services in the region. Where the application is for multi-year funding, an outline of the benefits to the project is provided, including clear evidence of how service outcomes will be developed to match changing client needs from one year to the next.
Budget and staffing	Your proposed budget and staffing are reasonable, well-justified and linked to your proposed activities.

Criteria	Description
3. Capacity to deliver the services	Your organisation has the relevant skills and experience, community links, and physical infrastructure to deliver the services.
Infrastructure and capacity	Your organisation has aims and objectives consistent with the SGP as well as the organisational and management structure, human resources plan, Client Service Charter, Code of Conduct and physical infrastructure to implement the proposed project.
Experience	Your organisation demonstrates that it has the relevant experience to deliver the services.
Community engagement	Your organisation demonstrates that it has strong links to, and active engagement with, relevant client group(s) and relevant mainstream and community service providers that will benefit the client group(s).

Criteria	Description
4. Ability to comply with reporting and accountability arrangements	Your organisation has the ability to administer and account for grant funds, meet SGP performance reporting and accountability arrangements, and understands and can implement quality and risk management practices.
Financial management	Your organisation has the financial management practices/ strategies and accounting processes to effectively administer grants funds.
Project and quality management	Your organisation is accountable for all aspects of project management and demonstrates sound management practices which ensure service quality is monitored and maintained.
Risk management	Your organisation has, or has the capacity to develop a suitable approach to risk management.

## Funding Agreement

Successful applicants are required to enter into a Funding Agreement with the Commonwealth, represented by the department, through which SGP grants are managed.

The Funding Agreement outlines the terms, conditions and obligations of funding, service delivery, accountability and reporting requirements for both the department and the organisation.

The Management Committee or equivalent should read and fully understand the responsibilities in managing a SGP grant before the Funding Agreement is signed.

A sample of the standard SGP Funding Agreement is available on the department's website at: <http://www.immi.gov.au/living-in-australia/delivering-assistance/settlement-grants/applyingforsettlementgrants.htm>.

Applicants are encouraged to read the sample Funding Agreement, along with the following advice in relation to the Funding Agreement.

Please note that the sample Funding Agreement may be subject to change prior to funding decisions being made.

Organisations are required to maintain their status as eligible organisations throughout the term of Funding Agreements.

Please note: No contract is created in relation to an application until the department and the applicant sign the Funding Agreement.

## Funding arrangements

Organisations are only permitted to use SGP funding to fulfill the approved purposes of the Funding Agreement.

Funding will be paid in installments as agreed to in the Funding Agreement and is contingent upon satisfactory assessment of the organisations management of funds, performance against the approved Work Program and compliance with SGP reporting requirements.

At the end of the funded term, the organisation must return all unspent or uncommitted funds to the department. Organisations must not commit funding beyond the end of the funding year or funded term for multi-year grants without prior written approval from the department.

Funding in the second and third year of multi-year grants is contingent on ongoing satisfactory assessment of an organisation's management of grant funds and performance.

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## Approved Budget and Work Program

If your application is successful, the amount of SGP funding offered may be less than the amount requested in your application. In such cases, organisations will be asked to revise their Budget and negotiate a Work Program in line with the funding offered. The Approved Work Program and Budget will be attached as Schedules to the Funding Agreement. The Budget for each funded year will be negotiated between the department and the funded organisation at the beginning of each financial year.

## Insurance

It is a mandatory requirement that organisations take out and maintain the following insurance policies for the funded term if successful in gaining funding.

### Public Liability Insurance (minimum \$10 million cover)

Public liability insurance protects you and your business against the financial risk of being found liable to a third party for death or injury, loss or damage of property or 'pure economic' loss resulting from your negligence.

### Workers' compensation insurance, as required by your relevant state/territory's law

It is your responsibility as an employer to maintain current worker's compensation insurance, to protect yourself and your workers from financial hardship in the event of a workplace injury.

### Professional Indemnity Insurance (minimum \$5 million cover)

Professional indemnity insurance protects you from legal action taken for losses incurred as a result of your advice. It provides indemnity cover if your client suffers a loss - either material, financial or physical - directly attributed to negligent acts.

Organisations must provide the department with a valid Certificate of Currency in the name of the organisation and without Commonwealth exclusion before signing Funding Agreements.

## Interpreting Services

It is essential that service providers accurately communicate information to clients, being aware of the need for cultural sensitivity and confidentiality. Clients must be given the opportunity to communicate their needs in the language of their choice. The use of bilingual workers, volunteers, or community members may be an important component of service provision. However, when sensitive client issues arise, for example matters relating to legal, medical, or mental health issues a professional interpreter with National Accreditation Authority for Translators and Interpreters (NAATI) accreditation or recognition should be used. In these circumstances alternative arrangements should only be made where options for professional interpreting services (including telephone interpreting) have been exhausted.

The department provides interpreting services through the Translating and Interpreting Service (TIS National) for people who do not speak English and for English speakers needing to communicate with them. Service providers delivering funded projects will be eligible for the provision of free interpreting services through TIS National as required for the purposes of communicating with clients accessing SGP funded services.

Free access to telephone interpreting will be available for case work and other services under the Orientation to Australia, Developing Communities and Integration-Inclusion and Participation service types. Access to free on-site interpreting will be restricted to the delivery of group information sessions or workshops under the 'Living in Australia' activity under the 'Orientation to Australia' service type.

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For further information on interpreting services delivered through TIS National, refer to [http://www.immi.gov.au/living-in-australia/help-with-english/help\\_with\\_translating/](http://www.immi.gov.au/living-in-australia/help-with-english/help_with_translating/).

## Reporting requirements

All SGP funded organisations are required to meet departmental reporting requirements, including the timely completion of quarterly progress reports and interviews, financial reporting requirements and in most cases on-line client activity reporting. Further information on reporting requirements is available in the sample Funding Agreement and through the SGP helpdesk 1800 453 004.

## Role of departmental grants managers

Grants managers are based in the department's state and territory offices, and monitor the organisation's performance to ensure that organisations meet their terms and requirements.

The role of the department's grants manager includes:

Before the Funding Agreement is signed:

- negotiating an approved Work Program
- negotiating an approved Budget
- identifying any potential risks associated with the delivery of the project
- ensuring required insurances are in place
- ensuring any other relevant documentation, for example, an MOU for a consortium/partnership or managed grant, is received and is satisfactory

During the term of the Funding Agreement:

- monitoring the performance of the organisation against the terms of the Funding Agreement to ensure the effective delivery of the approved Work Program
- providing support, where necessary, to Management Committees or equivalent on issues relating to the delivery of SGP services and obligations under the Funding Agreement
- ensuring organisations comply with the reporting, accountability and contractual obligations detailed in the Funding Agreement, including reporting on issues and how these were resolved
- monitoring financial accountability and appropriate expenditure and acquittal of grant funding

Grants managers will not:

- undertake activities on behalf of organisations to develop any aspect of an SGP application
- provide data for reporting requirements
- participate formally on Management Committees or equivalent, although, grants managers may, upon agreement with funded organisations, attend occasional Committee meetings to discuss specific issues
- participate in recruitment selection panels for organisations.

## Departmental training of SGP funded organisations

The department provides some training for staff in funded organisations in relation to accountability requirements, including online client activity reporting. However, each funded organisation is responsible for ensuring its workers are trained to undertake the duties for which they are engaged.

## Timetable

Key dates for the 2010–11 funding round are summarised below.

Note: The dates in this timetable may vary. In particular, the time of the Ministerial announcement may vary due to the Minister's commitments at the time of the announcement.

<b>Apply for secure password</b> before 12 October 2009	<ul style="list-style-type: none"> <li>Applicants apply for a secure password for online applications. Applicants are encouraged to apply for passwords by 12 October 2009 to ensure sufficient time to complete your application</li> </ul>
<b>Application round opens</b> Applications open 8 am AEST Saturday 12 September 2009	<ul style="list-style-type: none"> <li>Funding round is advertised and applications invited</li> <li>Applications can be submitted from this time until the round closes</li> <li>Applications must be submitted online</li> </ul>
<b>Information sessions</b> Monday 14 September – Wednesday 30 September 2009	<ul style="list-style-type: none"> <li>Session times for each state and territory are available on the department's website</li> </ul>
<b>Round closes</b> 5 pm AEST Wednesday 21 October 2009 (Canberra time)	<ul style="list-style-type: none"> <li>All applications must be lodged</li> <li>The department will not accept late applications</li> </ul>
<b>Supporting documentation</b> COB 30 October 2009	<ul style="list-style-type: none"> <li>All mandatory and additional supporting documentation must be lodged to the relevant STO. Mailing addresses are available at the back of this booklet</li> </ul>
<b>Assessment</b> November 2009 – April 2010	<ul style="list-style-type: none"> <li>All eligible applications are assessed</li> </ul>
<b>Ministerial announcement</b> May 2010	<ul style="list-style-type: none"> <li>The Parliamentary Secretary for Multicultural Affairs and Settlement Services is expected to announce the outcome of the 2010–11 round</li> <li>All applicants are advised in writing of the outcome of their applications</li> </ul>
<b>Negotiation of funding agreements</b> June 2010	<ul style="list-style-type: none"> <li>The department negotiates Approved Work Programs and Approved Budgets which form part of Funding Agreements with successful organisations</li> </ul>
<b>Funding agreements signed</b> 1 July 2010	<ul style="list-style-type: none"> <li>Projects commence</li> </ul>



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## This guide

The following guidance is provided to assist you in preparing your response to each question.

This guide includes definitions, hints and tips and examples (where relevant).

Your application must address all questions in the application. If relevant, you may include information that is not specifically requested. If you feel that any information is relevant to more than one question you may repeat it.

Questions in the application form are separated into four parts:

- eligibility (questions 1 to 3)
- organisation (questions 4 to 11 and 33 to 34)
- project (questions 12 to 20 and 23 to 32)
- accountability (questions 21 to 22)

## Where can organisations find further information to assist in completing an application?

SGP Information sessions for applicants will be held nationally. Information about these sessions can be found on the department's website at <http://www.immi.gov.au/living-in-australia/delivering-assistance/settlement-grants/>.

The department's Settlement Reporting Facility, containing demographic information on the settlement target group, can be used by organisations when preparing their applications. The Settlement Reporting Facility is available on the department's website at <http://www.immi.gov.au/living-in-australia/delivering-assistance/settlement-reporting-facility/>.

Departmental staff are unable to comment on the eligibility of an organisation, an applicant, the suitability of a project or provide a pre-assessment during the application round or before the assessment process is complete. Please refer to page 8 on 'Eligibility' for more information.

Other relevant websites include:

- <http://www.grantslink.gov.au/>

This website has been developed by the Australian Government to assist community organisations in identifying the most appropriate sources of Commonwealth grants funding.

- <http://www.fwa.gov.au/>

Fair Work Australia provides information regarding wages and conditions for each state and territory. This resource should be used if your proposed project includes the employment of staff.

## What if I have a question not answered here?

Details about the application process will be given at information sessions held by the department's state and territory offices. Times for these sessions will be available on the department's website at: <http://www.immi.gov.au/living-in-australia/delivering-assistance/settlement-grants/applyingforsettlementgrants.htm>.

Application information will also be available by calling the SGP Helpdesk: 1800 453 004.

If you have a question relating to SGP policy you may email it to [comprog@immi.gov.au](mailto:comprog@immi.gov.au).

Questions that are considered of interest to others may be added to future editions of this document or included on the department's website.

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## Accessing the 2009–10 SGP application form

- Once you have received your secure log on ID and password you can begin your application.
- Log on to the department's website <https://www.gms.immi.gov.au/off/jsp/reuse/logon.jsp>
- Enter the log on ID and password provided to you by COMPROG. Please note only one person can access an application form at any given time.
- Select the 2010–11 SGP application form.
- Click on the button titled 'new form' if this is the first time you have accessed the form, or select 'edit form' to access a form you began previously.

Please complete only one application form for each project that you wish to apply for.

When working on your application you must save your form at frequent intervals of less than 20 minutes to avoid losing your work. To do this click on the 'save' button.

Do not 'submit' the form until your application is finalised. Once you have submitted the form you will not be able to access it again. For this reason it is recommended you print your application for your records prior to submitting it.

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## Question 1: Is your organisation one or more of the following?

SGP funding is limited to certain organisation types to ensure the limited resources can be best used. The department encourages its funded organisations to work cooperatively with each other and with other government funded organisations to provide SGP services to their client group(s). Coordination of services and cooperation between settlement service providers optimises client service delivery to the target group.

To be eligible to apply for SGP funding your organisation must be one or more of the following:

1. A not-for-profit, incorporated, community organisation
2. A local government organisation
3. Currently funded to deliver services under the Adult Migrant English Program
4. A government service delivery organisation.

### **A not-for-profit, incorporated, community-based organisation**

A not-for-profit organisation is one which is not operating for the profit or gain of its individual members, whether these gains are direct or indirect. Organisations will be not-for-profit where their constituent or governing documents prevent them from distributing profits or assets for the benefit of particular persons, both while they are operating and on winding up.

Incorporation is a voluntary, simple and inexpensive means of establishing a legal entity. It is an alternative to forming, for example, a company limited by guarantee or a co-operative, and is particularly suitable for small, community based groups. Except when specified in the rules of the association, incorporation provides a limited liability for its members. If your organisation is not currently incorporated the department will require evidence of incorporation before entering into a Funding Agreement.

Community can mean a group of people who share similar interests/beliefs/issues or an ethnic group.

A community organisation is one that provides services that benefit individuals or communities.

For the purposes of assessing eligibility for SGP funding an organisation will need to meet all three criteria, i.e. be a not for profit, incorporated, community organisation.

### **A local government organisation**

A local government organisation is an organisation run by the third tier of government in each state or territory such as a council. Local authorities are usually elected and responsible for providing services to the population of a town, borough or local government area.

### **Currently funded to deliver services under the Adult Migrant English Program**

The Adult Migrant English Program (AMEP) is funded through the department for migrants and humanitarian entrants who do not have functional English. Refugee and humanitarian entrants under the age of 25 with low levels of schooling are eligible for up to 910 hours of English language tuition while those over 25 are eligible for up to 610 hours of tuition, and other migrants are eligible for up to 510 hours of tuition. Around six million hours of adult English language tuition are provided each year. Additional information on AMEP is available at <http://www.immi.gov.au/living-in-australia/help-with-english/amep/>.

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## A government service delivery organisation

A government service delivery organisation is an organisation that is providing a service and/or program to the public on behalf of a federal, state or local government entity. Such organisations are only eligible for SGP funding if they are located in rural and regional areas. For example, a community organisation which also delivers postal services or a public school which is also used as a hub to deliver family relationship services.

## Frequently asked questions

### Are for-profit organisations able to apply for grants under the SGP?

All AMEP providers are eligible. Other for-profit organisations are not eligible for SGP funding.

### Why are AMEP providers eligible?

In most cases SGP clients will also be attending AMEP classes, therefore the AMEP providers are a useful point for them to access services. It makes sense to co-locate services where possible, when it is in the best interests of the client.

AMEP providers will only be eligible to receive funding and deliver services under the SGP while they are also receiving funding and delivering services under their AMEP contracts. For example, if a provider has two years to run an AMEP contract, they can only apply for SGP funding for a maximum of two years.

### Why are local government organisations eligible?

Local government organisations had been eligible for the former Community Settlement Services Scheme (CSSS) funding since 1999, and are eligible for SGP funding in their own right.

Community groups have, in the past, formed partnerships with local governments to apply for a grant, with the local government organisation using its experience to manage the grant. Some local government organisations have expressed a wish to be involved in this sort of partnership.

### Can consortiums or partnerships of organisations apply for the SGP?

Yes. Organisations can apply for grants in formal or informal partnerships. A consortium is a legal arrangement between two or more organisations to provide joint services to a number of communities or groups across a geographical area and/or region. The successful applicant organisation signs the Funding Agreement with the department and accepts legal responsibility for the performance and financial management of the grant.

## Question 2: Does your proposed project target clients in one or more of the following Target Groups?

The SGP target group comprises permanent residents who have arrived in Australia during the last five years as:

- humanitarian entrants
- family stream migrants with low levels of English proficiency
- dependants of skilled migrants with low English proficiency who have settled in rural or regional areas.
- Select temporary residents (Prospective Marriage, Provisional Partner, Provisional Spouse and Provisional Interdependency visa holders) in rural and regional areas who have arrived in Australia during the last five years and who have low English proficiency also fall within the target group.

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## Client groups not eligible for SGP services

Provisional and temporary visa holders are generally not eligible for SGP services. Temporary entrants, such as skilled entrants (Subclass Visa 457 Business Long Stay) or students, enter Australia for a specific and time-limited purpose and are expected to be supported by their sponsors or make their own provision for employment, accommodation, and access to health and other services while they are temporarily in Australia.

## Frequently asked questions

### What services are available to those migrants who do not fall within the SGP target group?

The Australian Government Access and Equity Strategy requires that each government agency provide services appropriate and accessible to all Australians, including migrants. Migrants outside the target group may require assistance to access mainstream services well after their initial settlement period. It is not possible, however, for the department to meet the needs of all individual migrants for an indefinite period. The department works with other government agencies to ensure they are meeting their Access and Equity responsibilities.

### Why is the SGP target group limited to people who arrived within the last five years?

The Australian Government has limited funds and must prioritise the provision of SGP services to those most in need. Recency of arrival is an important indicator of settlement need. Five years is generally considered to be the initial settlement period during which migrants establish themselves in Australia and develop connections to mainstream services.

### What services are available for skilled migrants, including those settling in regional areas?

Skilled migrants generally have post-secondary qualifications and good English proficiency. They have the capacity to find their way through the Australian system without too much difficulty, require relatively low levels of assistance, and are not part of the SGP target group.

The department has introduced a number of regional visas to encourage greater settlement of skilled migrants in regional Australia. While these migrants are not eligible to receive services under the SGP, they do receive information on beginning a new life in Australia and settling into Australian society. The *Beginning a Life in Australia* booklets provides information about each state and territory and is available in English and 24 community languages. The booklets are available from the Life in Australia web pages on the department's website at <http://www.immi.gov.au/living-in-australia/settle-in-australia/>.

Region-specific information is also available from the web pages, including how to access housing, education and health services. The dependants of skilled migrants living in rural and regional areas who have low levels of English proficiency may require settlement assistance and are included in the target group.

### What about the needs of migrants who are not within the SGP target group?

Under the Australian Government's Social Inclusion Agenda all government service providers are expected to provide appropriate services to address the needs of our diverse community. While the department's role is to assist mainstream providers to understand the client group, each agency is responsible for effective delivery of their services to all clients.

### Are temporary visa holders included in the SGP target group?

Provisional or temporary visa holders generally fall outside the SGP target group. However, selected temporary residents (Prospective Marriage, Provisional Partner, Provisional Spouse, Provisional Interdependency visa holders and their dependants) with low English proficiency in rural and regional areas fall within the target group.

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### Question 3: Will your proposed project deliver one or more of the following eligible service types?

The SGP funds organisations to implement projects that:

- assist new arrivals to orient themselves to their new community
- help communities to develop
- promote social participation and integration.

Innovative models of information provision that take into account differing literacy levels and cultural backgrounds are encouraged. Projects which propose creative approaches to service delivery are also encouraged, for example, placement of outreach staff in alternative service locations such as schools.

The SGP will fund projects delivering services under the following service types.

#### **Orientation to Australia – practical assistance to promote self-reliance**

Orientation services promote self-reliance in individuals and families through the development of life skills and familiarity with the Australian community. Orientation projects will equip clients with the skills and information they need to operate independently and access mainstream services (such as Centrelink and Medicare) and opportunities. Projects may take the form of provision of information, referral to appropriate agencies and casework with individuals and families.

For additional information on casework please refer to question 24 below.

Orientation services should focus on practical approaches to learning that recognise the experiences and capacities of clients and:

- promote understanding of Australian cultural, social and legal norms
- deliver information in accessible and innovative ways
- enable the client to become self reliant as early as possible rather than become dependent upon SGP services
- develop strong and lasting links for clients with mainstream services.

Orientation projects include:

- an assessment of client needs
- casework and referral as required
- acquisition of Australian life skills and understanding of Australian values.

Orientation projects may also involve:

- assisting in cultural transition as a means of strengthening families
- educating the client group to recognise signs of depression and helping them to understand the role of counselling.

Immigration assistance can be provided as part of casework (but not as a stand-alone service) to humanitarian clients who have arrived in the last five years and who are seeking to propose family members, where this has been assessed as necessary to the client's successful settlement.

Immigration assistance must be provided by a registered migration agent and must only be one component of a Work Program. For more information on immigration assistance please refer to question 24.

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## Developing Communities

Community development projects aim to assist newly arrived migrant and humanitarian communities to identify common goals and interests, develop a shared purpose and promote a sense of identity and belonging.

Community development projects should focus on building the capacity of newly arrived communities to work together towards common goals; promote their culture to Australian society in a positive way; and welcome and assist new humanitarian arrivals.

Potential projects may include, but are not limited to:

- identifying and developing potential leaders including, men, women and young people through a range of mentoring and other strategies
- harnessing the skills and interests of the client group to promote working together towards common goals
- assisting community leaders and members to organise, and promote their community positively
- assisting community organisations to hire or source venues for meetings, recreation and social activities
- raising awareness of how to engage and communicate with relevant organisations and service providers
- developing creative strategies to assist communities to strengthen and thrive through sponsorship by more established communities, both ethno-specific and mainstream, including finding sources of funding.

## Integration – inclusion and participation

Integration projects aim to promote inclusion and participation in Australian society by encouraging partnership initiatives with mainstream community and government organisations. This process is two-way; assisting new arrivals to interact with and understand the broader community and encouraging the broader community to be responsive to new arrivals.

Integration projects should focus on identifying the potential skills within communities, promoting those skills as a way for community members to participate in Australian society, and strengthening links between newly arrived communities and mainstream services.

Potential projects include but are not limited to:

- Sport: facilitating participation in sporting activities as a means of fostering links to mainstream sporting organisations
- Schools: assisting parents and children to understand and participate in school life and offering homework assistance
- Micro-enterprise/Small-business/Cottage Industries Development: utilising the existing skills of the client group for example, woodworking, sculpting, cooking, tailoring, music, dance, in conjunction with current Department of Education, Employment and Workplace Relations programs (for example: the New Enterprise Incentive Scheme) to generate income
- Driver Education: facilitating access to driving and road safety skills, exposure to law and order issues, the role of police and interaction with authorities for the client group
- Volunteering: linking the client group with mainstream and other volunteer opportunities to ease social isolation, develop language skills and contribute to broader society
- Access Facilitation: assisting mainstream services in the region to become more responsive to the specific needs of the client group through advocacy and information.

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For more information refer to question 24 and the department's website at <http://www.immi.gov.au/living-in-australia/delivering-assistance/settlement-grants/>.

Applications for the 2010–11 SGP funding round must propose to provide one or more of the SGP service types to be considered for funding.

## Frequently asked questions

### What will not be funded under the SGP?

The following activities are among those that will not be funded:

- Provision of specialist counselling services – there are a range of other programs specifically funded and better equipped to provide counselling services, such as the torture and trauma counseling services provided by the Integrated Humanitarian Settlement Strategy (IHSS), other torture and trauma counseling services and specialist counseling providers. SGP service providers funded by the department have a duty of care to provide information about, and make referrals, to the appropriate providers where clients require specialist counseling services.
- Services that are the responsibility of other federal, state or local government agencies, or specialist services – including services such as education support, employment services, health care, childcare and English language tuition. One of the SGP's priorities is to develop effective working relationships with mainstream service providers so that these organisations can better understand and appropriately respond to the needs of the diverse client group.
- Provision of professional interpreting services – Service providers delivering funded projects will be eligible for the provision of free interpreting services through TIS National as required for the purposes of communicating with clients accessing SGP funded services. However, staff employed under the program will not be funded by the department to directly act as interpreters. Staff may provide SGP services in a community language but are not funded to provide interpreting services to other agencies or individuals. Please refer to the section, 'Interpreting Services' for further information on the use of TIS National services.
- Multicultural events – while these events are very valuable in promoting community harmony and cohesion, they will not be funded by the SGP. Funding for these events can be obtained from a range of sources, including state and territory multicultural affairs departments, the private sector and the community itself.
- Projects should not duplicate services delivered by the Integrated Humanitarian Settlement Strategy (IHSS) or the Adult Migrant English Program (AMEP).

### Will the SGP fund English conversation classes?

No. The SGP does not fund the provision of English classes as these are already provided under the AMEP.

### Will SGP funding be provided for counselling?

No. The department recognises that clients often require a number of casework sessions in order to identify the nature of their needs. Some of this casework may involve a certain amount of initial counselling. However, settlement service providers funded by the department have a duty of care to provide information about and make referrals to the appropriate providers when clients need specialist counselling services.

### Will SGP funding be provided for childcare?

No. There is a range of other programs specifically funded and better equipped to provide childcare services.

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### **Will SGP funding be provided for immigration assistance?**

SGP funding may be used for providing immigration assistance (previously known as Migration Advice) in very limited circumstances. Immigration assistance can only be provided (by a registered migration agent) as a component of casework services for humanitarian entrants who wish to propose family members where this is assessed through casework as necessary for the client's successful settlement.

### **Can SGP funds be used for multicultural festivals?**

No. SGP funds are not available for conducting or participating in multicultural festivals.

### **Can SGP funded organisations participate at multicultural festivals?**

Organisations and their staff are free to participate in, attend and be representatives on planning and organisation committees for multicultural events and festivals.

## **Question 4: Please provide your organisational details**

### **Registered for Goods and Services Tax (GST)**

Organisations are responsible for ensuring their compliance with the GST legislation. This includes remitting GST payments to the Australian Taxation Office. GST gross-up components are shown separately in Funding Agreements.

For more information on GST please refer to the Australian Taxation Office website – <http://www.ato.gov.au/>.

For organisations registered for GST (where applicable), funding installments will include a GST gross-up component. The GST gross-up component is provided to cover an organisation's GST liability on the project itself. It does not cover the GST component that organisations will subsequently pay for goods and services purchased to deliver projects.

### **ABN/ACN**

ABN/ACN means Australian Business Number/Australian Company Number.

### **Authorised Representative**

Organisations will need to nominate at least one person, usually a Chairperson or equivalent, as their authorised representative. This is the primary contact for all departmental correspondence and generally the person who will sign the funding agreement if the application is successful.

### **Alternative Contact person**

Organisations will need to nominate a second point of contact, in the event of the Authorised Representative(s) being unavailable. The alternative contact person should be someone who can speak with authority on behalf of the organisation and who understands the project being proposed.

## **Question 5: Describe the aims and objectives of your organisation**

### **Aims and objectives of your organisation – what we are looking for?**

When describing the aims and objectives of your organisation you should describe what the organisation's main purpose is and how you are going about achieving it.

This may include your organisation's Mission Statement, core objectives, a description of other programs you are running and any other information you can provide to allow the department to understand what your organisation does and hopes to achieve.

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## Question 6: Does your organisation have a Client Service Charter, Code of Conduct, grievance handling/client feedback procedure and a risk assessment and risk management practice in place?

### What is a 'Client Service Charter'?

A Client Service Charter outlines what clients can expect from the organisation. As part of their compliance with the Service Principles, organisations must develop a Client Service Charter and publicly display it.

The department will provide funded organisations with a sample Client Service Charter which reflects the standard of client service expected from SGP funded organisations. Organisations can choose to adopt the sample or use it as a base to develop their own charter. Organisations which have their own Client Service Charter are able to continue to use it, provided it meets the minimum standards set out in the Service Principles.

### What are 'Service Principles'?

The Service Principles provide an overarching guide for organisations in the development and delivery of programs funded under the SGP. The Service Principles are intended to guide the way organisations deliver projects funded by the SGP. The principles outline the expectations that the department has of the organisation, including the programs outcomes, delivery methods and client service. Organisations will be required to report against the Service Principles as part of their standard reporting.

Organisations are required to adopt the SGP Service Principles as detailed in the Funding Agreement, including the requirement to commit to a Client Service Charter.

Organisations which do not have a Client Service Charter must either adopt the Client Service Charter provided with the Funding Agreement, or develop a Client Service Charter that meets the Service Principles.

### Can organisations amend the Service Principles?

No. The Service Principles are included as part of the Funding Agreement between the department and the organisation. Signing the Funding Agreement means adopting the Service Principles.

### Code of Conduct

This document outlines the roles and responsibilities of your staff and how they are expected to behave. A code of conduct also guides what, if any, punitive action will be taken in the event of a breach of the code of conduct.

### Grievance/client feedback procedure

This means a document that outlines how clients can provide your organisation with feedback on the services delivered, how their grievance will be handled and what they can expect from your organisation in the event they are unhappy with an aspect of the services delivered.

### Risk assessment/risk management practice

This means a document that has identified risks associated with your organisation and the services it delivers and contains strategies to address the identified risks in the event that they should occur.

Please note that if you are currently funded under the SGP and have provided these documents in the previous grants round you do not need to provide these documents again unless they have changed. In these cases you can simply enter 'previously supplied to the department under application XXXX'.

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## Question 7: Please provide details of your Management Committee or equivalent.

### Role of Management Committees or equivalent and SGP Project Workers

Management Committees comprise the group of people responsible for the management of SGP services within an organisation.

It is the responsibility of the Management Committee (or equivalent) and not that of the employee or project worker, to ensure the delivery of the Approved Work Program and that all terms and conditions of the Funding Agreement, including reporting and accountability requirements, are met.

The Management Committee (or equivalent) should ensure mechanisms are in place within the organisation to enable monitoring of the progress of the Approved Work Program to accurately and comprehensively meet accountability and reporting requirements. Mechanisms include:

- holding regular meetings
- seeking and providing regular feedback, for example, from clients, the department and SGP project workers
- submitting reports by SGP project workers to the Committee
- maintaining good record keeping procedures, including methods to track/record clients
- regularly reviewing the progress of the project.

A clear statement of the roles and responsibilities of the Management Committee (or equivalent) and SGP project worker(s) in relation to the Funding Agreement should be prepared and formally agreed by both parties. It is useful to incorporate this into SGP project workers' contracts.

The SGP project worker's role descriptions should include functions consistent with the Approved Work Program, unless otherwise specifically approved by the department. The statement should also clearly indicate that the SGP project worker is directly responsible to the organisation under the terms and conditions of their employment contract, which must be consistent with the terms and conditions of the Funding Agreement.

When answering this question please specify all members of your Management Committee or equivalent, including their title. All of the columns in this table must be completed.

## Question 8: Provide an overview of your organisation's governance structure

### Organisation governance structure

In this question you should describe what practices and procedures you have in place to ensure your organisation is smoothly and effectively managed.

Governance structures usually outline who in an organisation has responsibility for what tasks and the level of responsibility each person holds.

### Organisation responsibilities

Organisations are expected to employ sound financial management practices and are required to account for each funded project separately.

Funding installments will be directly credited via electronic banking facilities to bank accounts held by organisations. Interest earned on the balance of SGP funding held in bank accounts must be credited to the project.

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The management of accounts and records must allow accurate and timely preparation of the financial statements and the SGP End of Financial Year Audited Financial Statement of Income and Expenditure.

All records relating to the Funding Agreement are to be kept for a minimum of seven years with, if required, assurance of access by the relevant authorities. If electronic records are used, hard copy versions need to be stored for the same period.

## Question 9: Does your organisation currently receive SGP funding?

### Have you met all reporting requirements for previous SGP funded projects?

Throughout each financial year, SGP funded organisations must provide documentation to the department to verify how SGP funding was spent and what project outcomes were achieved.

This includes:

- an Audited Financial Statement detailing how their SGP funding was spent
- all progress reports, interviews and related supporting documents, and
- a copy of the organisation's annual report.

If you have previously received SGP funding please confirm that all reports, including Audited Financial Statements, have been provided to the department for each grant. If this is not the case you will need to provide reasons for this.

## Question 10: Provide details of any non-DIAC funding received in the last two financial years

In this question you should advise the department of any other sources from which your organisation receives funding.

This will allow the department to determine what complementary funding sources your organisation has and help the department determine your experience with funding administration.

By demonstrating your organisation's experience with the administration of funding you may be reducing the level of risk relating to administration of Commonwealth funding under the SGP.

Please note that if you are receiving funding from a large number of funding sources you may limit the details provided below to those which are most related to the SGP target group.

## Question 11: Provide details of any aspect of your organisation or its achievements that you believe will enhance this application and which you have not described elsewhere in your application

In this question you should provide details of any aspect of your organisation or project that you believe will add value to your application which you have not been able to describe elsewhere in your application.

This may include previous projects you have run, an attribute of your organisation such as bi-lingual workers or any other additional attributes your organisation can offer.

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## Question 12: What is your project title?

When formulating a title for your project, please use the formula 'Service Type/Target Group/Region'. This allows the department to easily understand what your target group and target location will be and what services you are proposing to deliver. For example, if your project proposed services under all three service types to all SGP target group entrants in the Statistical Division (SD) of Loddon, a suitable project title would be:

*'All three service types to all eligible SGP clients in Loddon SD.'*

Similarly if your proposed project is under the Service Type of Orientation to Australia for Humanitarian entrants in the Murrumbidgee SD, a suitable project title would be:

*'Orientation to Australia services for humanitarian entrants in Murrumbidgee SD.'*

Where the proposed project covers a number of Statistical Sub-Divisions (SSDs) in a metropolitan area, you may choose a more general descriptor rather than list all Sub-divisions (for example *'Orientation to Australia services for humanitarian and family stream entrants in Western Sydney'*).

The service types that you list in the project title need to match the service types of the activities you describe in the activities table. The department will amend any project titles that don't accurately describe the services being delivered.

## Question 12a: Briefly describe your project

When answering this question you should briefly describe the proposed project. This description should ideally be less than 70 words and cover:

- The project outline
- Who it will target
- Where it will operate.

For example: The *'Orientation to Australia services for humanitarian entrants in the Murrumbidgee SD.'* Project aims to assist humanitarian entrants in Murrumbidgee SD to become self reliant through the provision of casework, referrals and information sessions. This project will be based in Wagga Wagga but also provide outreach services twice a week to Griffith.

## Question 13: What is the expected outcome of your project?

In this question you should describe what effect your project will have on clients' settlement. You should describe what impact the activities you propose to deliver will have on the clients' lives. Rather than describing the activities that you will deliver, focus on what those activities will achieve in terms of clients settlement goals. The department separates the results of the project into two separate categories:

- 'Outputs' - that is, the activities that will occur throughout the life of the project, and
- 'Outcomes' - how those activities will change the clients lives after the activities have been delivered or what value these activities add to their lives.

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Example 1:

*'Humanitarian entrants in the XX region experience difficulties acquiring the life skills required to successfully settle in Australia in the first five years of arrival. The expected outcome of this project is that X number of SGP target group clients will gain the skills and confidence to successfully settle in Australia. This project's success will be measured by the number of clients accessing mainstream services independently and clients decreased reliance on SGP services. To determine the success of the project a survey of selected clients will be carried out throughout the funded period. The survey will focus on the client's perception of how the services have assisted them settle into Australia. A report on the results of the survey will be provided to the department at the conclusion of the project.'*

Example 2:

*The department's settlement data indicates that Sudanese entrants make up the largest group of SGP clients in the XX region. Many have acquired basic life skills and are well underway in establishing themselves in the community. Recent casework undertaken under our Orientation project currently funded under the SGP has identified a number of potential leaders within this group. This project will work closely with the community representatives to assist them establish a formal organisation and teach relevant skills related to running an organisation in Australia. The expected outcome of this project is that through establishing an incorporated organisation, the community will become independent and not reliant on the SGP worker to advocate for their needs to mainstream organisations.*

## Question 14: Which settlement need(s) will be addressed by your proposed project?

### Settlement needs

Following is a list of the main types of challenges faced by target group arrivals when settling in Australia. You should note that the SGP does not fund projects proposing to provide services that are the responsibility of other federal, state or local government agencies, or specialist services, such as education support, employment services, health care, childcare or specialist counselling. Rather, the SGP aims to increase the capacity of new arrivals to access such services directly from those agencies, through provision of information, casework and referral, development of life skills and greater familiarity with the Australian service environment, and strengthening links with mainstream service providers.

Settlement Needs Information booklets are available on the department's website at: <http://www.immi.gov.au/living-in-australia/delivering-assistance/settlement-grants/applyingforsettlementgrants.htm>.

### Accommodation

Securing suitable long-term accommodation is important for new arrivals to provide stability and security and to enable development of social networks in their local community. New arrivals experience the same challenges in finding appropriate housing that many Australian residents encounter, including meeting the general costs of accommodation as well as the general shortage of rental accommodation in most parts of Australia. New arrivals may encounter additional difficulties, however, that affect their ability to access appropriate accommodation, including:

- limited understanding of the processes involved in accessing housing through the
- private rental market or by registering for public housing
- an absence of rental history and references from previous landlords
- limited understanding of Australian tenancy rights and obligations.

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The SGP does not fund projects proposing to directly acquire accommodation for clients, but rather, to provide clients with the skills and knowledge required to find and obtain housing for themselves. Appropriate activities might include:

- practical assistance and training in how to access accommodation, such as where
- accommodation is advertised, how to interact with real estate agents, how to find
- accommodation through newspapers and real estate agents
- training on how to understand tenancy rights and responsibilities
- managing bond and rental payments
- advocacy and referral to real estate agents and community housing associations.

### **Community development**

Being part of a cohesive community in Australia assists new arrivals to better negotiate the settlement experience, combat feelings of isolation, and in turn, provide support to more recent entrants. It is important to foster the ability of newly arrived communities to organise and engage with governments, service providers and the Australian community at large.

The most effective strategies for community building and development need to come from communities themselves. Community building projects under the SGP should seek to bring together people's knowledge, skills, resources, personal networks and enthusiasm. These projects should focus on building the capacity of newly arrived communities to work together towards common goals, promote their culture to Australian society in a positive way and welcome and assist new humanitarian arrivals. Community development proposals may include, but are not limited to:

- Providing supportive environments and meeting places where people can come to discuss community issues to develop a sense of community spirit and mutual purpose.
- Assisting people interested in participating in their community to identify community issues, projects and services as they relate to their interests and capabilities and how they can be active participants.
- Providing opportunities for people already participating in their community to enhance their knowledge, skills and personal growth, and to assist with their educational and vocational goals.
- If the stated goal of the specific community is to start an association or apply for a grant, mentoring the community on requirements and develop capacity within the community to run this on their own, after a caretaking period.
- Identifying with the community areas which are currently problematic and assisting them to engage effectively in enhancing knowledge regarding specific cultural/social issues that will assist in improving services or engagement. This could be by way of establishing a client reference group etc.

### **Education and training**

Many new settlers arrive in Australia with limited prior schooling, English language ability and, in some cases, literacy skills. This creates significant challenges in the transition to the Australian school system or vocational training environment.

Many school-aged humanitarian entrants will be unfamiliar with a school environment; some may have no prior formal education and may not be literate in their own language, as well as in English. These children may need assistance with homework and projects to help reinforce lessons and encourage confidence. Entrants may also need help to develop specific skills necessary for academic achievement such as giving presentations and writing reports and essays.

Parents with limited education experience are likely to have limited capacity to assist their children with study.

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They may also need information that explains how to enrol their children, purchase uniforms and equipment, provide packed lunches and interact with the school community.

While the SGP does not fund English language, numeracy or employment skills training, appropriate projects may include:

- providing information on local schooling practices, including how to enrol their children and interact with schools
- establishing homework assistance projects for school-aged children
- information and referral to appropriate education, training and employment providers.

## **Employment**

Some new arrivals have considerable work experience and qualifications and are thus able to make the transition to working in Australia quickly. They may, however, need information on how to access employment programs and gain recognition of overseas qualifications.

Others experience greater challenges in gaining employment. Many humanitarian entrants lack experience of formal education and employment. Limited literacy and English language skills can compound the difficulties encountered when seeking work.

SGP projects may propose to link target group clients to mainstream service providers, such as Job Services Australia, which are able to assist with negotiating the job-seeking process, preparing resumes and utilising employment agencies.

Entrants may also need information about Australian workplace culture, including rights and responsibilities in the workplace, Occupational Health & Safety practices, preparing a tax return and the importance of reporting earnings to Centrelink.

Appropriate SGP services may include:

- advocacy and referral to vocational training services, Job Services Australia providers or other
- employment agencies
- provision of general information on industrial relations, workplace culture and norms, and
- workplace rights and responsibilities.

## **Family and relationships**

Migration can place great stress on families, particularly arrivals who come from diverse social and cultural backgrounds. New arrivals may find that Australian attitudes (and legislation) regarding gender roles and rights differ considerably from their prior experience.

Australian parenting practices may contrast with those of their country of origin. Parents may also feel concerned that their children are losing their cultural identity, leading to anxiety and family conflict.

Developing greater awareness and understanding of Australian social and cultural norms is an important part of settlement. Information on gender roles, parenting practices, and rights and responsibilities under Australian law may help entrants to adapt to life in Australia

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The SGP does not fund organisations to provide specialist counselling services. However, appropriate SGP activities may include:

- information and referral to appropriate specialist counselling services establishment of social support and capacity building groups, such as men's, women's or parenting groups activities to address youth issues and improve social engagement
- in cases of family conflict, information about legal issues and the roles of police and courts, and referral to appropriate services
- activities or information sessions to improve the understanding of parent's and children's rights and responsibilities under Australian law.

### **Health**

New arrivals experience the same challenges as other Australians in accessing health care services including the limited availability of general practitioners (particularly bulk-billing providers), dentists, optometrists, ophthalmologists and other medical specialists.

However, entrants may need additional guidance to understand the Australian health system, the role of Medicare, what services are available, and how to access them.

Organisations are not funded through the SGP to provide medical assistance or advice or to provide counselling services. These are specialist services best provided by qualified and experienced professionals. However, SGP services may include:

- activities to increase understanding of the Australian health system, including how to make an appointment and understanding the Medicare system
- provision of information and referral to counselling services for torture and trauma
- information about healthy living, such as good nutrition, sexual health issues, and the importance of following instructions about medicines
- advocacy and provision of information to medical practitioners on the needs of target group clients.

### **Legal and justice**

New arrivals may need assistance to understand Australia's legal and judicial systems and may require information about their rights and responsibilities. Some arrivals may need guidance in how to access legal representation to be able to navigate the court system (including the Family Court) and participate equitably in the legal process.

Humanitarian arrivals that have experienced persecution in their home countries may be unfamiliar with the role of police in Australia and lack trust and confidence in the police force and judicial systems.

Appropriate SGP services may include:

- education about financial management, banking practices and consumer rights to avoid incurring financial penalties or becoming prey to fraud and exploitation
- information on Australia's legal and government systems
- activities to increase understanding of the role of police and how to access their assistance
- information and referrals to legal assistance and services.

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## Life skills

Many humanitarian entrants have experienced significant and ongoing instability in their lives and have not had the opportunity to develop a range of skills required for life in an urbanised Western culture. Providing information and opportunities to learn more about Australian culture, customs and behavioural norms can assist new arrivals to better understand their new home and interact with the broader Australian community.

SGP projects promoting life skills should focus on providing practical assistance and information, and may include information about:

- managing an Australian-style household (for example, using appliances such as electric kettles and stovetops and utilities such as hot water and gas)
- using public transport
- learning about road rules, road safety, vehicle registration and obtaining a driver's license (particularly in areas not well-served by public transport)
- information about Australian food and nutrition
- managing finances, including household budgeting
- interacting with government agencies, including understanding mail and completing forms.

## Social participation

Arriving in an unfamiliar country, often with limited understanding of English, some new arrivals need assistance to make social connections. Adapting to a new social environment can be daunting and entrants may lack the confidence to seek out opportunities for social engagement. Entrants with low-level English language skills and those settling in rural areas can be particularly vulnerable to social isolation and possible discrimination.

Recent arrivals may need assistance to link them with members of their own ethnic community, an important step in developing a sense of identity in a new place. Entrants may also need assistance to develop social networks in the broader Australian community.

Appropriate SGP projects may include:

- providing information about and assisting entrants to access local community activities, such as local sports and social clubs, organisations such as school parent associations, parents and citizens groups
- advising entrants about opportunities to become involved in volunteering
- improving communities' capacity to access appropriate meeting places and facilities for community activities.

The department encourages projects which address a range of settlement needs to ensure that its limited SGP funding reaches the greatest number of clients. However, in larger metropolitan areas where significant numbers of SGP clients reside, it may be appropriate to target a project at a narrower range of needs (for example focusing on women, youth or specific ethnic groups; or delivering only integration services where the client group is more established; or focusing a proposal to address a specific identified settlement need).

In other smaller metropolitan or rural/regional areas where no specific need has been identified by the department (for example where there are low levels of SGP target group arrivals), generalist projects targeting the full range of settlement needs are seen as more appropriate. In these cases organisations should choose the 'generalist' option available from the drop down menu.

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## What if I know there is a need for a project but the department hasn't advertised it as a settlement need?

If you believe you have identified a settlement need that has not been included in the Settlement Needs section of this booklet you can still apply for SGP funding. At question 14 of the application form you will need to select 'unstated need' from the drop down selection. This will trigger a second question which will ask you to describe the need you have identified.

When applying for funding to address an 'unstated need' you should include evidence that supports your claim that a need exists. Evidence may include:

- Statistical data
- OSCAR statistics from previous SGP projects
- Anecdotal evidence
- Information derived from community consultation and casework.

## What will happen if no suitable organisation applies for an advertised settlement need?

The department can approach a suitable organisation to negotiate arrangements to deliver services to meet the particular identified need.

## Question 15: Summarise how the settlement need(s) will be addressed by your proposed project

When proposing a project you need to consider the best way to address the settlement needs. Things you should consider include:

- How many clients are in the target group? For further information refer to the Settlement Needs Information booklets on the department website and information below on the Settlement Reporting Facility
- What actions need to occur for this project to be successful?
- What will the outcome of the actions be and what steps will you take to ensure that the result is what you intend?
- How will the target group benefit from the actions taken?
- What could go wrong and how can I prevent it?
- How will you connect to the people you are targeting?
- Who needs to be involved to ensure success of your project?
- Have you drafted a work program for the project?

## Settlement Reporting Facility

The Settlement Reporting Facility uses the Department of Immigration and Citizenship's Settlement Database to provide the general public with statistical data on permanent arrivals to Australia.

The Settlement Database brings together data from various internal and external sources to assist government and community agencies involved in the planning and provision of services to migrants.

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The department's Settlement Reporting Facility can assist you to provide further information in your SGP Application Form about the target group you propose to deliver services to. Instructions on how to produce a settlement report are also available.

The Settlement Reporting Facility is available at <http://www.immi.gov.au/living-in-australia/delivering-assistance/settlement-reporting-facility/>.

## Question 16: What is the location of your project?

When answering this question you need to advise the department where your project will be located and delivered from.

### How do I define a project location(s)?

It is important that when completing your application you advise the department of all locations you intend to run your proposed project from, including outreach locations.

For example, if an organisation is running SGP services in a particular town four days a week as well as visiting a local school once a fortnight to provide a homework class then the description of the location and contact details for the project location in the town should be completed as the primary location. The details of the homework class and school should then be completed as the additional location. If a third (or subsequent) location is also being proposed then an additional project location can be added by clicking on the 'add location' button.

### How do I work out what percentage of a project is being run in a project location?

When considering what percentage of a project is being run from a location you should consider the amount of time being spent in that location for the purposes of the project.

For example, if you are proposing to run your project from two locations, one location four days a week and the other location one day a week the percentage would be 80 per cent for the location operating four days a week and 20 per cent for the location operating one day a week.

### What should I include when describing a project location?

When describing a project location you should draw attention to anything that adds value to the project or makes the location suitable for delivery of your proposed project. Things to consider are:

- What will make your service location accessible to your target group – are there suitable public transport options available for clients?
- What 'value adds' does the project location offer your project's target group?
- How will your target group find your project location? – is your project location adequately signposted?
- Is this the best location for the delivery of the proposed project?

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## Question 17: Identify the service region(s) in which services will be delivered under your project

### What is a service region?

A service region is defined as the physical area where your SGP project will operate. In many cases this will be a single location, however in some cases your project may cover more than one area e.g. for outreach services.

For the purposes of the SGP, service regions are defined by Statistical Division (SD) and Statistical Sub Division (SSD) boundaries. When completing this question please list all SDs and SSDs your project will deliver services in.

SDs and SSDs are based on the Australian Standard Geographical Classification (ASGC). This is a standard national framework used by the Australian Bureau of Statistics (ABS) for collection of statistical information on a geographic basis and divides Australia into Statistical Divisions (SDs), Statistical Sub Divisions (SSDs) and Statistical Local Areas (SLAs). The benefits of the ASGC are that it:

- Covers the entire geographic area of the country without gaps or overlaps, ensuring that no locations are excluded or double counted.
- Enables settlement patterns and needs to be analysed at a national, state/territory and regional level, while still allowing consideration of smaller and more specific areas of need.

### What is a Statistical Division?

A Statistical Division (SD) is the largest unit of measurement used under the ASGC. Each SD covers a large geographical area. In larger metropolitan areas a SD is further divided into SSDs and SLAs. For example, the city of Sydney is a single SD, however, it is further defined into 14 SSDs due to the large population which resides in this location. More information on SDs is available on the ABS website at: <http://www.ausstats.abs.gov.au/ausstats/2007maps.nsf/New+Homepages/main+map?OpenDocument>

### What is a Statistical Sub Division (SSD)?

SSDs are the medium unit of measurement used when determining the boundaries of an area of Australia. SSDs are generally used in large population centers such as Sydney and assist in breaking high population areas into more manageable areas. More information on SSDs is available on the ABS website at: <http://www.ausstats.abs.gov.au/ausstats/2007maps.nsf/New+Homepages/main+map?OpenDocument>

### What is a Statistical Local Area (SLA)?

SLAs are the smallest unit of measurement used under the ASGC. For example, just as the city of Sydney is a single SD and it is further defined into 14 SSDs due to the large population, each of these SSDs is further defined into SLAs. More information on SLAs is available on the ABS website at: <http://www.ausstats.abs.gov.au/ausstats/2007maps.nsf/New+Homepages/main+map?OpenDocument>

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## How do I work out what SSD my project will be located in?

A drop-down list of statistical divisions is provided in the application form. The following information will assist you in determining whether the area to be serviced is metropolitan or rural/regional.

### Australian Capital Territory

Canberra SD is the only metropolitan area. All other areas are regional.

### New South Wales

Metropolitan areas are:

- Sydney SD
- Newcastle – Inner and Newcastle – Remainder SLAs (in Hunter SD)
- Wollongong SLA (in Illawarra SD)

All other areas of NSW are regional.

### Northern Territory

Darwin SD is the only metropolitan area – all other areas are regional.

### Queensland

Metropolitan areas are:

- Brisbane SD
- Moreton SD

All other areas of Queensland are regional.

### South Australia

Adelaide SD is the only metropolitan area. All other areas are regional.

### Tasmania

Greater Hobart SD is the only metropolitan area. All other areas are regional.

### Victoria

Melbourne SD is the only metropolitan area. All other areas are regional.

### Western Australia

Perth SD is the only metropolitan area. All other areas are regional.

## Where can I find maps of the planning regions?

Maps showing the statistical divisions by state are available in the settlement needs information on the department's website at <http://www.immi.gov.au/living-in-australia/delivering-assistance/settlement-grants/>. Additional information and maps on statistical divisions can be found on the ABS website at <http://www.abs.gov.au/>.

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## Question 18: How will your project complement rather than duplicate any services that already exist in the proposed service region?

When proposing a project you need to ensure that you are not duplicating an existing service in the service region you are proposing to deliver services in. The main aim of the SGP is to assist newly arrived migrants settle in Australia and build self reliance as soon as possible after arrival. If a 'mainstream' service already exists in a location, it is expected that SGP service providers would assist their clients to connect with the existing services rather than duplicate these services. This may mean setting up referral protocols with the existing service, educating them on how to be responsive to client needs or adjusting the proposed project to meet an identified gap in services.

For example:

*'In xx region we are aware there is another SGP project in operation delivering orientation to Australia services. This project will complement the other SGP project by providing community development opportunities for longer/more established community members to learn leadership techniques which will help them assist newer members of the community. This project will work closely with the orientation project and link the established community with the newly-arrived community members. Identified community leaders will hold group information sessions for the orientation project to provide the new community with information on how to best settle into the broader community.'*

An alternative source of information about what services are available in a particular location is local council websites, many of which provide information about the services available in their area.

## Question 19: How much funding are you requesting?

In this question you need to advise the department how much funding you are requesting to run your project. SGP funding is aimed at funding projects which promote self sufficiency for the SGP target group. When considering how much funding to request you need to consider factors such as wages, facilities, operating costs and other costs associated with the delivery of proposed project. You will be asked at question 31 of the application form to provide a budget for your proposed project.

Please do not include commas or decimal points. For example 60000 not 60,000 or 60.000.

### What type of programs can be funded for one, two, or three years?

Whilst funding is available under the SGP for one, two and three year grants, the majority of SGP projects have been funded for one year. This is because settlement needs change over time and the department needs to have the flexibility to respond to these needs as they arise.

The SGP is a discretionary grants program and it is subject to Department of Finance and Deregulation guidelines regarding discretionary grants spending. Government guidelines/policy indicates a preference for annual assessment processes and the limiting of forward commitment of funds in any program year. An annual assessment process allows the program to remain flexible and responsive to emerging needs.

However, the department recognises that multi-year grants provide financial stability and an opportunity for forward planning to organisations. Multi-year grants are available for those projects which demonstrate the following:

- the project shows clear progress from one phase to the next and builds on the outcomes from the previous year
- there are continued target group arrivals to an area, and
- there is evidence of an ongoing need for services.

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If you are seeking multi-year funding for your proposed project you need to justify why it is needed. You need to indicate that there will be continuing need for service, based on the department's statistical data. You also need to demonstrate how the project will develop over the funding period and articulate clear milestones that indicate progress is being made.

For example, if you are delivering a project to provide case work and community development services to clients, you need to demonstrate that there will be continuing need for case work services due to new arrivals. You will also need to demonstrate how the community development aspect of your project will progress from one phase to another over the funding period.

### **How much can an organisation apply for?**

The department's website contains information about previous SGP grants that can be used as a guide to grant amounts.

While there is no set limit to the grant amount organisations can apply for, funding available is limited and the SGP application round is competitive. Organisations should budget appropriately for the project they wish to deliver.

### **Question 20: Is your organisation part of a consortium/partnership arrangement and/or managed grant for the purposes of this project?**

Under the SGP eligible organisations are permitted to manage a grant on behalf of other organisations. This can be done through a consortium or partnership arrangement or as a managed grant.

#### **What is a consortium or partnership?**

A consortium/partnership arrangement is a legal arrangement between two or more organisations to provide joint services to a community or number of communities or groups across a geographical area and/or region.

The applicant or lead organisation signs the Funding Agreement with the department and accepts legal responsibility for the performance and financial management of the grant. All organisations within a consortium or partnership arrangement must be eligible organisations under the SGP.

#### **What is a managed grant?**

A managed grant is an arrangement between an organisation which is not incorporated, or is not eligible for some other reason, or which does not yet have the ability to manage grant funding, and an organisation eligible under the SGP (lead organisation). As in the case of consortium arrangements the applicant or lead organisation signs the Funding Agreement with the department and accepts legal responsibility for the performance and management of the grant. Managed grants allow smaller or newer organisations, particularly those with little or no management experience, to link with more experienced eligible organisations, to provide SGP-funded settlement services.

Under both these arrangements all funded Consortium/Partnership Arrangements and managed grants must have in place a satisfactory Memorandum of Understanding (MOU) which sets out the respective roles and responsibilities of all parties. If you already have an agreement between the relevant parties, please submit a copy as part of the supporting documentation with your application. If not, and your application is successful, you will need to submit an MOU to the department for approval, before 30 June 2010.

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## What is a Memorandum of Understanding (MOU)?

An MOU is a legal document which outlines an agreement to work cooperatively with another organisation. An MOU should outline lines of responsibility, financial arrangements and other details pertinent to the services the MOU is covering.

## Question 21: Outline how your organisation will ensure the following accountability measures for the project are met

### Accounting for and acquitting project funding

When answering this question, you need to demonstrate to the department that your organisation has the capacity and practices in place to account for all SGP project funding through the life of the project as well as processes in place to acquit the funding at the end of the funded term. It is a requirement of the department that all SGP project funding received by an organisation be independently audited and acquitted at the end of each financial year.

Information you should include in your answer to this question may include (but is not limited to) what systems you use to track expenditure, whether you have a treasurer/accountant as part of your staff and what practices your organisation has in place to reduce the risk of fraud or financial misappropriation. Experience in managing other government funding may also be relevant in your answer to this question.

### Maintaining and monitoring quality service provision

When responding to this question you need to demonstrate to the department that your organisation has the processes and procedures in place to monitor the delivery of SGP services and address issues as they arise.

This may include (but is not limited to) the appointment of a supervisor for SGP project staff, client feedback mechanisms, internal audits and reviews, appropriate record keeping and other quality control measures.

### Overall administration of the project

When responding to this question, you should consider what measures your organisation will put in place to monitor the overall progress of your project and ensure Approved Work Program outcomes are achieved within the given timeframes and Budget. This may include (but is not limited to) regular staff meetings between management committees and SGP project workers, staff training, management practices and other steps which reflect your ability to monitor the overall administration of the SGP project you are proposing.

## Question 22: What risks have you identified that may impact on the service delivery of the proposed project and how will you manage these risks?

Identifying risk is an essential step in ensuring that your project runs smoothly and that potential problems are identified before they occur. A good risk plan will consider all issues that may occur and identify strategies to address or lessen the impact of these issues.

The department considers risk to be inherent with any SGP project. A thorough identification of risks will show that you have considered all of the aspects of your proposed project and that you are able to lessen the risk of it failing. In fact, the department is of the view that if an organisation is not able to identify an appropriate number of risks (effective risk management practices) under each of the categories below, this actually adds a risk to the proposed project and this may impact on whether a project is successful in gaining funding.

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When completing this section of your application you are asked to consider risk under four distinct categories:

### **Financial risks**

Financial risks are those risks which relate to the accountability of funding received under the SGP should your project be successful in gaining funding. Examples of financial risks may include:

- inability to track expenditure
- inability to meet project costs due to poor financial management
- budget items exceed original costs.

Examples of mitigation strategies for the above risks may include:

- engagement of an accountant, auditor or appropriate accounting software
- professional financial advice and budgetary assistance.

### **Legal risks**

Legal risks are those risks which relate to the legal aspects of delivering SGP projects. Examples of legal risks may include:

- poor record keeping
- inability to deliver on the Approved Work Program
- giving immigration assistance when not a migration agent.

Examples of mitigation strategies for the above risks may include:

- ensuring client records are well maintained
- ensuring Approved Work Program is achievable and closely monitored
- ensuring staff are aware of their limitations in giving immigration assistance through targeted training.

### **Organisational risks**

Organisational risks are those risks which relate to the organisation delivering SGP projects. Examples of organisational risks may include:

- staff management practices adopted are inappropriate or inadequate
- staff recruitment insufficient to deliver project
- IT system inadequate.

Examples of mitigation strategies for the above risks may include:

- provide staff management training
- engage suitably qualified manager
- engage registered recruitment agency
- scope poor IT functions and upgrade systems.

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## Other project specific risks

Project specific risks are those risks which relate to delivering SGP projects. Examples of project specific risks include:

- aims and objectives of project not being met
- project's services not addressing identified settlement needs and/or target group
- project duplicating IHSS services.

Examples of mitigation strategies for the above risks may include:

- regular review of project position and services by Management Committee
- monitor reporting statistics to ensure appropriate target group receiving SGP services
- ensure services not diverting from Work Program.

## The department's risk assessment

It is important that risks within the SGP are identified and managed. This helps ensure that services are delivered effectively and efficiently. If the risk assessment identifies a need, organisations will be subject to more targeted and tailored monitoring and reporting requirements to assist them to successfully deliver their projects.

The application assessment process includes the identification of specific or potential risks in the delivery of the project. All identified issues are discussed as part of the Funding Agreement phase and Grant Managers will negotiate with the organisation appropriate strategies to mitigate those risks.

The department will consider risks relating to the applicant's:

- community links
- service capacity
- project management capacity
- accountability (including reporting history where applicable)
- financial management capacity.

## Question 23: What group(s) will be the focus of your project?

This question considers which target group your project focuses on. Some SGP projects operate as a generalist service targeting, for example, all eligible SGP clients whilst others have a narrower focus. The focus of your project should reflect the settlement need you intend to address. Depending on what this need is, one approach may be considered more appropriate than others.

Many SGP projects cover several target groups over the full range of services. When completing this question please list all relevant categories.

### Generalist

Generalist projects form the majority of SGP projects and aim to provide settlement services to a broad range of SGP target group members within their area of operation. Generalist projects often operate in areas with a diverse range of ethnicities and in regional centers with relatively low levels of eligible SGP clients.

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## Country of Birth-specific

Country of birth-specific projects are targeted to a client group from a particular country of origin. Country of birth-specific SGP projects are appropriate where there is a large concentration of a particular group residing within the service region. If you are applying for a country of birth-specific grant please identify all of the countries to which you are proposing to deliver SGP services to. Likewise, if you are proposing to service a broader community group such as 'Africans' you may choose to select the broader category of continent of birth.

## Gender-specific

Gender-specific SGP projects target settlement needs affecting those of a particular gender within a community.

Gender-specific projects can also be ethnically based. Examples of gender-based projects include women's groups and men's groups. This type of project is appropriate when addressing a settlement need specific to the target group such as women's health.

## Age-specific

Age-specific SGP projects are targeted towards groups of the SGP target clientele which fit within a defined age bracket such as youth. Age-specific projects may also be country of birth-specific and/or gender-specific, for example a Youth project for Sudanese females.

## Optional – additional information

If your proposed SGP project target group does not fit within country of birth specific, age specific or gender specific descriptions or you feel you have not been able to fully describe your project target group in the previous questions you can add any additional information you feel will enhance your SGP project application.

## Question 24: Describe the activities to be undertaken and target groups to be serviced as part of this project. The information entered at this question will form the basis of your Work Program if your project is successful

Your response to this question will enable the department to capture information to form the basis of a Work Program which will be negotiated if your proposed project is successful in gaining funding. The question has been put in a way that allows you to take into account the local conditions affecting your proposed project and encourages innovative ways of delivering activities.

If you are applying for a one year grant you will only need to complete the year one activity table. If you are requesting multi-year funding you will need to complete the activity table for each year of funding requested.

It is important to note that if applying for multi-year funding you will need to demonstrate progression of your project from one year to the next and that there will be an on-going client base in the region you are servicing. Simply repeating the same activities from one year to the next may not be sufficient.

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## What is a Work Program?

The Work Program is a description of the activities that will be performed under the SGP funded project.

Organisations must have mechanisms in place to track and record the delivery of the approved Work Program.

The Work Program identifies key components of the project and includes clear and realistic performance measures that can be used to assess and report on the achievement of the agreed project outcomes.

Multi-year projects have a Work Program for each year. You will need to demonstrate that the outcomes for each year of requested funding build upon the previous year's outcomes and that there is a continuing client base.

## The Work Program will be a schedule to the Funding Agreement

The information supplied in the application may need to be varied to reflect certain conditions on which the funding has been offered. For example, the organisation may be required to increase or decrease the geographical area covered, include additional migrant communities, or vary the service types or activities to be delivered.

## Completing the activities table

### Activity/ Service Type

When designing your proposed project you need to identify the activities you propose to undertake to achieve the stated objective of your project. What you are proposing to achieve will reflect which activities are appropriate for your project. The department has defined a number of common activities under each eligible service type.

A list of defined activities is provided in the drop down menu in the table. These pre-defined activities are provided below to assist you with the design of your project. Under each service type there is a category titled 'additional activity'. You can use this section if an activity you are proposing does not fit within the pre-defined activity types.

When you select an activity you will notice that this section of the table auto populates with the relevant service type. If you do not agree with the service type selected, you should review the definitions of the services types at Question 3 of this booklet. It may be that you need to select a different activity to better reflect what it is you are proposing.

### Activity Description

Once you have selected the activities you wish to propose under your SGP project you need to explain how you will undertake the activity. Ideally this will include a description of the people who will deliver this activity, where and when it will be delivered and what it will include. For example: if you are planning to deliver casework an appropriate entry next to this activity may be:

*'Casework will be provided to clients five days-a-week using an appointment based system. All clients will be given an assessment interview at the beginning of their casework program and an exit interview during their last session. Casework services will focus on giving SGP clients the life skills and referral points needed to successfully and independently settle in Australia.'*

You will need to complete a description for each activity you have included in your proposed project.

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## Performance Measures

When determining performance measures it is important you ensure the targets are realistic and in line with the settlement need(s) being addressed by the project and with your proposed project budget.

Each activity should have both quantitative and qualitative performance measures:

Quantitative – that is, number and/or frequency of times the activity will occur throughout the funded period.

For example: *‘This project will provide a case work services to x clients during the funding period and x client contacts are provided with casework services during the funding period’.*

Qualitative – that is, the standard of performance to be achieved. For example: *‘At least 80per cent of clients are referred to mainstream service providers or feedback from client reference groups or clients on the effectiveness of service delivery’.*

You will need to complete both Quantative and Qualatitve performance measures for each activity you have included in your proposed project.

## Target Group(s)

For each activity you have selected you need to identify which of the SGP target groups will be benefiting from each one. This may be the same for each activity or may vary depending on the project you are proposing and where it is located. For example, you cannot propose to provide services to dependants of skilled migrants in a rural and regional area if you are going to deliver services in a metropolitan area.

For the purposes of this application the SGP target group is defined as follows:

- All eligible groups Metropolitan
- All eligible groups Rural/regional

or

- Eligible Family stream – Metropolitan
- Eligible Family stream – Rural/regional
- Humanitarian – Metropolitan
- Humanitarian – Rural/regional
- Eligible Skilled Dependants – Rural/regional.

## Expected Outcome of Activity

Here you should describe what benefit the activity will have for your project’s target group.

When completing this part of the activities table you should consider what benefits you expect for participants.

For example if you are holding a group information session on women’s health, an expected outcome of the activity may be that participants are better informed about the health services available to them, leading to self-reliance and ability to share this knowledge with other members of the community. An expected outcome of a community development activity may be that participant’s assist their communities establish a formal association, promote their community or otherwise assist their community in becoming self sufficient.

At the end of each financial year, funded organisations will be asked to report to the department on the outcomes which have been achieved in the 12 months. These outcomes may at times be difficult to measure. In these circumstances, Grants Managers will negotiate with the funded organisation what evidence is required to demonstrate the success of the project.

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## Percentage of project funding

In this section you are asked to consider what percentage of the project's funding will be directed to each activity. Factors to consider are what percentage of staff resources are going towards the activity, what percentage of the projects facility cost goes towards this activity and what proportion of overall project time this activity will take. Percentages are only expected to be an estimate, however, the estimated percentages will be taken into account when assessing the proposed project and project budget. The total for all activities should equal 100 per cent.

## Activities under the orientation to Australia service type

The following activities in this section are examples of commonly delivered SGP activities. This is not an exhaustive list. The SGP encourages innovative models and creative approaches to settlement service delivery. The information below should be used as a guide. If your activity is not listed below you may still include it in the proposed activities table in your application.

### Casework

Casework services involve intensive work with the client to develop a tailored response to their settlement needs. It involves:

- a comprehensive assessment of the settlement needs of the client/family
- the development and implementation of strategies to address those needs, for example:
  - provision of settlement information on a one-to-one basis
  - referrals to mainstream government and other service providers
  - general support and advocacy on behalf of clients
  - development of life skills.

It does not include the provision of specialist counseling services, but does include referral to agencies who deliver this counseling.

Please note the department has a mandatory performance requirement for this activity type.

Organisations wishing to deliver casework services will be required to report client contact statistics through the department's online reporting system.

### Referral to mainstream agencies

A referral is where a client is referred by the SGP service provider to mainstream government agencies or other service providers.

This may be formal or informal and may include arranging an appointment or introduction for the client. A referral may be an outcome of casework services.

Please note the department has a mandatory performance requirement for this activity type. Organisations wishing to deliver referral services will be required to report through the department's online reporting system.

### Front counter services

Front counter services are generally brief contacts with clients who require simple advice, information or referrals. Services that may be included in the front counter activity include informal referrals to other agencies and programs, information dissemination, providing written material and handouts and appointment services.

Please note the department has a mandatory performance requirement for this activity type. Organisations wishing to deliver front counter services will be required to report through the department's online reporting system.

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## Living in Australia

Living in Australia activities are designed to assist clients understand how concepts such as parenting, managing a home, domestic violence and other social behaviors in Australia may differ from their place of origin. The aim of these activities is to ensure clients do not behave in ways that may be considered inappropriate in Australia.

These activities can be broad in scope and cover a number of settlement issues. Living in Australia activities may include group information sessions and training on relevant topics. Living in Australia activities may also include approaches such as practical lessons in understanding parenting in Australia, accessing services or understanding Australian customs and norms.

## Publication

Activities falling under the publication activity type refer to the creation of a document, newsletter or other publication which assists the SGP target group in orientating themselves to life in Australia. If you are proposing a publication activity, you should be sure that you are not duplicating an already existing service.

Suggested suitable activities under this activity type may be publications such as 'service guides' to assist migrants to find services within a locality, information pertaining to life skills or innovative ways to provide information on addressing settlement needs to specific groups of clients.

Please note that translating existing documents into other languages is not appropriate as a funded activity under the SGP and this activity type must be accompanied by other complementary activities. Funding will not be provided under the SGP for projects solely for production of a publication.

## Immigration assistance

Immigration assistance (previously known as Migration Advice) can only be provided under the SGP in limited circumstances and only by a registered migration agent.

Immigration assistance can only be provided under the SGP where the client is a refugee or humanitarian entrant who arrived in Australia within the last five years and has been identified, through casework services, as requiring immigration assistance in relation to the proposing of family members.

A registered migration agent is qualified to use knowledge of migration law and procedure to assist a person to:

- obtain a visa to enter or remain in Australia
- review a decision not to grant a visa
- nominate or sponsor a prospective visa applicant
- apply for review of a decision to cancel a visa

Anyone who provides immigration assistance in Australia must be registered with the Office of the Migration Agents Registration Authority (MARA).

If you are unsure whether your proposed activities fall within the responsibilities of a registered agent please contact:

The Director  
Migration Agents Section  
Department of Immigration and Citizenship  
Phone: 02 6264 3355  
Email: [agents.mailbox@immi.gov.au](mailto:agents.mailbox@immi.gov.au)

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Organisations will need to consider and comply with the following information regarding immigration assistance:

- Immigration assistance must be provided by a registered migration agent and must only be a small component of a Work Program
- Immigration assistance can be provided to humanitarian entrants who have arrived in the last five years and who are seeking to propose family members, but only as a part of casework where this has been assessed as necessary to the client's successful settlement, not as a stand-alone service
- Organisations cannot use SGP funding to provide immigration assistance services beyond these limitations. However organisations can arrange for registered migration agents to provide immigration assistance from the service location either pro bono, on a fee basis or under another funding program, for example, the Immigration Advice and Application Assistance Scheme (IAAAS)
- Organisations may provide immigration-related administrative services to clients as part of existing Orientation to Australia services without the use of a migration agent. These services would include obtaining forms, helping to fill out forms where immigration assistance is not required or assisting clients to access the department's website or helpline.

Organisations need to be aware of what constitutes 'immigration assistance' under section 276 of the *Migration Act 1958*, and ensure that their staff are informed of the services they can legally provide.

It is illegal for people who are not registered migration agents to provide immigration assistance in Australia. They can, however, provide other immigration-related administrative services. For example, they can:

- do clerical work (including typing, photocopying or lodging applications)
- provide generic advice that a person must apply for a visa
- guide someone to where they can find visa information for example, the department's website
- pass on correspondence without providing substantial comment.

### **Housing**

Housing activities are those aimed at assisting SGP target group clients to overcome barriers to accessing affordable private rental accommodation. Barriers include those factors which specifically disadvantage humanitarian entrants from other low income households, including lack of familiarity with housing search and application processes; lack of rental history or referees; language barriers; larger families than the norm and prejudice.

Suitable activities may include information sessions to assist clients understand how to access the private housing market, where to access assistance and support and understand tenant responsibilities and liaising with real estate agents to represent and promote client needs to facilitate access to housing information and services for clients.

Housing activities were funded in a limited number of locations on a pilot basis for 2008-09 and 2009-10. This pilot program has now ceased. However, housing activities (as detailed above) may still be funded as a component of an SGP project, in some selected locations. Applicants wishing to include housing activities as part of their SGP projects must provide evidence as to why such activities are warranted in that particular location.

### **Additional activity – Orientation to Australia**

If you wish to propose an activity which does not match the pre-defined activities listed under 'Orientation to Australia' you can use this additional activity box to provide the department with details for the activity you wish to undertake. Before doing so, you should check the activities listed under 'Developing communities' and 'Integration – inclusion and participation' to ensure the proposed activity does not fall within these service types.

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## Activities under the Developing Communities service type

The following activities in this section are examples of commonly delivered SGP activities. This is not an exhaustive list. The SGP encourages innovative models and creative approaches to settlement service delivery. The information below should be used as a guide. If your activity is not listed below you may still include it in the proposed activities table in your application.

### Community Development

Activities targeting Community Development should be aimed at empowering the community to address its needs independently. A key community development project may include in consultation with the community, the development and implementation of a community plan to address their identified interests, needs and goals.

### Auspicing

Activities targeting the development of community organisations should work towards strengthening community organisations and the communities they represent. This may include advocating for their needs, assisting them to establish formal associations, registration, incorporation, assisting them to apply for funding, gain financial training and information, organisation planning or any other action which will assist the community in becoming self sufficient.

### Mentoring

Mentoring activities should be targeted towards providing SGP clients with a mentor or guide in a particular life skill or occupation. Any mentoring activity proposed should be related to the settlement need your project proposes to address.

### Additional activity – Developing Communities

If you wish to propose an activity which does not match the pre-defined activities listed under 'Developing Communities' you can use this additional activity box to provide the department with details for the activity you wish to undertake. Before doing so, you should check the activities listed under 'Orientation to Australia' and 'Integration – Inclusion and Participation' to ensure the proposed activity does not fall within these service types.

## Activities under the Integration – Inclusion and Participation service type

The following activities in this section are examples of commonly delivered SGP activities. This is not an exhaustive list. The SGP encourages innovative models and creative approaches to settlement service delivery. The information below should be used as a guide. If your activity is not listed below you may still include it in the proposed activities table in your application.

### Development of commercial enterprise(s)

Development of commercial enterprise activities are aimed at assisting SGP target group clients in the area of small business and income generating skills which will promote self sufficiency and address identified settlement needs. This may include assisting target group clients to identify their market, write a business plan, conduct a feasibility study, understand small business in Australia and apply for other government grants or provide pathways to setting up commercial enterprises such as a small business or cottage industry linked to the group's cultural skill (for example cooking, crafts, and dance).

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### **Sporting activity/team**

It is recognised that sporting activities can be an effective way of promoting inclusion and participation in mainstream society. This activity may promote participation in general sports activities as a way of reducing isolation, provide pathways to mainstream sporting activities for the SGP target group or facilitate the setting up of sports teams and associations.

This activity should include integration and participation of the SGP target group into the broader community. For example, this activity may involve an African youth soccer team participating in the local community soccer club tournament or playing against other community teams in the region.

### **School-based activity**

Under this activity type applicants may propose school-based activities such as homework groups, parents' groups and other activities that assist SGP target group clients to participate in school activities and support learning and educational outcomes.

### **Driver education**

Driver education activities are those aimed at assisting SGP target group clients to overcome barriers to settlement arising from a lack of transport and driving skills. These barriers to settlement are especially relevant in rural and regional areas where the lack of public transport can limit SGP target group clients' ability to access employment and educational opportunities.

Suitable activities may include driver education, facilitating practical driving lessons and information sessions on road laws.

SGP funding may only be used to subsidise professional driving instruction lesson(s), not to pay for entire driving lesson(s).

### **Employment and volunteering**

Many SGP clients face barriers to securing suitable and sustainable employment outcomes. Suitable employment activities may include conducting information sessions to assist clients understand Australian workplaces, and how to access mainstream services. If you are proposing an employment activity, you should ensure that it does not duplicate services available through other agencies or government programs such as Job Services Australia.

### **Advocacy for client group(s) to mainstream organisations**

Advocacy activities are those aimed at educating mainstream agencies on the special needs of SGP clients.

This may include (but is not limited to) lobbying, providing information, networking or liaising with mainstream agencies.

### **Additional activity – integration, inclusion and participation**

If you wish to propose an activity which does not match the pre-defined activities listed under 'Integration – Inclusion and Participation' you can use this additional activity box to provide the department with details for the activity you wish to undertake. Before doing so, you should check the activities listed under 'Orientation to Australia' and 'Developing Communities' to ensure your proposed activity does not fall within these service types.

## Example of a completed activities table – Orientation to Australia

Below is an example of a completed Activities table for an **Orientation to Australia** service type project. This is an example only and should not be interpreted as a template or preferred project format/type.

Activity-Service type	Description of activity	Performance measures	Expected outcome	% of project funding
<b>Casework – Orientation to Australia</b>	<p>Casework will be provided to clients five days a week using an appointment based system.</p> <p>All casework clients will be given an assessment of their needs on their first appointment and an exit interview on their last.</p> <p>Case work will focus on providing the client life skills and referral points to local mainstream agencies.</p>	<p><b>Quantitative</b> X clients are provided with casework services during the funding period.</p> <p>X client contacts are provided with casework services during the funding period.</p> <p><b>Qualitative</b> Feedback from client reference groups or clients on the timeliness and effectiveness of service delivery.</p>	<p>This activity will result in clients' increased:</p> <ul style="list-style-type: none"> <li>• knowledge of and ability to navigate and access mainstream support services</li> <li>• personal capacity and independence to solve problems as they arise</li> <li>• ability to provide information about accessing services to other community members.</li> </ul> <p>The activity will result in increased independence of individual clients and their decreased reliance on casework services.</p>	55%
<b>Referrals – orientation to Australia</b>	<p>Referral of SGP clients to mainstream and other service providers using comprehensive and clear referral systems and guidelines.</p>	<p><b>Quantitative</b> X referrals made during the funding period.</p> <p><b>Qualitative</b> Clear referral procedures and guidelines in place.</p>	<p>This activity will result in clients' increased:</p> <ul style="list-style-type: none"> <li>• knowledge of and ability to navigate and access mainstream support services</li> <li>• personal capacity and independence to solve problems as they arise</li> <li>• ability to provide information about accessing services to other community members.</li> </ul>	35%
<b>Group information sessions – Orientation to Australia</b>	<p>Provision of culturally and linguistically sensitive orientation / life skills information to groups of SGP clients.</p> <p>Topics will include: (Add topics as required).</p>	<p><b>Quantitative</b> X orientation/ life skills sessions conducted during the funding period.</p> <p>X individual clients per orientation/ life skills group session.</p> <p><b>Qualitative</b> Feedback from participants on information session attended.</p>	<p>This activity will result in clients' increased:</p> <ul style="list-style-type: none"> <li>• knowledge of and ability to navigate and access mainstream support services</li> <li>• personal capacity and independence to solve problems as they arise</li> <li>• ability to provide information about accessing services to other community members.</li> </ul> <p>(Each topic will have additional outcomes specific to that topic which may be included here.)</p>	10%

## Example of a completed activities table – Developing Communities

Below is an example of a completed Activities table for a **Developing Communities** service type project. This is an example only and should not be interpreted as a template or preferred project format/type.

Activity-Service type	Description of activity	Performance measures	Expected outcome	% of project funding
<b>Community Development – Developing communities</b>	In consultation with the community, develop and implement a community plan to address identified interests, needs and goals.	<p><b>Qualitative</b></p> <p>Feedback from community of usefulness of the activity.</p> <p>Progress of the activity is tracked along clear milestones in the community plan.</p>	<p>Community is empowered to address its needs independently.</p> <p>Community leaders are identified and nurtured to further develop themselves and their community.</p>	33%
<b>Mentoring – Developing communities</b>	Conduct a mentoring program to improve client's self-esteem and leadership skills. This will enable the community to become more self-sufficient.	<p><b>Quantitative</b></p> <p>X number of individuals / groups mentored through the funding period.</p> <p>X number of mentor training sessions held through the funding period.</p> <p><b>Qualitative</b></p> <p>Feedback from communities/individuals assisted on the effectiveness of the mentoring activities.</p>	<p>Clients' leadership skills and self esteem are increased.</p> <p>Community becomes more self-sufficient.</p>	33%
<b>Auspicing – Developing communities</b>	Auspice small and emerging community organisations to increase their capacity. This may include assistance with establishing community associations, registration and incorporation, financial information and organisational planning.	<p><b>Quantitative</b></p> <p>X community organisations involved.</p> <p><b>Qualitative</b></p> <p>Feedback on quality and usefulness of assistance.</p> <p>Survey from participants on usefulness of activity.</p>	Participants will gain skills to advocate on behalf of their own communities independently and to establish a community organisation.	34%

## Example of a completed activities table – Integration – Inclusion and Participation

Below is an example of a completed Activities table for an Integration – Inclusion and Participation service type project. This is an example only and should not be interpreted as a template or preferred project format/type.

Activity-Service type	Description of activity	Performance measures	Expected outcome	% of project funding
Development of a Commercial Enterprise	Provide information and courses on establishing a commercial enterprise.	<p><b>Quantitative</b></p> <p>X courses held during the funding period.</p> <p>X number of participants per course.</p> <p>X number of participants completing the course.</p> <p><b>Qualitative</b></p> <p>Training will be provided by qualified trainers.</p> <p>Client feedback on quality and usefulness of courses.</p>	Participants will gain the necessary skills to establish a commercial business.	30%
Employment Activity SGP volunteering	Establish and develop a volunteer group drawn from the community to assist and provide resources to the SGP Worker.	<p><b>Quantitative</b></p> <p>X number of volunteers.</p> <p>X number of training sessions.</p> <p><b>Qualitative</b></p> <p>Suitable volunteers identified and trained.</p>	Participants will gain skills to assist them to seek employment independently.	20%
Driver Education and Driving Classes	<p>Conduct a driver education workshop. Topics to be addressed include road safety, insurance, license renewal and car maintenance.</p> <p>Conduct practical driving lessons in conjunction with a professional driving school or instructor.</p> <p>NOTE: Funding can be only be used to subsidise driving lesson/s, rather than pay for the entire cost of the lesson/s.</p>	<p><b>Quantitative</b></p> <p>X workshops held through the funding period.</p> <p>X number of participants per workshop.</p> <p><b>Qualitative</b></p> <p>Suitably qualified and experienced presenters to provide relevant and appropriate information.</p> <p>Sessions widely and effectively promoted.</p> <p>Feedback from clients on effectiveness of activity.</p> <p><b>Quantitative</b></p> <p>X classes held.</p> <p>X percent of participants obtained drivers license.</p> <p><b>Qualitative</b></p> <p>Instructors are suitably experienced and qualified.</p>	<p>Participants gain increased understanding of road safety, the role of police, the Australian law, insurance, and license renewal and car maintenance.</p> <p>Participants will gain driver education skills to be eligible to take their drivers license test.</p>	50%

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## Question 25: Outline how you will connect with and/or maintain linkages with SGP target groups

In this question you need to explain how you will connect to the SGP target group to which you are proposing to deliver services. Your response to this question should highlight what existing links you have to the target group or if you have yet to establish links to the group, how you intend to do so. For example, if you are proposing to deliver youth services to a particular group you should consider how and where this group can be contacted and the most appropriate way of maintaining this contact. In the case of a project with a focus on youth, connections with schools and youth groups may be appropriate as well as other youth programs operating in the area. If you are proposing to deliver a community development project you should show how the community has been involved in the design of the proposed project, what consultation has taken place and what roles community members will have in the ongoing running of the project if funded.

## Question 26: Outline how you will network with and/or link to other critical organisations, agencies and services to achieve your project objectives

The underlying principle of the SGP is to build self reliance for eligible clients as soon as possible after arrival in Australia. To facilitate this you will need to build a network of mainstream service providers to establish effective referral arrangements and ensure other service providers in your region are aware of and capable of meeting the needs of the SGP target group. One approach to ensuring these important links are built and maintained is the formation of network groups which meet regularly to discuss the issues that are presenting in the area.

When answering this question you should highlight the organisations you will be networking with to ensure your project is successful, how you will network with them and how the links will impact on your project.

For example, if you propose to deliver services to humanitarian entrants and their children to help them to understand the education system and build their ability to help their children complete homework, critical organisations that would assist in achieving this project's objective may include:

- schools
- Department of Education
- volunteer groups
- youth groups
- community libraries
- transport providers.

If your proposed project focused on life skills, casework and referral services, critical organisations that would help in achieving this project's objective may include:

- Government agencies such as Centrelink and Medicare
- specialist agencies such as torture and trauma counsellors
- medical practitioners and hospitals
- youth groups
- other community groups
- real estate agencies.

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## Question 27: How will these links benefit the funded project?

In this question you should identify how the links with the organisations you highlighted in question 26 of the application form will benefit your proposed project.

Things to consider may include:

- Will the links help clients to become confident in accessing services from these other organisations without assistance?
- Will the links help other organisations to meet client needs in a culturally appropriate way?
- Will the links improve referral arrangements with these organisations?
- Will these organisations add a skill or dimension to my proposed project?
- What other benefits will these links provide for the client group?

## Question 28: How will you promote your project to SGP clients, other providers and the general community?

When answering this question you should discuss how you will promote your project to the SGP target group to ensure they are aware of your project and know how to access your services.

You should identify what promotional activities you intend to undertake, the format of these promotional activities, how the promotional activities will be appropriate for the SGP target group and when you intend to promote the project.

Some promotional activities to consider may include:

- word of mouth
- flyers/brochures
- media advertisements
- referral from other services
- web pages
- visiting places where the target group meet such as AMEP classes
- open days.

## Question 29: How will you support sustainability of project outcomes beyond the funded period?

SGP funding is provided for a limited time period and is not recurrent. When developing your project you should consider ways the project outcomes can continue beyond the funded period. It is important that your project achieves benefits for your clients that last beyond the life of your project. Applicants should look at ways in which these outcomes can be sustained without reliance on ongoing SGP funding.

Examples of strategies may include:

- Community Development activities that will increase the client group's independence to the point that it no longer requires government assistance to advocate on its behalf
- Casework activities provide client's with the capacity to access mainstream services without needing to be assisted by an SGP worker
- Advocacy to government agencies so that they understand client group's needs and can provide assistance directly to the client group without needing an SGP worker to assist them.

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## Question 30: Complete the following table to show staffing for this project

When completing this question you need to identify what type of staff (e.g. full-time or part-time) you are proposing for this project, the approximate number of hours per week they will be employed for, which state or federal award they will be employed under and the rate of pay in dollar terms. The answers to this question will assist the department assess the work levels of project staff compared with the level of activity you are proposing at question 24 of the application form and your proposed budget.

### Employing a SGP project worker

Your organisation is the legal employer of SGP Project Workers and is responsible for selecting suitable workers. Selection procedures for new workers should be in accordance with equity and diversity principles, as described in the department's Access and Equity policy. The department does not participate on selection panels for SGP funded positions.

SGP Project staff must be paid at an appropriate salary for their skills, experience and qualifications and in line with relevant legislation. The relevant state or territory industrial relations awards for the employment category appropriate to meet the job requirements can be obtained from the Australian Workplace website at <http://www.workplaceauthority.gov.au/Pages/default.aspx>.

It is the responsibility of employers to ensure they employ people with the right to work in Australia. Penalties can apply to people who hire workers who do not have the entitlement to work in Australia. Employers convicted under the legislation face fines of up to \$13 200 and two years' imprisonment while companies face fines of up to \$66 000 per illegal worker. The department provides a range of services for employers to check work entitlements, including Visa Entitlement Verification Online (VEVO) at <http://www.immi.gov.au/managing-australias-borders/compliance/info-employers/evo-orgs.htm>, the Visa Entitlement Verification Faxback service on 1800 505 550 and the Employers' Immigration Hot line for general information on visa conditions on 1800 040 070.

## Question 31: How will your organisation's human resource management practices support continuity of service delivery and ensure that funded project staff members are effectively managed?

You need to demonstrate how your organisation will ensure that SGP project staff are effectively managed and trained to deliver the proposed activities. When answering this question, you should address staff training and development, management practices, how your staff will be supported, procedures to manage staff turnover and continuity of service delivery and any other information you believe will demonstrate that your organisation's human resource management practices are adequate to effectively deliver a SGP project.

## Question 32: Project Budget

The Department will consider providing funding to organisations for reasonable costs incurred in the provision of SGP related services under the following broad categories:

- **SGP Labour Costs** – costs of SGP employees/workers, staffing on-costs; for example, superannuation, training and development costs
- **SGP Project Costs** – for example, those incurred in the direct provision of proposed Work Program activities
- **Organisational Costs** – for example, a proportion of rent, rates, maintenance, utilities, office administrative expenses, accounting, auditing and financial expenses.

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The classification of costs into these broad categories seeks to place more emphasis on the major SGP project related expenditure of labour costs and project costs.

When entering figures please use whole numbers only. Do not include commas or decimal points. For example 60 000 not 60,000 or 60,000.35.

### **Restrictions on funding**

Generally, the department will not fund the purchase of higher cost assets (those valued at \$2000 or more).

Where a single project-related asset exceeds \$2000, or where the total value of all project-related assets exceeds \$2000, this needs to be negotiated and agreed to by the department.

Where appropriate, the department will consider funding the lease of higher cost assets so long as the lease costs do not exceed the value of \$2000.

SGP funding is not available for capital works or construction.

### **Estimating costs**

It is good practice to obtain quotes for the various costs of the budget components as this is more likely to provide a realistic estimated cost for the project.

Do not include the GST component in any of the expenditure amounts in the budget. For further information on the administration of GST, and its application to grants, please refer to the Australian Taxation Office website at <http://www.ato.gov.au/>.

### **Attributing costs**

If your organisation is managing or administering other projects/grants and you are seeking funding for costs that are also applicable to these other projects, then you should allocate these costs across the different project budgets.

If you are applying for funding for a number of projects and wish to recruit a coordinator to manage the SGP worker and coordinate activities, the salary cost should be distributed across all projects to be overseen by this position.

For example if your organisation is operating three projects from a location it is expected that the rent would be attributed across all three projects. If this were the case it would be expected that approximately 33 per cent of the rental cost would be attributed to the SGP project and 66 per cent to the other two projects.

### **Budget line items**

The following section provides information on how to complete the budget pro forma. Costs should be attributed to each of the budget items associated with the broad categories of expenditure.

### **SGP Labour Costs**

SGP labour costs should encompass all of the costs associated with employing staff members to administer the SGP project.

**Salary/Wages** – All salary and wage costs associated with SGP workers/employees specific to the project should be included here. Information on the relevant state and territory awards is available at the website <http://www.workplaceauthority.gov.au/Pages/default.aspx>.

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This should include the cost of any other person(s) in the organisation who contribute to supervising staff, coordinating, monitoring and administering the project for example, supervisor, receptionist, finance manager. These costs are expected to be proportionate to the amount of time spent on SGP services by the position or person. For example if an organisation has a supervisor who manages three projects including one SGP project the SGP component should be approximately one third of the overall cost.

**Salary On-Costs** – All salary on-costs associated with an organisation’s SGP workers/employees should be included here. On-costs include long-service leave, leave loading, superannuation. On-costs usually equate to about 15–20 per cent of salary.

**Training** – Expenditure associated with professional training and development of SGP workers/employees should be included here. A reasonable annual expenditure on professional training and development for one full-time staff member is approximately \$1000.

**Recruitment** – Some organisations may incur expenditure to recruit suitably qualified personnel to deliver the SGP project. Any costs associated with recruitment should be included here.

## **SGP project costs**

SGP project costs should include all costs that are directly related to the implementation of the SGP project.

**Travel** – All travel costs associated with the delivery of the SGP project should be included here. This will primarily include the cost of public transport, taxi fares and vehicle rental. Where an organisation reimburses its employees for costs incurred in using their own vehicle for the delivery of SGP services, these costs also need to be included against this budget item. Where an organisation incurs travel costs in the promotion of its services, these should also be included here.

An exception is motor vehicles that are owned or leased by the organisation (that is, vehicles that are not staff members’ private use vehicles). Any costs associated with these vehicles need to be listed under attributed organisation costs, even if the vehicle is 100 per cent for the use of the SGP project.

**Marketing and promotion** – Reasonable costs associated with the marketing and promotion of SGP project services to the client group and community should be included here. This is likely to include printing costs for the production of information brochures and flyers (for general SGP project services or specific events) and possibly some advertising fees.

**Equipment** – Should any equipment be necessary for the delivery of SGP project-related services, the costs associated with purchasing and hiring this equipment, and maintaining and repairing this equipment should be included here.

This might include the hiring of presentation/workshop material or the hiring of equipment for specific functions and events.

Please refer to the above section, ‘Restrictions on funding’, for information on the limitations regarding the purchasing of assets.

Costs associated with the hire of IT-related equipment for the day-to-day delivery of SGP project services should be included in Organisation Costs.

This budget item does not include motor vehicle hire or venue hire costs, which are to be included in Travel and Venue Hire respectively.

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**Venue hire** – Costs associated with hiring a venue for the delivery of SGP project-related services should be included here.

Rental costs for the organisation's main place of business should not be included in this expenditure item. This should be included in Attributed Organisation Costs even if the premises are 100 per cent for the use of the SGP project.

**Catering** – Reasonable costs associated with the provision of food or beverages for specific SGP project-related functions or events should be included here.

Costs associated with the provision of tea and coffee facilities to employees/workers should not be included here.

## **Organisational costs**

Attributed Organisation Costs should include the portion of the costs that are attributable to the SGP project for which the organisation is seeking funding.

**Facilities** – This category should include expenditure associated with the main premises from which SGP project-related services are delivered. This is likely to include rent, rates, maintenance and cleaning costs.

Ad hoc costs associated with venue hire for specific SGP project-related functions/events should not be included here. These should be included in SGP Project Costs.

**Utilities** – Typical utilities expenditure includes electricity, gas, water, telephone and internet costs. All utilities expenditure associated with the organisation's main premises from which it delivers its SGP project services should be included here.

**Motor Vehicle** – All costs associated with the operation of motor vehicles associated with the SGP project that are owned or leased by an organisation should be included here. This includes lease payments, registration, insurance and petrol costs. Any reimbursement associated with the use of an employee's private vehicle should be attributed to SGP Project Costs.

**Office expenses** – Office Expenses include the cost of stationery, postage and photocopying.

**Information Technology (IT) and Software** – Any IT and software-related expenditure should be included here.

**Accounting, auditing and financial** – Any costs associated with accounting and auditing services associated with the SGP project should be included here. Financial charges, including bank charges, should also be included here.

**Insurance** – For the term of the SGP grant, organisations must maintain current insurance policies for public liability, professional indemnity and workers compensation.

All costs associated with the maintenance of these policies should be included in this category.

## **Other costs**

Any expenditure associated with the delivery of SGP project services that cannot be attributed to other line items should be addressed here.

The inclusion of this budget item is recognition of the diversity of organisations and the services that are provided. However, it is anticipated that this category will only be used in exceptional circumstances for small value items.

Please note that 'Other' expenditure requires a detailed explanation of what the costs will be used for.

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## Frequently asked questions

### Will the project funds include a proportion for administration?

Yes. The cost of providing the proposed services, including infrastructure and salaries, should be factored into the proposed project budget. Projects will be able to receive funding for related overheads, including rent, phones, fax, coordination costs, in proportion to the services to be provided.

### Will organisations be required to provide an 'in-kind' contribution?

Organisations are not required to contribute funds or infrastructure to the project costs when applying for an SGP grant.

## Question 33: Mandatory supporting documentation

If your organisation does not currently receive SGP funding you must submit, as a minimum, the following documentation:

- evidence of current incorporation or separate legal entity – the organisation's Certificate of Incorporation, or a statement that the organisation will be able to become incorporated before 1 July 2010
- evidence that the applicant organisation and any other organisation participating in a consortium or partnership are eligible organisations under the SGP (relevant pages of a written constitution or other documentary evidence)
- a copy of the 2008–09 or most recent Annual Report. If this is available on the organisation's website, please indicate this in the application form. If not, please provide a copy
- a copy of the organisation's constitution.

Mandatory supporting documents also include those documents requested if you answered yes to any part of question six of the application form. You must submit the relevant document with your application to ensure the department can assess your claims against these questions.

The preferred delivery options for mandatory supporting documentation are:

- email online documents and zipped files to: [comprog@immi.gov.au](mailto:comprog@immi.gov.au)
- mail hard copies and signed documents to your nearest state or territory office. Postal address details are available at the back of this booklet.

## Question 34: Additional supporting documents

To streamline the application process, additional supporting documentation should not be sent with the application.

Documentation that will clearly support the applicant's claims should be identified in the application form. All organisations will need to provide a list of additional supporting documentation at question 33 of the application form. These documents will be requested by the department if required.

You should also include details of any additional supporting documents which will strengthen your project in the table provided on the application form. This may include letters of support, press clippings or other relevant material.

Do not send copies or originals of these documents unless requested by the department.

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## Question 35: Reviews and evaluations

In this question you should provide a list of any reviews or evaluations that have been completed in the last two years for programs/project which were recently managed and/or currently administered. The department may request a copy of particular reviews or evaluations during the assessment process.

Do not send copies or originals of these reviews unless requested by the department.

## Question 36: Organisation's declaration

Before signing the declaration, you should ensure you have completed all of the listed queries.

The declaration should be completed by the Authorised Representative of your organisation. By signing this declaration you are certifying that all information contained in your application is true and correct.

Please note that under the *Criminal Code Act 1995* (Commonwealth) it is an offence to provide false or misleading information to a Commonwealth entity.

If information contained within your application is later found to be incorrect, or misleading the department reserves the right to cancel or suspend any SGP funding provided.

## Question 37: How did you find out about the SGP?

When answering this question please advise the department where you first heard about this SGP funding round.

This information will allow the department to ensure it targets the most appropriate media for SGP advertisements to ensure all eligible organisations have the opportunity to apply for SGP funding.

## Printing a copy of your application

Once your application is submitted, you will no longer have access to it. Before submitting your application it is recommended you print a copy of it for your own records.

To do this click on the print view button on the left hand side of the screen, then print.

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## State/territory office mailing addresses

Any hardcopy supporting or mandatory documents you wish to provide to the department as part of your application should be mailed to your state or territory DIAC office.

<b>New South Wales</b> Settlement Grants Section GPO Box 9984 Sydney NSW 2001	<b>Victoria</b> Settlement Grants Section GPO Box 241 Melbourne VIC 3001
<b>Queensland</b> Settlement Grants Section GPO Box 9984 Brisbane QLD 4001	<b>Western Australia</b> Settlement Grants Section Locked bag 7 Northbridge WA 6865
<b>South Australia</b> Settlement Grants Section GPO Box 2399 Adelaide SA 5001	<b>Tasmania</b> Settlement Grants Section GPO Box 794 Hobart TAS 7001
<b>ACT and Southern NSW</b> Settlement Grants Section GPO Box 717 Canberra ACT 2601	<b>Northern Territory</b> Settlement Grants Section GPO Box 864 Darwin NT 0801