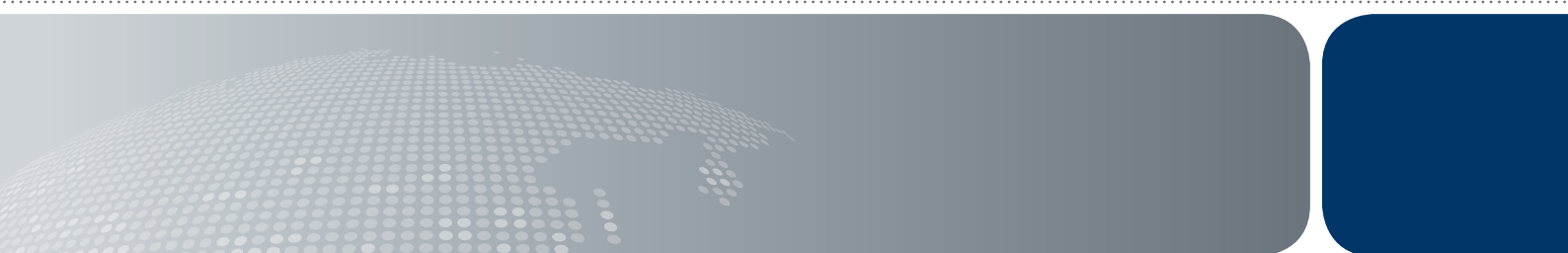




Australian Government  
Department of Immigration  
and Citizenship

# Settlement Grants Program

2012–13 Application Information Booklet



# Settlement Grants Program

2012–13 Application Information Booklet

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# Settlement Grants Program 2012–13

## Key information

The Settlement Grants Program (SGP) 2012–13 application round opens at 9.00 am AEDT Thursday 15 December 2011.

Applications close at 5.00 pm AEDT (Canberra time) Wednesday 1 February 2012.

The Department of Immigration and Citizenship will not accept any application received after 5.00 pm AEDT Wednesday 1 February 2012.

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 [www.immi.gov.au/sgp-funding](http://www.immi.gov.au/sgp-funding).

For enquiries relating to the SGP contact:

- SGP Helpdesk on 1800 453 004  
Monday to Friday 9 am – 5 pm AEDT 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.
- 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 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.

In 2012–13 a number of changes have been made to the SGP. Service providers with ongoing grants will continue to provide services as detailed in existing funding agreements.

## Settlement Grants Program in 2012–13

Under the SGP, grants are provided to deliver settlement services to humanitarian entrants, family stream migrants with low levels of English proficiency and dependants of skilled migrants in rural and regional areas with low English proficiency.

The SGP has a broader target group than the Humanitarian Settlement Services (HSS) Program which provides intensive settlement support to refugee and humanitarian entrants in their initial settlement period. Both programs are working to achieve the same outcome of successful settlement for their clients. HSS clients may be referred to SGP providers when they have exited the HSS to address any residual settlement issues.

The SGP in 2012–13 will fund the delivery of services, rather than individual projects, in recognition of the ongoing nature of much settlement work. This approach is designed to ensure that any potential gaps in service delivery resulting from settlement needs will be identified in consultation with service providers to ensure appropriate services are able to be supported.

## 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.

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## Service types

Services funded under the SGP include:

- Casework/coordination and delivery of services
- Community coordination and development
- Youth settlement services
- Support for ethno-specific communities

## Casework/coordination and delivery of services

Casework services involve the provision of settlement related information, advice, advocacy or referral services to a client on an individual basis or family basis either on request or as assessed as needed by staff relating to issues arising from the client's settlement experience. This may include a needs assessment and the development of an individual case plan or support for clients referred from the Humanitarian Settlement Services.

### Casework services include, but are not limited to:

- an initial assessment of individual client needs and the development of a case plan
- advice on education and training options
- referral to housing services and advice on tenancy rights and responsibilities
- the provision of immigration assistance by registered migration agents to eligible humanitarian entrants who wish to propose family members, where this has been assessed as necessary for the client's successful settlement
- referring eligible humanitarian clients to registered migration agents
- the provision of immigration related administrative assistance without the use of a migration agent such as obtaining forms and assisting with the completion of forms, assisting with access to the department's website or helpline
- advice on banking practices, consumer rights, police and the law, employment issues, the health system as well as family, relationship and social support issues.

Settlement service delivery and coordination involves the coordination or provision of group services such as group information sessions.

### Coordination and delivery of services include, but are not limited to:

- information sessions teaching life skills that may provide information on banking practices, tenancy rights and responsibilities, consumer rights, police and the law, employment issues, the health system and family, relationship and social support issues
- homework support programs
- computer training and sewing/craft groups.

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## Community coordination and development

Some new arrivals need assistance to make social connections. Adapting to a new social environment can be daunting and new entrants may lack the confidence to seek out opportunities for social engagement. Arrivals with low levels of English language proficiency, from small and establishing communities, the elderly, and those settling in rural areas, can be particularly vulnerable to social isolation.

### Community coordination and development services include:

- providing a brokerage role for government agencies by helping them to connect with establishing communities and arrivals
- working in local neighbourhoods to support local services and create a welcoming environment for new arrivals
- fostering, promoting and supporting the development of establishing communities to help create a sense of belonging in the local community including communication and awareness raising in the community, group facilitation, and providing a place where community groups can come to for assistance and support
- referring new entrants to existing support groups to decrease social isolation and increase interaction with other communities (eg cultural/historical excursions, multicultural cooking groups, men's sheds etc) and local sports, social clubs/organisations such as school parents associations and parents and citizens groups.

## Youth settlement services

Newly arrived young migrants from culturally and linguistically diverse backgrounds, including refugee young people face significant challenges when settling into their new country. The combination of pre-arrival experiences and adolescent transitions can greatly amplify the challenges that youth face.

Challenges can include acquiring English language skills, entering a formal schooling environment with a history of little to no schooling, moving between cultures which define the rights and roles of children and adults in very different ways, finding jobs and housing, navigating through unfamiliar and complex Australian services and systems etc.

While newly arrived young people face many similar issues to adults, they also have different needs which require a more targeted service delivery approach by providers who can offer specialised and customised services to meet the needs of young people from diverse backgrounds. Under the SGP, youth are defined as being 15 to 24 years old.

### Youth settlement services include, but are not limited to:

- programs for newly arrived young humanitarian entrants that explore orientation to life in Australia including information on accessing mental health services, and their rights and responsibilities under Australian law and the repercussions of enacting their rights
- casework services including assessment of needs, development of case plans and group activities
- providing a brokerage role for government agencies by fostering connections with refugee and migrant youth and their families
- fostering, supporting and promoting community development activities that link refugee youth to existing youth services and facilitating a sense of belonging in the local community
- in partnership with new arrival and refugee youth, develop programs which build capabilities in leadership, education, employment, social skills and maintain local community links
- developing innovative approaches to engage young refugees and migrants.

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## Support for ethno-specific communities

Although there are many different ethno-specific communities in Australia, some are very large and well established due to a long history of migration. Some communities however, are relatively new and lack 'critical mass' to develop information networks and advocacy strategies. Targeted support is available under the SGP for these groups to build capacity to assist with their development.

New and emerging community groups may need leadership, mentoring and advocacy to link with other communities and mainstream services and become self sustaining.

Applications would be expected under this service type from ethno-specific organisations and ethno-specific peak bodies representing arrivals in establishing communities.

### Ethno-specific community services include, but are not limited to:

- working in partnerships with establishing communities, building their capacity to be self sustaining
- fostering the ability of new and emerging communities to connect with each other and with more established communities
- engaging with government agencies, service providers and the Australian community at large
- supporting newly arrived community leaders or organisations by providing training and mentoring assisting them to develop skills in areas including advocacy, organisational and infrastructure development, leadership, governance and financial management.

## 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 3, Question 1 of this booklet for further information on the eligibility of organisations to deliver SGP services.

## Target groups

To ensure that SGP funding is directed to those most in need, services are limited to those 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.

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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.
- newly arrived communities which require assistance to develop their capacity to organise, 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 Section 3, Question 2 of this booklet for further information on the SGP target group.

## Discretionary program

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

## SGP funding

It is anticipated that approximately \$39 million will be available Australia wide for the SGP in 2012–13. Of this approximately \$19.5 million is available to fund new grants, while the remaining \$19.5 million is already committed to ongoing grants.

SGP funding in 2012–13 may be offered flexibly. Grants can be for periods of one, two or three years based on financial years. From this year a provision for a one-off extension to three year grants will be introduced. Funding is not recurrent, as priorities change over time.

## Funding priorities

Within each state and territory an annual assessment of client 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.

For further information on settlement needs and priorities please refer to Section 2.

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.

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## Obtaining and submitting an application

Technical support is available through the SGP Helpdesk to assist in submitting an online application. SGP Helpdesk hours are 9am to 5pm Monday to Friday AEDT. Technical support is not available outside these hours.

While the application form is generally accessible on the department's website at all times, there may be instances where the application form is unavailable outside normal business hours, such as when the department needs to perform systems maintenance. Applicants should not rely on the form being available outside normal business hours. Unavailability of the application form outside 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 per organisation 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 [www.immi.gov.au/sgp-funding](http://www.immi.gov.au/sgp-funding).

To avoid delays in accessing the online application form, new applicants/users are encouraged to obtain internet passwords as soon as possible. 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 email [comprog@immi.gov.au](mailto:comprog@immi.gov.au) if confirmation is not received within that time.

## 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 services are consistent with the aims and funding priorities of the SGP.

For information and assistance on preparing an application, please refer to Section 3. Assistance in completing your application is also available on the department's website at [www.immi.gov.au/sgp-funding](http://www.immi.gov.au/sgp-funding).

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 service in your new application.

## 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 that 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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## 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 4 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, Grants Management Section and will be conveyed to the applicant in writing via the Helpdesk.

### Important information for applicants

Organisations funded under the SGP are expected to demonstrate 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.

## Can an organisation apply to deliver more than one service?

An organisation seeking funding to provide settlement services will be required to complete and submit one application for all proposed services and activities.

SGP services and activities are further explained in Sections 1 and 3 of this booklet.

## References and resources

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

In addition to the applicant information booklet, the department's website also provides a range of information including details on the applicant information sessions, settlement needs and SGP sample funding agreement.

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## 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 [www.immi.gov.au/sgp-funding](http://www.immi.gov.au/sgp-funding) for details of information session times and locations.

## Disclosure of information

The department reserves the right, in its absolute discretion and without any liability to any applicant, to disclose, at any time, any information provided as a part of your 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 the Australian Community a right of access to documents and information held by the Australian Government and its agencies other than exempt documents.

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. Documents held by organisations contracted to provide SGP services are also subject to the FOI Act. These documents must be provided to the department upon request.

## How will the department assess your application?

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

1. Consistency with the SGP target group and service types
2. Suitability of the service(s)
3. Capacity to deliver the service(s)
4. Ability to comply with reporting and accountability arrangements.

Information in relation to the selection criteria is provided in the following tables.

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

Criteria	Description
2. Suitability of the service(s)	Your service(s) is consistent with advertised client groups and regions. You demonstrate how the proposed activities meet the needs of clients and describe the activities you propose to perform. You clearly articulate the expected outcomes of your proposed activities.
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.
Service 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 service(s), including outreach services, if applicable, is appropriate in terms of client access, facilities and connection with related services. You outline how your service(s) will complement rather than duplicate any existing services in the region. Where the application is for multi-year funding, reasons for why longer term funding is necessary to achieve good settlement outcomes for clients in that area. Such evidence needs to be in the form of ongoing client numbers and needs.
Budget and staffing	Your proposed budget and staffing are reasonable, well-justified and linked to your proposed activities.

Criteria	Description
<b>3. Capacity to deliver the services</b>	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 service(s).
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
<b>4. Ability to comply with reporting and accountability arrangements</b>	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.
Service and quality management	Your organisation is accountable for all aspects of service 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 and implement a suitable approach to risk management.

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## Grant offers

The Parliamentary Secretary for Immigration and Multicultural Affairs is expected to announce the successful SGP applicants in May 2012. 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(s) 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 service proposal 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.

## 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. No contract is created in relation to an application until the department and the applicant sign the funding agreement.

The Management Committee or equivalent should read and fully understand the responsibilities in managing a SGP grant before the funding agreement is signed. There will be one funding agreement per organisation. Work programs and budgets for individual services where there are more than one per organisation will be attached as schedules to the agreement. Organisations are required to maintain their status as eligible organisations throughout the term of funding agreements.

A sample of the standard SGP funding agreement is available on the department's website at:

[www.immi.gov.au/sgp-funding](http://www.immi.gov.au/sgp-funding). Please note that the sample funding agreement may be subject to change prior to funding decisions being made. Applicants are encouraged to read the sample funding agreement.

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## Funding arrangements

Organisations are only permitted to use SGP funding to fulfil the approved purposes of the funding agreement. Funding will be paid in instalments as agreed to in the funding agreement and is contingent upon satisfactory assessment of the organisation's 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 upon ongoing satisfactory assessment of an organisation's management of grant funds and performance.

## 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.

### Worker's compensation insurance, as required by your relevant state or 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.

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## Interpreting services

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 in relation to matters concerning legal, medical, or mental health issues every effort should be made to engage a professional interpreter with National Accreditation Authority for Translators and Interpreters (NAATI) accreditation or recognition.

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 services under SGP are 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 and onsite interpreting is available for all services under the SGP.

SGP service providers should use their discretion in deciding whether a telephone or onsite interpreter is appropriate. Telephone interpreting should be considered in the first instance, unless there is a good reason why an onsite interpreter is required. Advantages of using telephone interpreting to deliver SGP funded services include:

- an increased pool of available interpreters
- cost effectiveness
- use in emergencies for immediate assistance
- increased confidentiality/privacy, particularly in smaller communities.

Onsite interpreting could be considered in instances where communication involves:

- sensitive or complex, time-consuming issues
- group meetings or interviews planned in advance
- where for practical reasons telephone interpreting is not appropriate, eg. driver education courses.

For further information on interpreting services delivered through TIS National, visit:

[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/).

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## Reporting requirements

All SGP funded organisations are required to meet departmental reporting requirements, including the timely completion of quarterly interviews and/or progress reports, 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 on 1800 453 004.

## Role of departmental grants managers

Grants managers, based in the department's state and territory offices, liaise with and monitor the performance of funded organisations to ensure that the terms and conditions of funding are met.

The role of the department's grants manager.

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 service(s)
- 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 have the necessary qualifications, skills and training to undertake the duties for which they are engaged. The department does not provide professional development training to employees of funded organisations.

## Timetable

Key dates for the 2012–13 funding round

<p><b>Apply for secure password</b></p>	<p>Applicants apply for a secure password for online applications. Applicants are encouraged to apply for a password as soon as possible to ensure sufficient time to complete your application</p>
<p><b>Application round opens</b> Applications open 9 am AEDT Thursday 15 December 2011</p>	<p>Funding round is advertised and applications invited</p> <p>Applications can be submitted from this time until the round closes</p> <p>Applications must be submitted online</p>
<p><b>Information sessions</b></p>	<p>Session times for each state and territory are available on the department's website</p>
<p><b>Round closes</b> 5pm AEDT Wednesday 1 February 2012 (Canberra time)</p>	<p>All applications must be lodged</p> <p>The department will not accept late applications</p>
<p><b>Supporting documentation</b> Lodged by 5pm AEDT Monday 6 February 2012</p>	<p>All mandatory and additional supporting documentation must be lodged to the relevant STO. Mailing addresses are available at the back of this booklet</p>
<p><b>Assessment</b> February 2012 to April 2012</p>	<p>All eligible applications are assessed</p>
<p><b>Parliamentary Secretary announcement</b> May 2012</p>	<p>The Parliamentary Secretary for Immigration and Multicultural Affairs is expected to announce the outcome</p> <p>All applicants are advised in writing of the outcome of their applications</p>
<p><b>Negotiation of funding agreements</b> June 2012</p>	<p>The department negotiates approved work programs and approved budgets which form part of funding agreements with successful organisations</p>
<p><b>Funding agreements signed</b> July 2012</p>	<p>Services commence 1 July 2012</p>

Please note dates are subject to change



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## Settlement needs information

This section provides a summary of settlement needs and statistical data on arrivals to Australia. The purpose of the information is to assist applicants to target applications for funding towards those communities and locations in greatest need and to ensure that funded services are responsive to identified settlement needs.

The information provided includes the following:

- a description of the SGP target group, including their characteristics
- how the department defines successful settlement
- key challenges and types of needs that new arrivals typically face when establishing a new life
- examples, as a guide only, of the kinds of assistance the SGP target group are likely to need for successful settlement and connecting to the broader Australian community.

Demographic information has been made available to all SGP applicants in the form of Settlement Arrivals Information Booklets. The booklets are separated by state and territory and breakdown key arrival information by settlement region.

These booklets can be found at: [www.immi.gov.au/sgp-funding](http://www.immi.gov.au/sgp-funding)

## Sources of information

The department collects information for the annual assessment of settlement needs through ongoing interactions with a range of stakeholders. These include Settlement Networks which incorporate local, state/territory and federal agencies, the settlement service sector, and local community groups. This information is captured and reported by our State and Territory Offices (STOs). The department also consults regularly with relevant peak bodies, advisory bodies and reference groups representing the settlement sector such as the Settlement Council of Australia (SCOA), the Refugee Council of Australia (RCOA) and the Refugee Resettlement Council (RRAC).

Settlement needs are also identified through analysis of research on settlement issues and through feedback received by the department on its Settlement and Multicultural programs.

The annual assessment of settlement needs has also been informed by the work of the Ministerial Council on Immigration and Citizenship (MCICA) Working Party on Settlement Issues in identifying priority areas for settlement and related services.

Statistical data on arrivals has been sourced from the department's Settlement Database (SDB). The SDB compiles demographic and other information on recent settlers, including records of settler arrivals and permanent residence visa grants, data on country of birth, age, sex, visa stream and location of residence.

The SDB collects settlement location data from a range of systems including the Adult Migrant English Program Reporting and Management System (ARMS) and Medicare Australia's system.

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## Funding priorities for SGP

The funding priorities for the SGP are informed by the annual assessment of settlement needs and through consideration of the statistical data.

This approach ensures that services provided through the SGP are targeted towards those communities and locations in greatest need and are responsive to those needs.

Please note that the SGP does not fund proposals to provide services that are the responsibility of other federal, state or local government agencies. Rather, the SGP aims to increase the capacity of new arrivals to access such services directly. This is achieved through the provision of information, casework and referral services, development of life skills and greater familiarity with the Australian service environment, and strengthening links with mainstream service providers.

## Characteristics of the SGP target group

Migrants settle at different rates and levels. Some migrants will make their way in Australian society quickly and independently requiring little or no support services. Others may take some years and need assistance from a wide range of services. Many different factors impact on how well migrants settle in Australia, including their pre-migration experiences, level of education and employment history, English proficiency, state of health, life plans and aspirations and experiences upon arrival.

### Humanitarian entrants

Humanitarian entrants generally have the highest settlement needs due to their pre-arrival experiences. Such experiences can include insecure and temporary living conditions together with inadequate access to essentials such as clean water, food, shelter, healthcare and safety. Amongst the current humanitarian intake, most entrants have lived in unstable conditions for protracted periods of time, and many have also experienced physical violence directed against themselves and/or their family.

For many humanitarian entrants, the process of adjusting to significant differences in the culture and lifestyle of Australia, compared to their country of origin, can be challenging as they deal with the effects of pre-arrival and post-arrival stresses.

Humanitarian entrants may also have experienced limited education and employment opportunities. The current humanitarian intake includes significant numbers of entrants who have limited or no English proficiency and are illiterate in their own language. They may also be unfamiliar with technology, including household and workplace appliances, and unfamiliar with the values and practices of participatory democracy, including rights, responsibilities, and the role of different authorities.

### Family stream migrants with low levels of English language proficiency

Family stream migrants have generally made a free choice to migrate to Australia and will be able to canvas both settlement and social support from family members already in Australia. Their pre-arrival experiences are also generally less disruptive than those of humanitarian entrants.

However, as with humanitarian entrants, family stream migrants who come from significantly different cultural or language backgrounds with low levels of English proficiency may experience challenges when settling. They may be unfamiliar with the Australian service environment. They may also experience culture shock and find it difficult to adjust to Australian norms and to interact with the broader community. Low levels of English proficiency can compound these challenges, creating isolation and difficulty in accessing services.

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## Dependants of skilled migrants with low English proficiency in regional areas

Skilled migrants are generally proficient in English and have good employment prospects. As such they are not expected to require specialised settlement services. Skilled migrants are also expected to help their dependants through the settlement process. However, dependants of skilled migrants with low English proficiency who have settled in rural and regional areas are likely to face some challenges due to less cultural awareness on the part of service providers and the broader community, particularly if settling in areas of low cultural diversity. Proposals to service dependants of skilled migrants with low English proficiency will only be considered in rural and regional areas.

## Defining successful settlement

Settlement is a period of adjustment that migrants experience before they become established, independent and can fully participate in Australian society.

The success of the settlement experience relies on both the willingness of Australian society to welcome new arrivals, how well settlement services address the needs of new arrivals and the commitment of those arrivals to establishing a life in Australia.

The department funded settlement services, including the SGP, are part of the whole-of-government responsibility to assist new arrivals to achieve successful settlement outcomes. Many of the on arrival and longer term needs of entrants are shared with the wider Australian community. New arrivals with mainstream needs will be referred to mainstream service providers to access available assistance, where appropriate.

## SGP guiding principles

The following overarching principles guide the delivery of SGP services.

SGP providers:

1. Work in communities to support responsive local services, build capacity and community connections and create a welcoming environment and opportunities for new arrivals
2. Work with individuals through the provision of casework services to connect them to mainstream services
3. Promote access and equity by playing a brokerage and advocacy role with government agencies on behalf of establishing communities.

## Indicators of settlement outcomes

The types of services delivered under the SGP are aimed at delivering a settlement outcome for clients comprised of the key settlement dimensions of:

- social participation
- economic well-being
- independence
- personal well-being
- community connectedness.

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## Types of needs facing the SGP target group

The following settlement needs provide a guide to some of the challenges faced by new arrivals when settling in Australia. While the general needs of new arrivals do not change from year to year, the following information has been refined and updated to reflect changing settlement patterns and emerging issues.

The following types of services are funded under the SGP to address identified settlement needs:

- Casework/coordination and delivery of services
- Community coordination and development
- Youth settlement services
- Support for ethno-specific communities.

Examples of appropriate activities and the relevant service types are also included under each settlement indicator. These examples are not intended to limit proposals for innovative services designed to address other settlement related issues and needs.

## Social participation

### Education and training

Many new settlers arrive in Australia with low English language proficiency and, in some cases, limited literacy skills. Many humanitarian entrants have also had limited, disrupted or no prior schooling. This creates significant challenges during the transition to the Australian school system or vocational training environment. As a result of pre-arrival experiences, many school-aged humanitarian entrant children face additional barriers to engaging successfully with the education system when compared to their same-age peers.

Children and young people may require hands on assistance with homework and information aimed at helping reinforce classroom teaching, encouraging confidence and support to remain engaged in schools or other learning environments.

Arriving at an age where it is not compulsory to be enrolled in school means that those who do not easily fit into education and training systems are often not catered for and risk having their need overlooked.

Parents with limited prior education are likely to have limited capacity to assist their children with study and may need support to effectively engage in their children's education. They may require information that explains how to enrol their children at school, 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, SGP services may include providing on a casework basis, advice, advocacy or referral to clients relating to the following:

- requirements of the Australian educational system including local schooling practices, how to enrol children and engage with schools, increasing the understanding of eligible newly arrived children and their parents regarding school curriculum, homework support programs and access to home tutoring schemes
- assisting young people of post-compulsory school age to engage in alternative education and training and employment options including apprenticeship and traineeship opportunities and referral to appropriate education, training and employment providers
- early intervention approaches to retain students at risk of disengagement.

These examples may be appropriate as part of the following service types: casework/coordination and delivery of services as well as youth settlement services.

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## English language skills

For many new settlers from non-English speaking backgrounds, learning English is one of the first and most important steps they can take towards settling successfully in their new home and achieving their personal, social and economic goals. Functional spoken and written English skills are an important element for new arrivals to independently secure employment, access education, interact with the broader Australian community and access essential services. Many new arrivals are eligible for assistance under the Adult Migrant English Program (AMEP). However, new arrivals may need on a casework basis, information, advice, advocacy and referral on:

- available English language programs and how to access them
- opportunities to practice English skills in social, conversational and practical settings
- how to access and use translating and interpreting services including phone interpreting services.

These examples may be appropriate as part of the following service types: casework/coordination and delivery of services as well as youth settlement services.

## Family, relationships and social support

Family structures and dynamics can be significantly impacted by the migration experience. Migration can place great stress on families and in some cases such stress can lead to intergenerational conflict, family breakdown and domestic violence.

New arrivals may find that Australian attitudes (and legislation) regarding gender roles and rights differ considerably from those of their country of origin and cultural background. Changing roles of husbands and wives can place a strain on family relationships, and in some cases men may require additional support to cope with changes in status within the family. Young women may have trouble establishing their own households because of their own community's perception of this situation.

Parenting may also become more difficult in a new environment. Parents may need to deal with issues arising from cross-cultural interactions and inter-generational issues. Australian parenting practices may also contrast with those of their country of origin, in particular child supervision and accepted forms of parental discipline, leading to intergenerational conflict and sometimes the involvement of child protection services. Parents may also feel concerned that their children are losing their cultural identity, leading to anxiety and family conflict.

Financial pressures related to affordable housing, unemployment, repaying debts and sending remittances can also generate additional pressures within families.

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

- information provision and linking clients to appropriate mainstream services which provide early intervention workshops / training for young people and parents—together and separately, looking at community's expectations around parenting, roles, rights & obligations under Australian law
- information on and referral to appropriate specialist counselling services including culturally appropriate family mediation
- information on and linking clients to groups that provide social support and capacity building opportunities, such as men's, women's or parenting groups
- programs for newly arrived young humanitarian entrants that explore both rights and responsibilities and cultural orientation in Australia delivered direct to young people and their parents
- in cases of family conflict, information about legal issues and the roles of police and courts, Australia's family law provisions and the role of child protection agencies.

These examples may be appropriate as part of service types: casework/coordination and delivery of services and youth settlement services.

### **Legal and justice**

New arrivals may need assistance to interact effectively with the legal system.

Humanitarian arrivals that have experienced persecution in their home countries may be unfamiliar with the role of police and the justice system in Australia. As a result, they lack trust and confidence in the police and judicial systems. In addition to these factors, the perceived stereotyping and discrimination from police can influence relations with police at the local community level and in turn precipitate encounters with the justice system.

There may be a need to improve relations between humanitarian entrants and care and protection workers including police, through cross-cultural training.

New arrivals may need assistance to understand Australia's legal and judicial systems. Some lack knowledge on how to access legal representation and navigate the court system (including the Family Court) in order to participate equitably in legal proceedings.

New migrants are often unaware of their legal rights as consumers and lack sufficient understanding of the legal system to pursue justice for consumer issues through legal avenues. Many may be reluctant to report crimes or admit to their own legal problems due to misunderstandings about the potential consequences, or out of fear due to their pre-arrival experiences.

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Appropriate SGP services may include casework, providing referrals to legal services and providing information on:

- Australia's legal framework, government systems, and key justice agencies
- the role of police and how to seek their assistance
- Australian law, including information on a range of issues such as driving and insurance, spouse abuse and physical violence, family law issues including divorce and child contact. This could also include administrative law issues involving appeal of decisions made by Centrelink, and applications to change name or birth date and applications for Citizenship
- legal issues relating to private rental and public housing
- banking practices and consumer rights to avoid incurring debt, financial penalties or becoming prey to fraud and exploitation
- referral to Migration Agents for those wishing to be reunited with family still residing overseas
- immigration related administrative services without the use of a migration agent including obtaining forms, assisting with the completion of the form or assisting to access the department's website or helpline.

Some humanitarian entrants may need assistance with processes for reuniting with family members residing overseas. Under the SGP immigration assistance must be provided by a registered migration agent as a component of casework for humanitarian entrants who wish to propose family members, where this has been assessed as necessary for the client's successful settlement. Formal arrangements will need to be established between SGP service providers and providers of immigration assistance (if these are different).

Appropriate SGP casework services may include:

- referral to registered Migration Agents
- provision of immigration related administrative services without the use of a migration agent including obtaining forms, assisting with the completion of the form or assisting to access the department's website or helpline.

These examples may be appropriate as part of service type: casework/coordination and delivery of services.

## **Economic wellbeing**

### **Employment**

Unemployment and under-employment present major barriers to successful settlement.

New entrants who arrive with a lack of formal education and employment experience face great challenges in gaining employment. Limited access to transport and housing close to employment opportunities, discrimination and racism and limited literacy and English language skills can further compound the difficulties encountered when seeking work.

Entrants less familiar in job searching techniques may need access to coaching, mentoring programs, career advice, pre-vocational training, bridging courses and work experience opportunities. They may also require information about Australian workplace systems and culture, including rights and responsibilities in the workplace, occupational health and safety practices, recruitment practices and the importance of reporting earnings to the Australian Tax Office and Centrelink.

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Some new arrivals have considerable work experience and qualifications and are therefore able to make the transition to working in Australia quickly. They may, however, need assistance to access employment programs and gain recognition of skills and overseas qualifications. Some may also need assistance to establish and operate their own businesses including help in developing business plans, providing business mentoring and assistance in navigating complex small business requirements.

Appropriate SGP services including casework may include:

- providing or referring clients to suitable employment readiness programs to improve employment outcomes including orientation to work, job searching and applying for jobs, preparing resumes, interview techniques and suitable workplace attire
- providing information on industrial relations, workplace culture, systems, services and norms and workplace rights and responsibilities
- providing information on success stories of pathways for humanitarian entrants in employment
- advocacy and referral to vocational training services, Job Services Australia providers or other employment agencies.

These examples may be appropriate as part of service types: casework/coordination and delivery of services and youth settlement services.

### **Housing/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 housing affordability as well as the general shortage of rental accommodation in most parts of Australia.

New arrivals may encounter additional barriers when sourcing accommodation (especially for larger families). As newly arrived migrants, they are often unable to provide a record of past rental history or referee reports, particularly for many humanitarian entrants who have spent extended periods of time in refugee camps prior to arrival in Australia. Barriers from unemployment and low English language proficiency further compound the difficulties encountered.

Many also encounter discrimination or exploitation from landlords and real estate agents. Access to public transport, cultural services, shops and schools is paramount for humanitarian entrants looking for stable housing options.

Accommodation assistance under the SGP is aimed at helping clients source long term accommodation. The provision of accommodation assistance requires a sophisticated understanding of the legal and government housing arrangements in each state and territory as well as a strong relationship with real estate agents, state government housing authorities and social housing providers.

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Appropriate SGP services delivered through casework, information sessions, advice, advocacy and referral may include:

- housing support services including how to apply for public housing, how to access accommodation, such as where accommodation is advertised, how to interact with real estate agents and how to find rental accommodation
- tenancy rights and responsibilities in order to avoid exploitative tenancy arrangements/practices
- tenant obligations including property maintenance, budgeting skills to manage rental payments, bond deposit and recovery and consequences of breaking a lease agreement
- educational programs for real estate agents to improve their understanding of SGP eligible clients and build better relations, including training on cultural differences and accommodation needs.

SGP service providers can provide information to help eligible clients source long term accommodation. In addition a small number of SGP providers may be funded in identified service regions to provide casework and case coordination involving intensive accommodation assistance where this issue is inhibiting a client's settlement and such services are not available through other mechanisms. SGP providers will be required to demonstrate partnership arrangements with accommodation assistance providers. A TIS National free telephone interpreting service is being piloted by the department with selected real estate agents across Australia to assist with the delivery of housing services.

These examples may be appropriate as part of service types: casework/coordination and delivery of services and youth settlement services.

## Independence

### 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.

Following an assessment of prior learning, eligible clients may need assistance or information on:

- managing an Australian-style household (for example, using appliances such as electric kettles and stovetops and utilities such as hot water and gas)
- training available on computers and using the internet
- using public transport and the ability to read maps, bus timetables etc
- water safety—lack of awareness of water safety places some SGP Target Groups at high risk of drowning accidents, particularly for those located in coastal areas
- road rules, road safety, vehicle registration and the importance of having appropriate insurance in the case of accidents or theft of a vehicle
- obtaining a driver's license and licence laws
- managing finances, including household budgeting, paying bills, the Australian banking system , financial responsibilities in entering consumer contracts and the implications of loans and credit cards
- accessing mainstream services including interacting with government agencies, including being on time for appointments, understanding written correspondence and completing forms.

These examples may be appropriate as part of service types: casework/coordination and delivery of services and youth settlement services.

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## Personal wellbeing

### Health

New arrivals face 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, many new arrivals will also need additional guidance to understand the Australian health system, the role of Medicare, what services are available, and how to access them and the language and interpreting services they are entitled to (including doctor's priority line and option to specify the gender of the interpreter).

In some cases there is a lack of understanding by new entrants of counselling and what it means. Mental health issues associated with the refugee experience may not manifest themselves immediately, rather, they may become apparent some time after initial settlement. Many humanitarian and refugee entrants lack family and friendship networks and face isolation in their new communities affecting mental health.

In some cases, arrivals may also require awareness of the prevalence of mental health issues and the value of counselling, to address stigma associated with mental health conditions. Humanitarian entrants as a result of pre-arrival experiences may also be more at risk of developing psychological disorders (including depression, anxiety and post traumatic stress disorder) and more at risk as a result of previously undetected or poorly managed chronic health conditions such as diabetes and high blood pressure.

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 casework to provide information, advice, advocacy, referral and group information on:

- promoting an understanding of the Australian health system, including how to make an appointment with a General Practitioner, how and when to use emergency and ambulance services, the need for referral to a specialist and the importance of following instructions about medicines and an understanding of Medicare and the Pharmaceutical Benefits Scheme
- accessing appropriate counselling services including torture and trauma and psychological services
- better preventative health measures including information dissemination about healthy living, exercise, good nutrition, good food choices, food safety/storage, food labelling etc
- targeted education on health issues for specific groups, particularly women and young people on topics including sexual health, communicable and lifestyle diseases, dental health, disability, alcoholism, pregnancy and the importance of immunisation, health assessment and treatment
- promoting refugee health issues and needs of target group clients. This includes the need for longer consultation times, encouraging cultural competency, raising awareness of support services available to assist practitioners, the importance of using qualified interpreters to communicate with refugee patients and the need for maintaining consistent access for new arrivals
- mental health issues
- aged-care services and ethno-specific carer groups and agencies.

These examples may be appropriate as part of service types: casework/coordination and delivery of services and youth settlement services.

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## Community connectedness

### Connecting to the community

Some new arrivals need assistance to make social connections. Adapting to a new social environment can be daunting and new entrants may lack the confidence to seek out opportunities for social engagement. Arrivals with low-level English language skills, from small and establishing communities, the elderly and those settling in rural areas, can be particularly vulnerable to social isolation.

New arrivals may need assistance to make connections with members of their own ethnic community, an important step in developing a sense of identity in a new place. Entrants may also need support to develop social networks in the broader Australian community and to raise the profile of their own community.

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 develop solutions to foster the ability of newly arrived communities to organise and engage with governments, service providers and the Australian community at large.

Services aimed to connect new arrivals to communities should focus on building the capacity of newly arrived communities to work together toward common goals, promote their culture to Australian society in a positive way and welcome and assist new humanitarian arrivals. Appropriate SGP services may include:

- consulting with communities and assisting them to develop plans to help address their needs
- assisting entrants to access local community activities, such as local sports and social clubs, organisations such as school parent associations, parents and citizens groups
- supporting new and establishing communities to provide support to their community and become more involved in the wider Australian community
- advising entrants about opportunities to become involved in volunteering
- referring new entrants to existing support groups to decrease social isolation and increase interaction with other communities (eg cultural/historical excursions, multicultural cooking groups, men's sheds etc)
- assisting people interested in participating in their community to identify community issues and services as they relate to their interests and capabilities
- providing mentoring to potential community leaders on leadership and advocacy skills and incorporation, meeting procedures, record keeping and financial accountability requirements for government funding.

These examples may be appropriate as part of service types: community coordination and development and support for ethno-specific communities.

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## Settlement arrivals information

The following provides information about accessing information/data on SGP target group arrival numbers for each service region. This information is provided to assist you to target your proposal to locations and groups in most need of settlement assistance.

For the purposes of the SGP, service regions are defined by Statistical Division (SD), Statistical Sub-Division (SSD) and Statistical Local Area (SLA) boundaries.

SDs, SSDs and SLAs 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. 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 or territory and regional level, while still allowing consideration of smaller and more specific areas of need.

For a detailed list of the ASGC classification for each state and territory see:

[www.ausstats.abs.gov.au/ausstats/2007maps.nsf/New+Homepages/main+map?OpenDocument](http://www.ausstats.abs.gov.au/ausstats/2007maps.nsf/New+Homepages/main+map?OpenDocument).

Detailed maps for each state are also available on the ABS website at:

[www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/1216.0Jul%202008?OpenDocument](http://www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/1216.0Jul%202008?OpenDocument).

The statistics have been run for the five year period between 1 July 2006–30 June 2011. The following rules were used when running reports for settlers with:

- onshore grants—visa grant date (between 1 July 2006 to 30 June 2011)
- offshore grants—arrival date (between 1 July 2006 to 30 June 2011)

The following caveats apply to all reports provided in this document:

- ‘target group arrival’ figures represent migrants who:
  - arrived in Australia on a permanent visa (or were granted a permanent visa whilst in Australia) during the selected timeframe of the report, and
  - currently reside in the selected location of the report.
- Due to limitations in data capture, not all locations of migrants will be current. This may reduce the count of migrants in rural areas.

Please refer to the following website for settlement arrivals data for your state or territory is available at:

[www.immi.gov.au/sgp-funding](http://www.immi.gov.au/sgp-funding).

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## Settlement planning

Planning for settlement services is the process by which the Australian Government identifies new arrivals who are most in need of assistance to settle, identifies what their particular needs are and how best to target policy and programs to meet those needs.

A sound planning framework for settlement services, including the SGP, is critical to ensure that services match migrants' needs, there is effective and efficient use of resources, there is clarity of roles and responsibilities and services are coordinated to avoid duplication.

The department's planning framework enables:

- a client focused approach in planning for service delivery
- early and systematic identification of new and ongoing settlement needs and service delivery issues on a state and territory basis
- appropriate targeting of services for the SGP target group through a sound process of assessment of clients' needs
- a defined communication channel for settlement stakeholders to advise government on changing needs and priorities, new caseloads and the unmet settlement needs of new arrivals.

Further information on the department's planning framework is available on our website at: [www.immi.gov.au/sgp-funding](http://www.immi.gov.au/sgp-funding).



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## This guide

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

The application form has eight sections:

- Section 1: General information
- Section 2: Eligibility for SGP Funding (Q1–Q4)
- Section 3: Organisation details (Q5–Q12)
- Section 4: Activity details (Q13–Q41)
- Section 5: Staffing and budget (Q42–Q44)
- Section 6: Governance (Q45–Q47)
- Section 7: Supporting documentation (Q48–Q50)
- Section 8: Declaration

## 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 [www.immi.gov.au/sgp-funding](http://www.immi.gov.au/sgp-funding).

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 [www.immi.gov.au/living-in-australia/delivering-assistance/settlement-reporting-facility/](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 an activity or provide a pre-assessment during the application round or before the assessment process is complete. Please refer to Section 1 on 'Eligibility' for more information.

Other relevant websites include:

- [www.grantslink.gov.au/](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.
- [www.fwa.gov.au/](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 service includes the employment of staff.

## Accessing the 2012–13 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 [www.gms.immi.gov.au/off/jsp/reuse/logon.jsp](http://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 2012–13 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.

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## Completing the application form

Where organisations are seeking funding for one, or more than one service type, you only need to complete one application form.

Please remember to 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.

Only one person can access the on-line application form at any given time.

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

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/collaboration between settlement service providers optimises service delivery to the target group and results in better client outcomes.

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

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

### 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.

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

The AMEP is administered through the department and provides English language tuition for eligible migrants and humanitarian entrants who do not have functional English.

The AMEP offers eligible adult migrants and humanitarian entrants 510 hours of free English language tuition within the first five years of settlement (or until a client reaches functional English, whichever comes first). Additional hours are available for humanitarian entrants with limited education or difficult pre-migration experiences, such as torture and trauma. Humanitarian entrants under 25 years of age may be eligible for up to 400 additional hours of English language tuition, and clients over 25 years of age may be eligible for up to 100 additional hours of English language tuition. Before exiting the AMEP clients may also gain familiarity of the Australian workplace culture and practices through vocational-specific English language tuition, work experience and mentoring through the English employment and traineeships program.

Over six million hours of adult English language tuition are provided each year. Each year, the program is delivered at more than 250 locations around Australia, to more than 50 000 clients from 193 countries. Additional information on the AMEP is available at [www.immi.gov.au/living-in-australia/help-with-english/amep/](http://www.immi.gov.au/living-in-australia/help-with-english/amep/).

## 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, an 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 have 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.

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## Question 2: Who is your proposed target group?

The SGP is funded on the basis of 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
- newly arrived communities which require assistance to develop their capacity to organise, plan and advocate for services to meet their own needs and which are still receiving significant numbers of new arrivals
- young migrants who have arrived in the last five years, particularly humanitarian entrants disconnected from their family or community, who require support to connect to mainstream services and to assist them to become self-reliant and participate in Australian society.

### 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's 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 booklet provides information about each state and territory and is available in English and 37 community languages. The booklets are available from the Life in Australia web pages on the department's website at [www.immi.gov.au/living-in-australia/settle-in-australia/](http://www.immi.gov.au/living-in-australia/settle-in-australia/).

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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.

### **Question 3: In this application what services are you proposing to deliver?**

To answer this question applicants are required to select one or more of the following service types:

- Casework/coordination and delivery of services
- Community coordination and development
- Youth settlement services
- Support for ethno-specific communities

Please refer to Section 1 of this booklet for detailed information on the service types.

#### **Frequently asked questions:**

##### **What if I wish to apply to deliver more than one service type?**

You may apply to deliver more than one service under the SGP. You will only need to complete one application form. You will have the opportunity to provide details of the service you wish to provide for each service type in section four of the application form.

##### **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 counselling services provided by the Humanitarian Settlement Services (HSS), other torture and trauma counselling services and specialist counselling 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 counselling 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. A priority of the SGP 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 services 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 and festivals—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. The department also administers the Multicultural Arts and Festivals Grant Program. Further information about this program can be found at: [www.immi.gov.au/living-in-australia/delivering-assistance/](http://www.immi.gov.au/living-in-australia/delivering-assistance/).
- Services should not duplicate those delivered by the Humanitarian Settlement Services (HSS) or the AMEP.
- Services that are focused on social cohesion, addressing racial and religious discrimination and promoting tolerance and harmony in the community. Funding for these activities can be obtained from a range of sources, including the department's Diversity and Social Cohesion Program.

#### **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.

#### **What is support for establishing ethno-specific communities?**

Establishing communities which are not well represented and whose needs and cultural backgrounds are not well understood may require support and assistance to enable them to have:

- a sense of belonging—spending time with people from their own community helps ward off social isolation
- a feeling of security—a support network that gives clients access to information, advice and guidance on accessing SGP services should they need it.

For the purposes of the SGP, support for establishing ethno-specific communities is about helping to create this sense of belonging and a feeling of security. It is defined as the emotional comfort/support given to clients to improve their well-being by their community group or organisation to achieve social integration for clients (bonding within their own community group). It is the type of assistance that gives clients the comfort that they are part of a community of people who are there to support them and help address language and trust issues.

This support may include giving reassurance on particular issues or concerns being experienced by clients, providing assistance and information to clients on available SGP services and building confidence of the client group to independently access generalist SGP services. It does not include the direct provision of SGP services as these will be done by SGP providers that are funded to deliver a range of settlement services.

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Support may also include working with SGP providers and mainstream agencies to familiarise clients with those government services through information sessions to raise awareness about their culture and the specific needs of the new client group as well as advocating on behalf of the client group to SGP providers to facilitate access to the full suite of settlement services on offer.

#### Question 4: Briefly describe the services you propose to deliver.

When answering this question you should give a general description of the proposed services included in your application. This should include the service(s) outline, target group and where it will operate from.

For example:

*Casework and settlement services for humanitarian entrants in the Murrumbidgee SD. This service aims to assist humanitarian entrants in Murrumbidgee SD to become self reliant through the provision of casework, referrals and information sessions. This service will be based in Wagga Wagga but will also provide outreach services twice a week to Griffith.*

If your organisation is applying for a number of services, you will need one general description that will cover all service types.

For example, if your application includes three service types which focus on casework services to women and youth and community development services to establishing communities, then your service description could be:

*Settlement services to all eligible clients including a special focus on casework services to women, and youth. This service aims to assist all eligible clients in the xxxx SD to become self reliant through the provision of [list activities]. It will also include targeted activities to support women and youth to acquire life-skills to independently navigate and access mainstream services. Community development activities will assist Somali humanitarian entrants to participate in activities to decrease isolation.*

#### Question 5: 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 [www.ato.gov.au/](http://www.ato.gov.au/).

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

##### ABN

ABN (or ACN) means Australian Business Number (or 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 being proposed.

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## Question 6: 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 your organisation is running and any other information you can provide to allow the department to understand what your organisation does and hopes to achieve.

## Question 7a: Does your organisation have 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.

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.

## Question 7b: Does your organisation have a 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.

## Question 7c: Does your organisation have a grievance handling/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.

## Question 7d: Does your organisation have a risk assessment and risk management practice in place?

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.

The identification of risks does not in any way impact on funding for your service(s) or that this is a risk for the department. What it demonstrates is that you have a good understanding of your service(s) and have thought through any impediments to achieving your goals. The controls you identify give the department confidence that you have strategies in place to address these risks should they occur.

Please note that if you are currently funded under the SGP and have provided documents on risk assessment/ risk management practice 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 (*insert grant id no.*)".

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## 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 services 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.

### 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.

## Question 8: How will your organisation's human resource management practices support continuity of service delivery and ensure that employees funded to deliver settlement services are effectively managed?

You need to demonstrate how your organisation will ensure that SGP 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 SGP services.

## Question 9: Please provide details of your management committee or equivalent.

It is the responsibility of the management committee or equivalent 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.

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 10: Provide an overview of your organisation's governance structure and the role your management committee will play in the effective management of any funding.

### 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.

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## Organisation responsibilities

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

Funding instalments 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 service.

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.

## Management committee

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 and approved budget 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 workers
- submitting reports by SGP workers to the committee
- maintaining good record keeping procedures, including methods to track/record clients
- regularly reviewing the progress of the service(s).

A clear statement of the roles and responsibilities of the management committee (or equivalent) and SGP 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 workers' contracts.

The SGP 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 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.

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**Question 11: Provide details of DIAC and non-DIAC funding received in the last two financial years as well as funding approved for the current and future years.**

**Have you met all reporting requirements for previous SGP funded grants?**

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

This includes:

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

If you have previously received SGP or other 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.

Organisations should note that failure to meet previous financial and other reporting obligations may impact on funding decisions in respect to your application.

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 in the table to those which are most related to the SGP target group.

**Question 12: 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 service 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 grants 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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## Section 4: Outline your proposed activities

Complete the activity details table and associated questions for the service type(s) that you propose to deliver. If you are not proposing to deliver services under a particular service type, leave that sub-section blank.

4(a)—Casework / coordination and delivery of services

4(b)—Community coordination and development

4(c)—Youth settlement services

4(d)—Support for ethno-specific communities

### 4(a)—CASEWORK COORDINATION AND DELIVERY OF SERVICES

#### Question 13: What groups will be the focus of your activity?

This question considers which target group(s) your application focuses on.

The focus of your service should reflect the settlement need you intend to address. Depending on what this need is, one approach may be considered more appropriate than others. SGP services may cover several target groups over the full range of services.

The SGP target group principally 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
- newly arrived communities which require assistance to develop their capacity to organise, plan and advocate for services to meet their own needs and which are still receiving significant numbers of new arrivals
- young migrants, particularly humanitarian entrants disconnected from their family or community.

#### Question 14: Will your activities focus on specific client groups?

Country of birth specific services are targeted to a client group from a particular country of origin. Country of birth specific SGP services 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 groups 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 services target settlement needs affecting those of a particular gender within a community.

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

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## Age specific

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

## Optional—additional information

If your proposed SGP service 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 target group in the previous questions you can add any additional information you feel will enhance your SGP application.

## Question 15: What are the activities, expected outcomes, client numbers and performance measures of this service?

- The answer to this question will depend on which option(s) you selected in Question 3. When answering this question you will need to complete the table. You only need to complete the table(s) for the service types that you are applying for. If you are not applying for a particular service type, for example youth settlement services, you can leave the associated table(s) and questions blank.

## Settlement dimension

When completing the table you will need to provide information relevant to the settlement dimensions that your service proposes to address. The settlement dimensions have been taken from the Settlement Outcomes of New Arrivals report that was published in 2011. A copy of this report can be found at <http://www.immi.gov.au/media/publications/research/>. For each activity you are describing, select one settlement dimension which best aligns with the settlement needs your activity aims to address. Further information on settlement dimensions and settlement needs is in Section 2 of this booklet.

## Activity number

Enter the first activity as number one and then two, three etc. Enter a different number for each activity even if it is for a different service type.

## Activity description

When answering this question you should give a general description of the activities that you propose to deliver for the intended service. This should include an outline of the service, target group, location and activities that are to be delivered for the service.

For example:

*'Housing support services for humanitarian entrants in Murray SD.'* This activity aims to assist humanitarian entrants in Murray SD to source long-term accommodation. Activities will include casework and information sessions on how to access accommodation, how to understand tenancy rights and responsibilities and how to manage payments.

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## Activity outcome

In this question you should describe what effect your activity will have on clients' settlement. You should describe what impact the activities you propose to deliver will have on 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 activities into two separate categories:

- outputs—the activities that will occur throughout the life of the grant
- outcomes—how those activities will change the clients lives after the activities have been delivered or what value these activities add to their lives.

### 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 service is that X number of SGP target group clients will gain the skills and confidence to successfully settle in Australia. The success of the proposed activities 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 activities 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 to settle in Australia. A report on the results of the survey will be provided to the department at the conclusion of the funded service period.'

### 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 services currently funded under the SGP has identified a number of potential leaders within this group. This service 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 service 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.

## Number of clients

Enter an estimate of the number of clients that you expect to deliver each activity to.

## 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 service and with your proposed 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 service will provide casework 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 80 per cent of clients are referred to mainstream service providers or feedback from client reference groups or clients on the effectiveness of service delivery"*.

## Activity examples for service type 4(a) – Casework/coordination and delivery of services

Settlement dimension	Activity number	Activity description	Activity outcome (What outcome do you expect to achieve through this activity)	Number of clients who will access this service	Performance measures
Economic wellbeing	1	Group information sessions on education/training, employment, Australia's legal system and financial management.	This activity will result in increased: knowledge of and ability to access mainstream services; personal capacity and independence to solve problems as they arise; and ability to provide information about accessing services to other community members.	XX	Quantitative X number of life skills sessions/workshops conducted. Qualitative Feedback from participants on information session attended.
Independence	2	Casework will be provided to clients five days a week using an appointment based system. All clients will be given an assessment of their needs on their first appointment, a case plan and an exit interview on their last. Casework will focus on providing clients with life skills and referral points to local mainstream agencies.	This activity will result in clients' increased: knowledge of and ability to navigate and access mainstream support services; personal capacity & independence to solve problems as they arise; & ability to provide information about accessing services to other community members.  This activity will result in increased independence of individual clients & their decreased reliance on casework services.	XX	Quantitative X clients are provided with casework services during the funding period. X client contacts are provided with casework services during the funded period. Qualitative Feedback from client reference groups or clients on the timeliness and effectiveness of service delivery.

For details on service types refer to Section 1 of this booklet. For details on settlement dimensions and needs refer to Section 2 of this booklet.

Activity example for service type 4(b)—Community coordination and development

Settlement dimension	Activity number	Activity description	Activity outcome (What outcome do you expect to achieve through this activity)	Number of clients who will access this service	Performance measures
Community connectedness	3	Develop effective networks with mainstream service providers and other local settlement providers advocating for the needs of target group clients including participation in interagency forums, seminars and providing advice to local community groups, schools and service providers.	This activity will result in clients' greater self-reliance evidenced by increased confidence in accessing mainstream services and improved mainstream agency capacity to service establishing communities.	XX	Quantitative X number of organisations are contacted within the grant period. X number of meetings/forums are organised or attended within the grant period. Qualitative Issues raised are documented and action is taken. Recommendations from meetings are progressed.

## Activity example for service type 4(c)— Youth settlement services

Settlement dimension	Activity number	Activity description	Activity outcome (What outcome do you expect to achieve through this activity)	Number of clients who will access this service	Performance measures
Social participation	4	<p>Provide a school holiday program tailored to meet the specific needs of newly arrived young people providing ongoing opportunities to interact with other young people, learn about Australian culture and interact with the broader community.</p> <p>Structured activities include a water safety and healthy lifestyle program, walking tour of historic landmarks and regional excursions.</p>	<p>These activities will result in clients' greater self-reliance as evidenced by increased confidence to foster friendships between young people which helps to reduce social isolation, knowledge of the importance of maintaining a healthy lifestyle, knowledge of Australian culture and local landmarks and increased confidence and trust in SGP services.</p>	XX	<p>Quantitative</p> <p>Delivery of two school holiday programs.</p> <p>A target of 15 – 20 young people participate in each program.</p> <p>Qualitative</p> <p>Feedback from attendees reflects high levels of satisfaction with the program.</p>

## Activity example for service type 4(d) – Support for ethno-specific communities

Settlement dimension	Activity number	Activity description	Activity outcome (What outcome do you expect to achieve through this activity)	Number of clients who will access this service	Performance measures
Independence	5	Conduct information sessions for newly arrived members of the Iraqi community on mainstream and community services including SGP providers in their local region and how to access these services.	Newly arrived Iraqi humanitarian entrants are aware of mainstream and community services and know how to access them.	XX	Quantitative Summary of sessions including date, description, venue, number of clients attending, topics discussed.  Qualitative Summary and analysis of participants' feedback and the extent to which clients access mainstream services.

### Question 16: Detail each location (existing or planned) from which you intend to deliver these activities.

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

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

It is important that when completing your application you advise the department of all locations, including the specific address(es) you intend to run your proposed service 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 service 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 service location can be added by clicking on the 'add location' button.

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

When describing a service location (specific address) you should draw attention to anything that adds value to the service or makes the location suitable for delivery of your proposed activities. 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 service location offer your service's target group?
- How will your target group find your service location?— is your service location adequately signposted?
- Is this the best location for the delivery of the proposed service?

## What is a service region?

A service region is defined as the physical area where your SGP service will operate. In many cases this will be a single location, however in some cases your service may cover more than one area eg 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 proposal 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 or 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 an 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.

## 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 centres such as Sydney and assist in breaking high population areas into more manageable areas.

## 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.

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

Maps on statistical divisions can be found on the Australian Bureau of Statistics website [www.abs.gov.au/AUSSTATS/abs@.nfs/DetailsPage/1216.0Jul%202008?OpenDocument](http://www.abs.gov.au/AUSSTATS/abs@.nfs/DetailsPage/1216.0Jul%202008?OpenDocument).

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## How do I work out what SD or SSD my service will be located in?

A link to statistical divisions cross-referenced by postcode/suburb is provided on the application form. This link [www.immi.gov.au/sgp-funding/](http://www.immi.gov.au/sgp-funding/) 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 SSD
- Wollongong SSD
- Tweed Heads and Tweed Coast SSD
- Queanbeyan SSD

All other areas of NSW are regional.

### Northern Territory

All of the Northern Territory is regional.

### Queensland

Metropolitan areas are:

- Brisbane SD
- Sunshine Coast SD
- Gold Coast SD

All other areas of Queensland are regional.

### South Australia

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

### Tasmania

All of Tasmania is regional.

### Victoria

Metropolitan areas are:

- Melbourne SD
- Greater Geelong City Part A SSD All other areas are regional.

### Western Australia

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

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## Question 17: To provide immigration assistance, it is necessary to have clients referred to you from an SGP provider. What links do you have with relevant providers or how do you propose to form partnerships with providers?

This question is applicable only to those organisations who are requesting funding under immigration assistance. If you are not requesting funding under immigration assistance please insert 'not relevant'.

Immigration assistance refers to professional advice provided by a registered migration agent, using their knowledge of migration law and procedures, on a client's options with respect to visa applications and sponsoring their family members.

Immigration assistance can only be provided under the SGP where the client is a humanitarian entrant who arrived in Australia within the last five years and has been identified, through casework services delivered by an SGP generalist provider, as requiring immigration assistance in relation to the proposing of family members. You can only apply for immigration assistance under service type: casework, coordination and delivery of services.

The department's expectation is that clients will be referred to immigration assistance providers by their SGP case manager. Formal arrangements will need to be established between SGP service providers and providers of immigration assistance (if these are different). You will need to demonstrate how you propose to build partnerships, networks with other service providers/mainstream agencies to establish effective referral arrangements.

When answering this question you should highlight the organisations you will be collaborating with to ensure successful delivery of this service, how you will do this and how the links will impact on your service. One approach to ensuring these important links are built and maintained may be the formation of network groups which meet regularly to discuss the issues that are presenting in the area.

Service providers 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.

All service providers may provide immigration related administrative services to clients without the use of a migration agent. These services would include obtaining forms, assisting with the completion of forms or assisting to access the department's website or helpline.

### Who is a registered migration agent?

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

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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)

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.

**Question 18: To provide settlement services it is also necessary for you to link target group clients with mainstream services. Explain the links you already have to relevant mainstream services and any other links you propose to form with mainstream services that are relevant to the delivery of this service type?**

In this question you need to explain how you will connect to the SGP target group to which you are proposing to deliver services. You will also need to explain how you will connect SGP clients with mainstream services. Your response to this question should highlight what existing links you have with mainstream services and the target group. If you are yet to establish links outline 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 service with a focus on youth, connections with schools and youth groups may be appropriate as well as other youth programs operating in the area.

**Question 19: How will your activities complement rather than duplicate any services that already exist in the proposed service region?**

When proposing a service you need to ensure that you are not duplicating an existing service in the region you are proposing to deliver services in. The main aim of the SGP is to assist newly arrived migrants to 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 service to meet an identified gap in services.

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For example:

*'In xx region we are aware there is another SGP service in operation delivering community coordination services. This service will complement the other SGP service by providing youth services to establishing communities which require assistance to develop their capacity to organise, plan and advocate for services to meet their own needs which are still receiving a significant number of new arrivals. This service will work closely with the community coordination service and link the community with the newly-arrived community members. Identified community leaders will hold group information sessions for the community coordination service 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.

## 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.

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

[www.immi.gov.au/living-in-australia/delivering-assistance/settlement-reporting-facility/](http://www.immi.gov.au/living-in-australia/delivering-assistance/settlement-reporting-facility/)

## Question 20: How will you promote your services to SGP clients, mainstream service agencies, other providers and the general community?

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

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 service.

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.

Questions 21 – 41: If you are requesting funding for more than one service type you will need to complete the activities table and questions associated with the service type(s) you are proposing to deliver.

### Question 42: Complete the following table to show staffing for this application.

When completing this question you need to identify what type of staff and positions (full time or part time, casual or volunteer. Example of positions, caseworker, manager, finance manager or CEO) you are proposing for each service, 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.

When completing this table organisations are required to itemise your staffing requirements using a new line for each employee required under each service. The answers to this question will assist the department to assess the work levels of service staffing compared with the level of activities you are proposing as part of your application and proposed budget. The totals in the Estimated Annual Salaries/ Wages and Estimated Annual On-Costs columns must equal the amount in the Budget. This is an example only.

Service type	Activity number	Position description (eg caseworker, manager, financial manager, CEO, etc)	Total hours per week per employee	Award employees are paid under	Estimated annual salaries/wages	Estimated annual on-costs
		Example				
1	1	Caseworker	38 hrs	SACS	60 000	9 000
1, 2	all	Manager	20 hrs	SACS	40 000	6 000
1, 2	all	Finance Mgr	5 hrs	SACS	9 000	1 300
1, 2	all	CEO	1 hr	SACS	4 000	600
<b>TOTALS</b>					<b>113 000</b>	<b>16 900</b>

### Employing a SGP worker

Your organisation is the legal employer of SGP 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 staff must be paid at an appropriate salary for their skills, experience and qualifications and in line with relevant state or territory award rates and legislation. For further information please refer to the following website [www.fairwork.gov.au](http://www.fairwork.gov.au) or call the Fair Work Infoline on 13 13 94.

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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: [www.immi.gov.au/managing-australias-borders/compliance/info-employers/evo-orgs.htm](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 43: Please provide a budget for your application.**

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 Activity 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.

The classification of costs into these broad categories seeks to place more emphasis on the major SGP service related expenditure of labour costs and activity 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 activity-related asset exceeds \$2000, or where the total value of all activity-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 service.

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 [www.ato.gov.au/](http://www.ato.gov.au/).

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## Attributing costs

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

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

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

## 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 service.

#### Salary/wages:

All salary and wage costs associated with SGP workers/employees specific to the proposed service should be included here. Information on the relevant state and territory awards is available at the website: [www.fwa.gov.au](http://www.fwa.gov.au).

This should include costs of any other person(s) in the organisation who contributes to supervising staff, coordinating, monitoring and administering the proposed service 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 services including one SGP service, 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 proposed SGP service. Any costs associated with recruitment should be included here.

#### Other labour costs

Any expenditure associated with SGP labour costs that cannot be attributed to specified line items should be included here. 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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## SGP activity costs

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

### Travel:

All travel costs associated with the delivery of the SGP service 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 (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 service.

### Immigration assistance:

All fees and salaries and any administrative costs in relation to the provision of immigration assistance should be included here.

### Marketing and promotion:

Reasonable costs associated with the marketing and promotion of SGP 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 services or specific events) and possibly some advertising fees.

### Equipment:

Should any equipment be necessary for the delivery of SGP 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 section on, 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 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.

### Venue hire:

Costs associated with hiring a venue for the delivery of SGP 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 service.

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**Catering:**

Reasonable costs associated with the provision of food or beverages for specific SGP service 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.

**Other activity costs**

Any expenditure associated with SGP activity costs that cannot be attributed to specified line items should be included here. 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.

**Organisational costs**

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

**Facilities:**

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

Ad hoc costs associated with venue hire for specific SGP service related functions/events should not be included here. These should be included in SGP Activity 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 services should be included here.

**Motor vehicle:**

All costs associated with the operation of motor vehicles associated with the SGP service 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 Service 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 services 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.

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## Other organisational costs

Any expenditure associated with organisational costs that cannot be attributed to specified line items should be included here. 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.

## Frequently asked questions

### What is the Standard Chart of Accounts (SCOA)?

The SCOA consists of a set of accounts and a data dictionary which defines the type of financial information not-for-profit organisations report to government funders.

From 1 July 2011 all government departments at Australian, state and territory levels will accept financial reporting using the definitions under the SCOA.

The aim of the SCOA is to assist service providers report to all governments/agencies in a consistent format. Adoption of the SCOA by SGP service providers (as for other not-for-profit organisations receiving government funding) will be voluntary.

Further information on the SCOA is available at the following websites:

- [www.coag.gov.au/coag\\_meeting\\_outcomes/2010-04-19/docs/Standard\\_chart\\_accounts.pdf](http://www.coag.gov.au/coag_meeting_outcomes/2010-04-19/docs/Standard_chart_accounts.pdf)
- [www.socialinclusion.gov.au/LatestNews/Pages/CommentsSought.aspx](http://www.socialinclusion.gov.au/LatestNews/Pages/CommentsSought.aspx)
- [wiki.qut.edu.au/display/CPNS/FAQs](http://wiki.qut.edu.au/display/CPNS/FAQs)

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

Yes. The cost of providing the proposed services, including infrastructure and salaries, should be factored into the proposed budget. Services 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 service costs when applying for an SGP grant.

## Question 44: How much funding are you requesting and how will it be spread across target groups and service regions?

In this question you need to advise the department how much funding you are requesting to deliver your services. This will need to be repeated for each service type.

Service providers delivering casework/coordination and delivery of services, community coordination and development and youth settlement services may be funded for up to three years to deliver services where there is evidence of ongoing clients with settlement needs in the SGP target group.

Service providers delivering youth settlement services may be funded for two to three years to allow flexibility to respond to the needs and location of eligible refugee and migrant youth.

Service providers delivering support for ethno-specific communities within the five year settlement period can be funded on a one or two year basis to allow flexibility in responding to the composition of the department's migration and humanitarian programs. Such services will be funded where there is evidence that a particular group has complex needs requiring specialised assistance not directly met by other service providers.

SGP funding is aimed at funding services which promote self sufficiency for the SGP target group. For example, target groups could include young people, women, African, Iraqi, Muslim, etc. 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 the proposed service.

When completing this table please use a separate line for each service type that you are proposing to deliver services under. If you are not applying for a particular service type then leave the relevant row blank.

For example, see table below

Service type	Target group(s)	Service region	Requested funding year 1	Requested funding year 2	Requested funding year 3
4a	All eligible target groups	Fairfield Liverpool SSD	200 000	200 000	200 000
4b	All eligible target groups	Fairfield Liverpool SSD	100 000	100 000	100 000
4c	All eligible youth	Fairfield Liverpool SSD	50 000	50 000	50 000
4d	African community	Sydney SD	50 000	50 000	50 000
Total			400 000	400 000	400 000

## Question 45: Is your organisation part of a consortium/partnership arrangement and/or managed grant for the purposes of this application?

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.

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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 2012.

## **What is a Memorandum of Understanding?**

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 46: Outline how your organisation will ensure the following accountability measures for the activities are met**

#### **Accounting for and acquitting 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 funding through the life of the service 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 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 service staff, client feedback mechanisms, internal audits and reviews, appropriate record keeping and other quality control measures.

#### **Overall administration of the activities**

When responding to this question, you should consider what measures your organisation will put in place to monitor the overall progress of your activities 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 workers, staff training, management practices and other steps which reflect your ability to monitor the overall administration of the SGP service you are proposing.

## Question 47: What risks have you identified that may impact on the delivery of the proposed activities and how do you plan to manage these risks?

Identifying risk is an essential step in ensuring that your service 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 service. A thorough identification of risks will show that you have considered all of the aspects of your proposed service 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 service delivery and this may impact on whether an application is successful in gaining funding.

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

Financial risks: are those which relate to the accountability of funding received under the SGP should your application be successful in gaining funding.	
Examples:	Mitigation strategies:
<ul style="list-style-type: none"> <li>inability to track expenditure</li> <li>inability to meet service costs due to poor financial management</li> <li>budget items exceed original costs</li> </ul>	<ul style="list-style-type: none"> <li>engagement of an accountant, auditor or appropriate accounting software</li> <li>professional financial advice and budgetary assistance</li> </ul>
Legal risks: are those which relate to the legal aspects of delivering SGP services.	
Examples:	Mitigation strategies:
<ul style="list-style-type: none"> <li>poor record keeping</li> <li>inability to deliver on the Approved Work Program</li> <li>giving immigration assistance when not a registered migration agent</li> </ul>	<ul style="list-style-type: none"> <li>ensuring client records are well maintained</li> <li>ensuring the Approved Work Program is achievable and closely monitored</li> <li>ensuring staff are aware of their limitations in giving immigration assistance through targeted training</li> </ul>
Organisational risks: are those which relate to the organisation delivering SGP services.	
Examples:	Mitigation strategies:
<ul style="list-style-type: none"> <li>staff management practices adopted are inappropriate or inadequate</li> <li>staff recruitment insufficient to deliver services</li> <li>IT systems inadequate</li> <li>inability to manage the impact of award and new award arrangements on the salaries of workers</li> </ul>	<ul style="list-style-type: none"> <li>provide staff management training</li> <li>engage suitably qualified manager</li> <li>engage registered recruitment agency</li> <li>scope poor IT functions and upgrade systems</li> </ul>
Other service specific risks: are those which relate to delivering SGP services.	
Examples:	Mitigation strategies:
<ul style="list-style-type: none"> <li>aims and objectives of service not being met</li> <li>services not addressing identified settlement needs and/or target group</li> <li>services duplicating HSS services</li> </ul>	<ul style="list-style-type: none"> <li>regular review of service position and activities by Management Committee</li> <li>monitor reporting statistics to ensure appropriate target group receiving SGP services</li> <li>ensure services are not diverting from Approved Work Program</li> </ul>

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## 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 activities.

The application assessment process includes the identification of specific or potential risks in the delivery of the service. 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 applicants':

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

## Question 48: Mandatory supporting documentation

If your organisation does not currently receive SGP funding you must submit, as a minimum, the following documentation by Monday 6 February 2012:

- 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 2012
- 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 2011–12 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 7 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.

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To enable us to locate supporting documents accurately please attach a coversheet using the following format to the email or package that you send to us:

Subject: Org ID: xxxx, Org Name: xxxx, State: xxx

Grant ID Number: xxx

Receipt Number: xxx

The following documents are attached:

1. xxxxxx
2. xxxxxx
3. xxxxxx

## Question 49: 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 any additional supporting documentation listed at Question 7 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 service 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.

## Question 50: 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/services 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.

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## 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.

### How did you find out about the 2012–13 Settlement Grants Program?

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 and 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.

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



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