



2012-13 SETTLEMENT GRANTS POLICY

The Government recognises the specialised nature of settlement services provided by the community sector for newly arrived migrants and humanitarian entrants.

This is consistent with the Government's National Compact with the not for profit sector through which the Government aims to find new and better ways of working together with the sector based on mutual trust, respect and collaboration. The Compact is based on a shared vision, purpose, principles and aspirations.

What is the Settlement Grants Program?

Under the Settlement Grants Program (SGP), grants are provided to deliver settlement services to humanitarian entrants, family 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 aims to deliver funding for the delivery of services, rather than for individual projects, in recognition of the ongoing nature of much settlement work. Consistent with this, funding may be provided for three years, with the option to rollover funding for a further two years to strong performing organisations providing ongoing services where there continues to be sufficient client demand and need.

In taking this approach to settlement services the policy 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.

Key SGP Policy Principles

The SGP is guided by the following overarching policy principles
SGP Providers will:

- (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 new communities.

In addition to this, targeted support will be provided for new and emerging communities to help build their capacity to assist in their settlement.

Who should apply for SGP Funding?

SGP Grants in 2012-13 will be provided primarily for the delivery of Refugee and Migrant Settlement Services and to Support for Ethno-specific Communities.

In the absence of applications from either of these services in areas of settlement need or where there is insufficient capacity to meet the demand, consideration will be given to funding generalist organisations with the capacity to deliver settlement services.

These organisations would be: not for profit community based organisations, local government organisations, AMEP providers, or Government service delivery agencies in rural and regional areas.

Refugee and Migrant Settlement Services

The organisations delivering these services will usually be not for profit community based organisations generally located in areas where clients are settling, which have strong links with the target group and/or focus on working explicitly with migrant and humanitarian entrants and their communities. Such organisations will have:

- demonstrated experience and proven capacity to deliver settlement services to a wide range of settlers from diverse linguistic and cultural backgrounds
- recognised ability to link new arrivals with mainstream providers (eg Centrelink, FaHCSIA, mental health services dealing with victims of torture and trauma) and settlement service providers through strong community and local connections and networks

- established links with new and emerging community leaders and groups and the ability to engage disadvantaged and marginalized communities
- experience and demonstrated capacity in providing relevant & targeted settlement information to individuals and groups
- experience in identifying participation and social inclusion activities for specific target groups
- experience in building clients' self reliance through a range of strategies, including stronger engagement of mainstream services through systemic education and advocacy
- experience in identifying emerging settlement needs, responding to new settlement priorities, and providing outreach services where necessary
- proven expertise in building community capacity through mentoring, bilingual workers, volunteer programs, auspicing and providing services for new and emerging communities
- cross cultural expertise and the ability to recruit, train, and effectively manage a culturally and linguistically diverse workforce including bilingual workers and volunteers.

Refugee and Migrant Settlement Services will provide the following types of services:

- casework/coordination and delivery of services
- community coordination and development
- youth settlement services.

1. Casework/Coordination and Delivery of Services

Casework

These 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. Examples include: advice on education and training options, referral to housing services, the provision of immigration assistance to humanitarian entrant clients, advice on tenancy rights and responsibilities, banking practices, consumer rights, the police, and the law, the health system, and family, relationship, and social support issues. They may include a needs assessment and the development of an individual case plan. They may also involve the provision of support for clients referred from the Humanitarian Settlement Services program.

Coordination and Delivery of Services

These services could include the coordination or provision of group services, such as information sessions and sewing groups.

2. 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 emerging communities, the elderly, and those settling in rural areas, can be particularly vulnerable to social isolation.

Services include:

- providing a brokerage role for government agencies by helping them to connect with new communities and arrivals
- working in neighbourhoods to support local services and create a welcoming environment for new arrivals
- fostering, promoting and supporting the development of new and emerging communities to help create a sense of belonging in the local community
- communication and awareness raising in the local community
- 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 parent associations, parents and citizens group.

3. Youth Settlement Services

Newly arrived young people 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 adolescence can greatly amplify the challenges that they 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, and navigating through unfamiliar and complex Australian services and systems.

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 unique needs of young people.

SGP services include:

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

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 emerging groups to build their capacity to assist with their settlement.

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 new and emerging communities. SGP services include:

- working in partnerships with new communities, building their capacity to be self sustaining
- fostering community ability to connect with each other and with more established communities

- engaging with government agencies, service providers and the Australian community at large
- supporting emerging community leaders or organisations by providing training and mentoring, and assisting them to develop skills in areas including advocacy, organisational and infrastructure development, leadership, governance and financial management.

Settlement Outcome

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.