



## Settlement Grants Program 2012-13

### *What are the changes to the SGP policy?*

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; and
- (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 ethno-specific communities to help build their capacity to settle in Australia.

Changes that will be made to the SGP policy for the 2012-13 funding round include:

- supporting organisations which have proven experience in providing 'Refugee and Migrant Settlement Services' and providing targeted support to ethno-specific communities to build their capacity;
- re-defining the service types to better align them with client needs;
- moving primarily from project-based funding to service-based funding in recognition of the ongoing nature of much settlement work; and
- extending the funding period beyond the current three years, by introducing a capacity to provide an additional two years support for organisations that are providing quality services to clients in areas of ongoing client need.

The revised service types are:

1. Casework/Coordination and Delivery of Services
2. Community Coordination and Development
3. Youth Settlement Services
4. Support for Ethno-specific Communities

### ***Why are these policy changes being made?***

We recognise that much of settlement work requires specialised skills and is ongoing. In view of this, it is necessary to re-focus the SGP to ensure that services are being provided by organisations that have appropriate skills, expertise and strong links to the target group to achieve program outcomes. It is also important that newly arrived migrants have an opportunity to integrate into the broader Australian community as soon as possible after arrival. Accessing services from an organisation which has a broader client base provides opportunities for different groups to learn from each other and share experiences to support their settlement.

In addition to, and in recognition of, the assistance that new and emerging communities need to break down barriers to access services, and to help build their capacity, targeted support to these community groups is necessary.

### ***What do these changes mean for the SGP?***

The changes mean that organisations funded to deliver refugee and migrant services will:

- provide the full suite of services to the broad client group to meet their settlement needs;
- provide targeted support for individuals and/or families to help their settlement;
- provide targeted support for young people from culturally and linguistically diverse backgrounds to help with their settlement; and
- help new arrivals to make social connections through community coordination and development.

Changes to the funding model will result in:

- a move from project-based funding to service-based funding in recognition of the ongoing nature of settlement work, generally for three years;
- a strong preference to direct funding towards organisations which have proven experience in providing 'Refugee and Migrant Settlement Services'; and
- where there are no such organisations, funding being provided to generalist organisations with relevant service delivery experience.

### ***Why are changes to the SGP being made?***

The changes are being made to achieve greater efficiency in program management. In addition to providing more flexibility to tailor the program to client needs, the changes will provide greater certainty of funding to help the sector focus on services to clients, rather than preparation of grant applications on an annual basis.

### ***What do you mean by Refugee and Migrant Settlement Services?***

Refugee and Migrant Settlement Services include the full suite of settlement-related activities that help newly-arrived humanitarian entrants and migrants make the adjustment to living in Australia. Services include targeted support to individuals and families, as well as community groups to assist with settlement.

### ***What types of organisations fit the description or criteria for funding for these services?***

The organisations delivering refugee and migrant settlement 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 and 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; and
- cross-cultural expertise and the ability to recruit, train, and effectively manage a culturally and linguistically diverse workforce including bilingual workers and volunteers.

***What do these changes mean to long-standing service providers who do not fit the description of a Refugee and Migrant Settlement Service provider?***

The changes to the SGP policy do not preclude any organisation from applying for funding. An organisation can submit an application providing justification as to why it considers itself suitable to receive funding, as well as evidence of links to the target group.

The Department will consider this information, as well as the relative needs of the target group in the area, as part of the assessment process.

***What if these changes result in an adverse impact on the quality of services to clients?***

The Department will closely monitor the impact of the policy on clients and work with funded organisations to ensure that clients are not adversely impacted. The Department proposes to review its reporting requirements to ensure that it receives information from service providers in a timely manner and that any issues are addressed as they arise.

***Will you put in place transitional arrangements? What will they be?***

The Department will work with those organisations which are still funded, but likely to be impacted by the policy changes in future rounds, to ensure that transition is seamless and has minimal impact on clients. The transition strategy will include considerations such as:

- the needs of clients in the area
- the capacity of service providers in the area to meet increased demand
- accessibility of services for clients
- links other service providers have with impacted clients.

***Is the Department looking at only funding Migrant Resource Centres under the SGP?***

The policy changes are not intended to provide funding only to Migrant Resource Centres. The Department recognises that organisations that identify themselves as MRCs have had a long history of working with new migrant communities and have over the years established themselves as a one-stop shop for a range of services new arrivals need to access. For this reason, MRCs would generally be well placed to receive SGP funding. However, the quantum of funding going to MRCs would depend on a range of factors, including but not limited to:

- the number of clients in the area
- accessibility of services for clients
- capacity of the organisation to meet increased demand
- links, or the ability to establish links, to new communities they may not be servicing

***My organisation is a church-based organisation and we have been a long-standing settlement services provider. Does this new policy mean that we can no longer apply for funding?***

To be eligible for funding, an organisation will need to demonstrate that it is one 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
- a government service delivery organisation in a rural and regional area.

In determining funding recommendations, the Department will take into account the following:

- consistency with the SGP target group and service types
- suitability of the proposed services and activities
- capacity of the organisation to deliver services
- ability to comply with reporting and accountability arrangements.

If, after reading the Applicant Information Booklet, you determine that your organisation is eligible for funding, has relevant experience, and strong links and active engagement with refugee and migrant communities, then you may submit an application.

The Department will take into account the number of clients and their needs in the proposed service delivery location to determine what/who will be recommended for funding in particular areas.

***We are an ethno-specific organisation and have been a long-standing provider of settlement services to our own community group. What do these changes mean for us?***

The Department recognises that ethno-specific organisations play a crucial role in the settlement of newly-arrived clients as they have access to their diplomatic missions and other networks through which newly-arrived clients can be identified and reached, and also understand the immediate needs of new arrivals.

There are no plans to reduce funding to ethno-specific groups. Rather, the Department is looking to link smaller, new communities and groups with larger well established settlement providers to improve the range of settlement services and options available for people requiring settlement assistance.

Feedback from ethno-specific organisations identified language and trust as issues impeding access to services from generalist providers. Funding provided to ethno-specific organisations will primarily be for the purpose of addressing these issues and linking clients to Refugee and Migrant Settlement Service providers to access the full range of services.

Those communities that continue to have significant needs which are not yet understood by generalist providers will also be considered for funding under the SGP to help advocate for their needs and to facilitate access to the full range of available settlement services.

***Do the changes mean that my organisation can no longer receive SGP funding to deliver services to my community group?***

The ultimate aim of the SGP is for migrants to participate in the broader Australian community. This will be better achieved if new arrivals have the opportunity to mix with other groups and share their settlement experiences and learn from each other.

For this reason, the Department is looking at applicants demonstrating strategies to link clients to more established providers with a diverse client base. As part of the application, organisations will need to demonstrate which generalist providers they will work with to link clients to them to access the full range of settlement services.

***My organisation provides settlement support to all eligible clients, as well as focussed support for particular community groups. What service type do I apply under to continue working with ethno-specific groups?***

Funding to provide support to ethno-specific groups/communities is not limited to ethno-specific organisations. Applications from generalist providers with effective links with particular community groups seeking to work with that community to build the capacity to access settlement services will also be considered for funding.

***What services will ethno-specific organisations be expected to deliver under the SGP?***

New 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; and
- 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.

***Our multi-year funding runs out in 2013-14 and we operate in an area where there is an MRC. Does this mean that we should not apply for funding after our current funding runs out?***

You will need to consider the eligibility criteria, as well as the needs of clients in the area, and make a determination as to whether you will submit an application. The Department cannot pre-empt the outcome of future funding rounds as that is dependent on a range of factors evident at the time.

***What does the Department mean by Casework and Coordination and how is this different to case management?***

Casework is essentially an information and referrals role based on an assessment of immediate needs of the client. It seeks to link clients to the service (mainstream or community) that may assist them.

Case Coordination is also an information and referral service but guided by a more considered needs assessment and the development of a case plan to address the needs of the client. While the case plan adds more rigour, the role is more one of coordination of services to clients to facilitate access from agencies more appropriately qualified to provide those services, rather than a close engagement between the case coordinator and client and direct service delivery. Where clients have multiple and complex needs, then they should be referred to Complex Case Support.

Case management is a more hands on approach to addressing the needs of the client with the case manager playing a more central and involved role, such as the services provided under HSS. There is also a greater emphasis on the qualifications of the case manager.

Case management is defined in HSS as a service delivery approach where all services relevant to the case or client are coordinated through a central point. All aspects of the approach are more rigorous, from the needs assessment and case management plan to the exit process. Client outcomes are explicitly defined in terms of not only linkages to be made but also core competencies to be achieved.

***What is complex case management?***

Complex Case Management is what is provided under Complex Case Support. It is not a long term model of intervention and is an expensive option. It has much of the same features as case management but with much more intensive one-on-one work on the part of the case manager. It is generally invoked when clients have a multiplicity and complexity of needs across a range of services and case conferencing is often a critical tool in ensuring that agencies are working towards the same end. Individual advocacy also is a key ingredient to get mainstream agencies to accept their access and equity responsibilities.

***My organisation has successfully provided services to youth under the SGP in the past? Does the new policy mean that we no longer qualify for funding for youth services? Will only specialist youth providers provide these services?***

To qualify for funding under the youth stream, applicants will need to demonstrate they have links to the target group community and have the appropriate skills and experience to provide services to this client group. While specialist youth service providers may have an edge over other organisations, it does not mean that other organisations with suitable links and experience do not qualify for funding. In making recommendations, the department will consider the number of clients, the capacity of the organisation and the relative needs of clients as well as what other services are available for this group.