Settlement Process and Services Guide
South Eastern Melbourne and Peninsula Region

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Introduction

In August 2023, a pivotal meeting between Ruwanthi Mudannayaka of South East Community Links and Katie Sheargold from the Local Jobs Program in South East Melbourne and Peninsula catalysed the formation of an innovative network aimed at enhancing services for migrants and new arrivals in the region. This encounter highlighted a crucial gap: multiple agencies were providing valuable services at various stages of the migrant settlement journey, yet there was a lack of awareness and collaboration among these service providers.

Recognising the need for a unified approach to better serve this cohort, Ruwanthi and Katie initiated a series of discussions with key stakeholders across diverse sectors. These included representatives from Services Australia Multi Cultural Service Officers, the Chisholm AMEP program, and Workforce Australia Employment Service providers. Through these engagements, the **Settlement Leading Partners Network** was established. This network aims to improve service delivery and foster collaboration among organisations that assist the migrant community.

The members of this network include seasoned professionals such as Ruwanthi Mudannayaka and Sana Hassan from [South East Community Links](#), Sean Teer and Katie Sheargold from the [Local Jobs Program](#), Vicki Selemi from [Services Australia Multicultural Service Officers](#), Kylie Reid from [Chisholm AMEP](#), and Mary Gyurcsik from [WISE Employment](#). Their collective expertise has been instrumental in shaping a comprehensive understanding of each organisation's role in assisting migrants and optimising how these entities work together.

This guide has been meticulously developed from shared insights, thorough research, and consultations. It is designed for service providers within the South East Melbourne and Peninsula region who support the Culturally and Linguistically Diverse (CALD) community during their transition in Australia. It details the types of services offered, operational methodologies, and strategies for meeting the unique needs of each individual, while also emphasising the importance of inter-agency cooperation to enhance service levels and support for our valued migrant clients.

Please note, the information within this guide pertains to government-contracted services, which may undergo changes due to contractual obligations and requirements. The Network will endeavour to regularly incorporate updates, as necessary. _This guide is intended to serve as a resource and not a definitive legal document._ For detailed information on government requirements for each service, stakeholders are encouraged to refer to the specified website included in this document or to contact their nearest service provider directly.

We trust that this guide will serve as a valuable tool in your efforts to provide comprehensive and effective support to the migrant community, facilitating a smoother integration into Australian society.

Warm regards,

Settlement Leading Partners Network

Feedback

We are committed to continuous improvement and collaboration in our efforts to support the migrant community effectively. We invite you to join us in this crucial work, ensuring that every individual we serve has the support they need to thrive. Your feedback and contributions are invaluable to refining and enhancing this guide. Feedback can be provided at https://forms.office.com/r/GdRShXG4AV

South East Melbourne and Peninsula Region

The South East Melbourne and Peninsula Region covers an area of 2,775 square kilometres, commencing 14 kilometres from the city centre and extending across the Mornington Peninsula and rural areas to the outer south east. The region incorporates two separate Australian Bureau of Statistics (ABS) Statistical Area 4 level (SA4) locations of Melbourne - South East, and Mornington Peninsula.

The region includes seven (7) local government areas (LGAs) comprising the Cities of Kingston, Monash, Greater Dandenong, Casey, and Frankston as well as the Cardinia and Mornington Peninsula Shires. The Kingston and Monash LGAs are not wholly confined by the boundary for the region, with the Kingston LGA largely falling in the neighbouring Inner Metropolitan Melbourne Employment Region, while the majority of the Monash LGA lies within the South East Melbourne and Peninsula region.

Main urban centres include Oakleigh, Glen Waverley, Springvale, Dandenong, Narre Warren, Cranbourne, Pakenham, Frankston, Mornington, Rosebud, and Hastings. The region has experienced significant population growth, particularly in the Cranbourne, Narre Warren, Pakenham, and Mornington areas.

Key metropolitan train lines servicing this area include the Pakenham, Cranbourne, and Frankston lines from the Melbourne CBD. The Stony Point Line starts in Frankston and runs through Hastings to the western side of Western Port. The Gippsland country rail service runs along the Pakenham line. Bus services are more frequent around the South East and Frankston areas. In the Mornington Peninsula, public buses connect Frankston to Portsea along the Nepean Highway, however services are less frequent and do not provide access to the Peninsula hinterland.
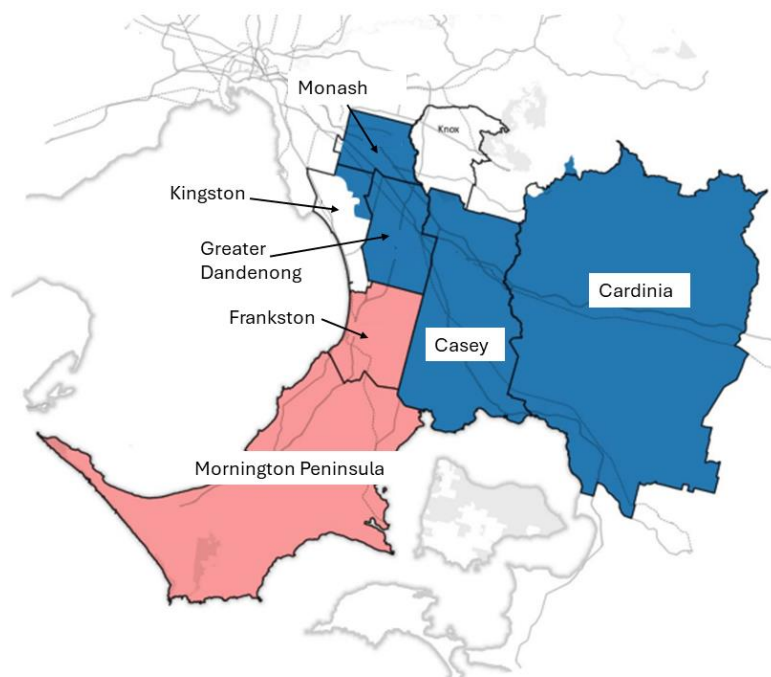
1. Humanitarian Settlement Program (HSP)

[The Humanitarian Settlement Program (HSP)](#) supports humanitarian entrants and other eligible visa holders during their initial settlement. It helps new arrivals integrate into Australian life by building the skills and knowledge they need to become self-reliant and active members of the community.

The program has a strong focus on helping clients to learn English, gain employment and access education and training.

Individuals or families who have complex settlement needs may be eligible to receive assistance under the HSP's **Specialised and Intensive Services**.

1.1   Eligibility

People granted one of the following visas are eligible to access the HSP on their arrival in Australia:

- Refugee (subclass 200, 201, 203 and 204) visa.
- Global Special Humanitarian (subclass 202) visa[1]

1.2   Support

Support is delivered to clients using an individualised case management approach tailored to their needs, strengths, and goals. The types of support clients receive may include:

- airport reception
- short-term accommodation
- referral to mainstream and specialist support services.
- connections to local community groups and activities
- assistance to find long-term accommodation.
- help to learn English, gain employment, and access education and training.
- Referrals to education and employment support providers
- orientation to Australia, including our values and laws.

1.3   Pre-Arrival

The Department sends information of *pending* arrivals to Services Australia. This information:

- Assists Services Australia in planning incoming work.
- Advises of settlement locations
- Provides case numbers for both individuals and families.

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[1] Individuals granted a subclass 202 visa under the [Community Support Program](#) (CSP) are ineligible to access support under the HSP on their arrival in Australia as they receive settlement services from their Approved Proposing Organisation. Subject to the approval of the Department, CSP entrants may be eligible to receive [Specialised and Intensive Services](#).

1.4   Specialised and Intensive Services

Specialised and Intensive services (SIS) under the HSP are available to the following additional visa holders following Department approval:

- Protection visa (subclass 866)
- Temporary Protection visa (subclass 785)
- Temporary Humanitarian Stay visa (subclass 449)
- Temporary Humanitarian Concern visa (subclass 786)
- Safe Haven Enterprise visa (subclass 790)

Other visa streams:

- Partner (Migrant) visa (subclass 100)
- Child visa (subclass 101)
- Orphan Relative visa (subclass 117)
- Partner (Provisional) visa (subclass 309)
- Partner (Temporary) visa (subclass 820)
- Partner (Permanent) visa (subclass 801)
- Resolution of Status (Temporary) visa (subclass 850)
- Resolution of Status visa (subclass 851)

To be eligible for SIS, holders of a visa appearing in the *other visa streams* list must also:

- have low English proficiency, and
- come from a refugee-like background.

Specialised and Intensive Services are for a period of between 12 to 18 months.

1.5   Timeframe to access SIS

Limited timeframes apply for eligible visa holders to access SIS.
Holders of the following visas must be referred to SIS **within 5 years** of arrival in Australia:

- Refugee visas (subclass 200, 201, 203 and 204)
- Global Special Humanitarian visa (subclass 202)
- Child visa (subclass 101)
- Orphan Relative visa (subclass 117)
- Partner (provisional) visa (subclass 309)

Holders of the following visas must be referred to SIS **within 5 years from the date of their initial visa grant:**

- Protection visa (subclass 866)
- Temporary Protection visa (subclass 785)
- Temporary Humanitarian Stay visa (subclass 449)
- Temporary Humanitarian Concern visa (subclass 786)
- Safe Haven Enterprise visa (subclass 790)
- Resolution of Status (Temporary) visa (subclass 850)
- Resolution of Status (subclass 851)

Holders of a Partner (Migrant) visa (subclass 100) must be referred to SIS **within 5 years from the date they arrived in Australia** on their Partner (Provisional) visa (subclass 309).

Holders of a Partner (Permanent) visa (subclass 801) must be referred to SIS **within 5 years from the date** their Partner (Temporary) visa (subclass 820) was granted.

1.6   Multiple and Complex Barriers

To access SIS, eligible visa holders also must demonstrate an inability to independently engage with appropriate supports and be impacted by multiple and complex barriers that may include:

- disability
- health needs that are severe, critical, long term and/or unmanaged
- mental health issues
- homelessness or housing instability
- domestic and family violence
- child and youth welfare concerns
- family and/or relationship breakdown
- social isolation
- financial hardship
- legal issues.

Further information about visa subclasses and payment eligibility for visas issued after 1st September 1994 can be found here: Visa Subclasses & Payment Eligibility - Social Security Guide

1.7   How to Refer a person to SIS.

- To refer a person for SIS, please complete the online SIS Referral Form.
- If you experience technical difficulties completing the online form, please contact the Department for assistance by emailing SIS@homeaffairs.gov.au.
- If you are unsure of whether a person is eligible for SIS, please contact the Department for assistance by emailing SIS@homeaffairs.gov.au.
- If you are unable to access the online referral form, you can contact SIS@homeaffairs.gov.au to request a paper version of the referral form.

1.8   What happens after a referral is submitted.

- The Department will assess the eligibility of the person referred and notify the referrer of the outcome. If the person/s meets the eligibility criteria, the Department will engage a HSP service provider to deliver SIS.
- The length of time that a person can receive SIS is based on individual need but will generally be a minimum term of up to six months.

The Humanitarian Settlement Program (HSP) is delivered on behalf of the Australian Government by five service providers in eleven contract regions across Australia.

Further information about the Humanitarian Settlement Program including a list of services and providers can be found at   Humanitarian Settlement Program (homeaffairs.gov.au)

The HSP program and SIS program are run by **AMES Australia** in Victoria, South Australia, and Tasmania.

2. AMES Australia

From October 2017, AMES Australia began delivering the Humanitarian Settlement Program (HSP).

The AMES Australia HSP Service Delivery Network is made up of a number of organisations that provide Government funded support to refugees and humanitarian entrants. As the HSP provider, AMES Australia focuses on creating strong partnerships to deliver the HSP program across Victoria, South Australia, and Tasmania.
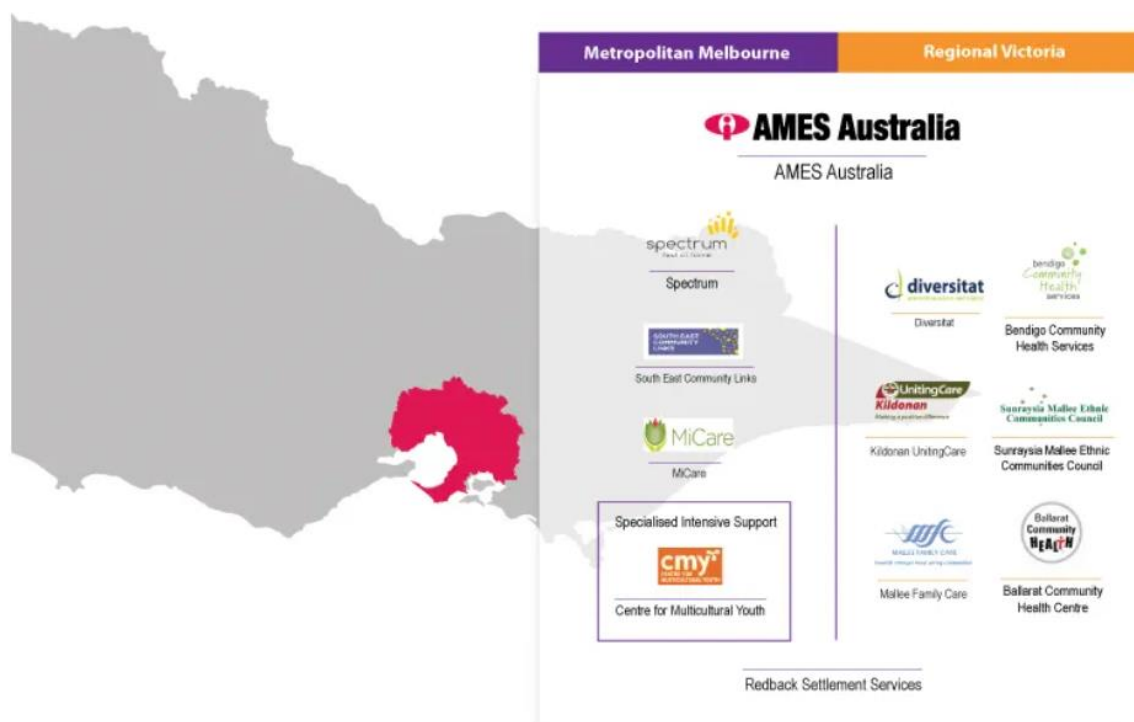
*HSP eligible clients are referred to AMES Australia pre arrival by the Department of Home Affairs.

* *Refer to Eligibility under Humanitarian Settlement Program*

2.1   New Arrivals

AMES HSP team will provide arrival confirmation to Services Australia. A case manager will complete the Notification of Refugee Arrival form (SS459) and send this to Services Australia. This form confirms details of the new arrival.

AMES HSP will also send:

- Claim for Persons granted a Refugee, Humanitarian or Protection Visa form (SS415)
- Medicare enrolment form (MS004).
- ID documents (for all family members).
- Bank details.
- Other relevant documentation or information (e.g. special needs).

Through Services Australia, client will then:

- Create individual records.
- Process income support claims.
- Apply for a tax file number (TFN).
- Process Medicare enrolment.

This generally occurs within 3 days of a new arrival to Australia.

The **Multicultural Services Officers** (MSO) team will receive a list of clients on income support from AMES.

2.2 Case Management Services

The AMES Australia Case Management model consists of a number of sub-services. Depending on client needs, AMES Australia Settlement can draw on any of the following:

a) Needs Assessment (Pre and Post Arrival) and a Case Management Plan

Every client is assigned a Case Manager who does a needs assessment, then develops and implements a tailored case plan in collaboration with the new arrival. A strength-based approach is used to build on a client's existing strengths to develop a settlement program that will have the greatest impact.

The Case Manager also draws together a Care Team including the client, case manager, housing coordinator, and volunteer or proposer. Other members of the AMES Australia HSP consortium or other service providers may be brought in depending on the services required for each case. For example, an AMES Australia Refugee Health Nurse might be called upon for specialist advice and support.

b) Client Support Workers and Orientation Guides

AMES Australia's Client Support Workers and Orientation Guides provide settlement support in the client's own language, are from the same cultural background and often share the common experience of having a refugee history. Their work shows how refugees themselves can influence service delivery.

c) On Arrival Logistical Needs

Clients are met at the airport and transported to initial accommodation. Upon arrival at initial accommodation, AMES Australia clients are provided with information and assistance to enable them to function in their new environment, including provision of food or food vouchers for immediate needs. All clients will be provided one phone and one SIM card per family.

d) Essential Registrations

Clients are connected with essential services relevant to their needs. This might include education and language assistance or financial support. They will also be registered with AMEP (if required) and MyGov.

e) Health Services

Many clients arrive with immediate or ongoing health issues and are connected with health services early in their journey.

f) Orientation Program

The Orientation Program aims to equip clients with basic life-skills and to build clients' self-confidence and ability to independently access support services in the future.

2.3   Accommodation Services

Clients who require assistance finding initial accommodation may be placed in short-term accommodation and are provided with assistance to find longer term rental accommodation. This will be determined by a needs assessment. Some clients may require assistance to set up their new home. AMES assist by providing basic household goods. Click here to read more about AMES Settlement Accommodation Services.

2.4   Specialised and Intensive Services (SIS)

Specialised and Intensive Services (Tier 3) aim to provide holistic case management service to newly arrived refugees and humanitarian entrants, including those with complex needs requiring specialised and intensive services. The aim of Specialised and Intensive Services is to build skills and knowledge in key foundational outcome areas to achieve settlement goals. Services are delivered through a tailored, needs-based case management approach for up to six months.

2.5   Volunteer Program

Our Volunteer Program is designed to provide additional support to clients through their initial settlement.

2.6   Translation Service

HSP clients will be supported to complete an online application for the Free Translation Service. Each client can have 10 documents translated, which may relate to identity (e.g. birth/marriage/death certificate), facilitation (e.g. drivers' licenses, medical records, vaccination), education (e.g. school records, qualifications), employment (e.g. trade certificates, references).

Most clients, on average, can remain in HSP services for between 6 to 18 months based on individual cases.

Upon exit clients can access Workforce Australia Employment Provider services and/or Settlement Engagement Transition Support (SETS)[2]

Refer to **ATTACHMENT A.**

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[2] Eligibility criteria apply for Workforce Australia and SETS services.

3. Services Australia – Multicultural Service Officers

Our [Multicultural Service Officers](#) work with multicultural community groups, staff and other government departments.

They do this to:

- promote and improve access to payments and services.
- build relationships in the community and across government.
- improve service delivery to culturally and linguistically diverse (CALD) people by understanding their needs.
- provide support and assistance in complex cases.
- help staff to communicate with CALD people through language services.
- raise awareness and competency of staff in servicing CALD people.
- build and maintain relationships with internal stakeholders to raise the profile of multicultural services.

3.1   Information Sessions

Within the first 12 weeks of arrival all customers are invited to attend information seminars

Topics covered include:

- Centrelink, Medicare and child support payments and services
- Notification process for a change in circumstances within 14 days
- Assistance in own language
- How to contact Services Australia
- Income reporting and Job Plans
- Online services including MyGov (weekly MyGov sessions completed in collaboration with AMES between 0-6 weeks post arrival)
- [Centrepay](#) and scams
- Other payments, concession, and help

3.2   Timelines

The following timelines apply for refugees across a 12-month period:

0-6 weeks

- Weekly MyGov sessions for new arrivals (in collaboration with AMES bi-cultural worker). AMES Dandenong and Noble Park sites conduct regular sessions once a week. These sessions are Voluntary participation.

8 -10 weeks

- Multicultural Service Officer Information Sessions – Voluntary participation

At 12 weeks

- an appointment is made for a customer to attend their local Centrelink office to negotiate a job plan and conduct their first reporting obligations. No referrals to other services at this stage. *Note – a customer can volunteer to be registered for Workforce Australia Services at this time (if they meet eligibility criteria)*

12 weeks to 12 months

- no job search required – However customers can volunteer to do this.
- Participate in granted Refugee Approved Activities (RAC)
- Participation in Adult Migrant English Program (AMEP) if applicable.
- Attend Centrelink and AMES HSP appointments.
- Customer must commence reporting fortnightly after 12 weeks of arrival to receive their payments. All reporting requirements can be done via the [Express Plus Centrelink mobile app](#), phone or service centre or [MyGov app](#).

12 months +

- A face-to-face appointment is made for the customer to attend Centrelink in person. This appointment is system generated.
- At appointment customer will be educated about mutual obligations and reporting requirements.
- Centrelink staff will run through the [Jobseeker Snapshot](#) with the customer and update with customer responses to questions.
- Based on responses customer provides, customer will be referred to a Workforce Australia provider or Workforce Australia Online (digital) services. This is system generated based on customer response. *It is strongly encouraged that those customers who speak English as a second language, are referred to face to face servicing with a Workforce Australia provider*.
- A new job plan will be negotiated with Workforce Australia if customer referred to these services.

3.3 Email Contact

To contact the Multicultural Service Officers for assistance you can email:
MSO.VICTAS@servicesaustralia.com.au

See **ATTACHMENT B**

4. Settlement Engagement Transition Support (SETS)

The SETS program aims to equip and empower humanitarian entrants, other eligible permanent migrants and their communities to address their settlement needs. It focuses on improving social participation, economic well-being, independence, personal well-being, and community connectedness.

The program fills an important gap in the post-arrival period for eligible clients who do not have family and other community supports to rely on. The program is complementary to the Humanitarian Settlement Program (HSP) and other Commonwealth support to humanitarian entrants and other eligible migrants. All the refugee and humanitarian entrants are eligible to receive SETS service once they are exited from the HSP program. However, SETs providers receive the eligible referrals from other mainstream and community organisations as well.

SETS can also refer a client back to services with AMES for SIS servicing if their needs are complex.

4.1 Types of Services and Support

SETS provides clients with:

- settlement-related information
- advice
- advocacy and
- help to use mainstream and other relevant services.

Our program tailors SETS services to client issues. These issues may vary and change across locations, cohorts and during each client's settlement journey. Types of activities and deliverables include:

- individual low or medium-intensity case management
- group sessions
- sector collaboration
- community capacity building.

4.2 Facilitating Domains and SETS Activities

The Refugee and Humanitarian Entrant Settlement and Integration Outcomes Framework (Framework) explains the expected outcomes of the SETS program.

The Framework comprises of 11 domains outlining a structured approach to good settlement and integration outcomes. Each domain reflects an area critical to successful settlement and integration. These domains are:

- Language and Digital Literacy
- Understanding host culture
- Economic Participation
- Health and Wellbeing
- Housing and Transport
- Education
- Social Connections

- Community Welcome
- Access to Institutions
- Belonging
- Safety and Security

The key focus for SETS providers is to build self-agency and self-efficacy in SETS participants. SETS aims to support participants to achieve outcomes that align with these domains. SETS is a flexible program, with services tailored to need.

➢ Language and Digital Literacy

Access to people, services and rights are often now either dependent on, or facilitated by, technology. Service providers can help increase participants language and digital literacy using services including:

- support to use services and media
- activities that improve digital skills
- activities that encompass practices of digital safety to safeguard participants as they interact with digital platforms
- innovative activities that help participants get digital technology skills
- training community leaders to build their digital capabilities so they can further support digital skills of their newly arrived community members
- opportunities to practice English skills in group work, conversational and practical settings and
- referral to the Adult Migrant English Program (AMEP), the Skills for Education and Employment (SEE) program and/or other suitable programs, and support to stay engaged.

Service providers can encourage language and digital literacy by sharing information about:

- the value of English language classes
- available English language programs, how to use them and the importance of regular attendance and
- the availability of interpreting and translation services and how to use these.

➢ Understanding Host Culture

Service providers can encourage an understanding of host culture by sharing information about:

- cultural, social and legal norms and expectations in the community in which people are integrating
- national and local protocols and customs and
- Australian values and in some cases laws about child discipline and family dispute resolution mechanisms.

➢ Economic Participation

Service providers can encourage economic participation by sharing information about:

- employment

- self-employment
- support with participation in pathways to employment
- apprenticeships
- mentoring/shadowing schemes
- financial literacy
- understanding of welfare rights and obligations
- points of access for overseas skills/qualifications
- the importance of prior skills and qualifications
- Australian workplace systems and culture
- rights and responsibilities in the workplace
- occupational or work health and safety practices
- recruitment practices
- the importance of reporting earnings to the Australian Tax Office and Services Australia
- success stories of pathways/outcomes for humanitarian entrants in employment
- work experience placements, internships
- volunteering with SETS clients and
- pursuing appropriate educational, training and work experience opportunities.

Service providers may also help increase people's economic participation using services including:

- coaching
- mentoring programs
- career advice
- pre-vocational training
- bridging courses to improve quality of employment
- assessing individual skills, experiences and qualifications
- suitable employment readiness programs to improve employment outcomes
- orientation to work
- job searching
- applying for jobs
- preparing resumes and responses to selection criteria
- interview techniques
- workshops
- advice on suitable workplace attire
- work experience opportunities
- career counselling
- access to mainstream employment providers or other employment agencies and
- access to local employer and training provider representatives to explore links for participants into local labour markets.

➢ Health and Wellbeing

We recognise refugee, humanitarian and other vulnerable entrants often present with health needs that differ from the mainstream Australian population.

Service providers can encourage health and wellbeing by sharing information about:

- the Australian health system

- Medicare
- the Pharmaceutical Benefits Scheme
- emergency and ambulance services
- the difference between general practitioners and specialists
- medical documents
- immunisation history
- disability support services and pensions
- mental health issues
- health issues for specific groups, particularly women and young people.
- Parenting
- family or gender roles
- family relationships
- intergenerational conflict
- rights and obligations under Australian law
- cultural orientation in Australia
- family conflict
- legal issues
- the roles of police, courts and child protection agencies
- Australia's family law provisions
- reduction/prevention of domestic and family violence (DFV) among newly arrived communities

Service providers can also help increase client's health and wellbeing using services including:

- tailored and resourced support
- referral and information around trauma recovery and mental health
- referral to counselling and psychological services
- inviting guest speakers from mainstream services that hold early intervention workshops
- referral to culturally appropriate and specific family mediation, information and support
- referral to groups that give social support, such as men's, women's or parenting groups
- referral to programs for newly arrived youth that give opportunities for young people to express themselves and build peer support networks
- group information sessions and/or other educational initiatives or programs
- warm referral pathways for those who have experienced or are at risk of experiencing DFV including:
  - specialist DFV
  - family relationship services
  - counselling
  - mental health support
  - emergency housing
  - legal services and
  - other mainstream services.

➤ Housing and Transport

Service providers can improve participants understanding of housing and transport by sharing information about:

- issues such as overcrowding, safety, affordability, home maintenance literacy and access to transport
- realistic housing options to manage expectations of housing affordability
- relevant housing and rental laws
- housing support services
- how to apply for public housing
- how to interact with real estate agents and how to secure rental accommodation
- tenancy rights and responsibilities and tenant obligations
- property maintenance
- budgeting skills to manage rental payments
- bond deposit and recovery
- lease agreements
- consequences of late rental payments or breaking a lease agreement
- using public transport or bicycles, reading maps, public transport timetables, purchasing tickets, navigating stations or bike paths
- licence laws
- the rights and responsibilities of vehicle ownership including registration requirements
- the importance of having appropriate insurance in the case of accidents or theft and
- road rules and road safety, both for pedestrians and drivers.

Service providers can help support participants with housing and transport using services including:

- building capability to source and secure appropriate accommodation over time
- help with accommodation issues, such as help to secure short term crisis accommodation
- help with forms
- help to apply for social housing/rental assistance for participants who have experienced or are at risk of DFV
- building skills to access public transport
- facilitating access other domains like employment, education or social connections
- support to get a driver's license and use driving instructors and driving programs.

➢ Education

Service providers can encourage participants to explore education by sharing information about:

- the Australian educational system requirements. This includes enrolment, compulsory attendance, school curriculum and other requirements of an age-based education system
- solutions to address individual circumstances
- importance of education in gaining employment.

Service providers can help support young people's education using services including:

- help with homework or home tutoring schemes
- reinforcing classroom teaching
- support to stay engaged in education
- helping young people of post-compulsory school age to engage in alternative education, training and employment options
- referral to appropriate education, training and employment providers
- help with apprenticeships, traineeship opportunities or tertiary education

- early intervention approaches to keep students at risk of disengagement
- referral to community learning, mentoring programs, counselling services
- partnerships with schools that support enrolled students including community leaders to secure multicultural officers roles in local schools, colleges and TAFEs.

➢ Social Connections

Service providers can encourage participants to explore social connections by sharing information about:

- how social connections link newcomers to opportunities across other domains like employment, housing, language and belonging
- promoting feeling that participants' position in the country and community are stable and permanent and
- identifying community issues and services as they relate to participants' interests and capabilities.

Service providers can help support participants with social connections using services including:

- helping new arrivals make social connections
- giving youth and older migrants access to positive peer networks
- help to develop bridging links with inter-ethnic networks and bonding through intra-ethnic networks
- sports, cultural, or employment preparation group activities for young people from similar backgrounds
- group activities for those from different backgrounds
- consulting with communities and helping them to develop plans to address their needs
- educating children about their cultural heritage
- establishing cultural centres
- access local community activities and organisations like sporting, social clubs, school parent associations or volunteering.
- referral to support groups to decrease social isolation and increase interaction with other communities
- referral to cultural/historical excursions, multicultural cooking groups and men's sheds and
- mentoring and training to community leaders or ethno-specific organisations.

➢ Community Welcome

Service providers can encourage community welcome by:

- sharing Australian community and individual success stories showing the positive sentiment towards humanitarian entrants and Australia's Humanitarian Program
- promoting the positive public discourse around migrants, particularly as linked to social issues
- helping newly arrived individuals and communities work together toward common goals
- promoting new cultures in Australian society in a positive way.

➢ Access to Institutions

Service providers can help participant's access institutions using services including:

- activities that build the ability of participants to interact with and benefit from institutions in Australian society
- help to access government services and programs, local government and community programs, private sector institutions (e.g. banks) and civic and political processes
- referral to interpreting and translation services
- encouraging participants to ask for interpreting help if they cannot understand a particular topic that is important to them and
- inviting guest speakers to share information on Australia's legal framework, government systems, court proceedings, accessing legal representation and key justice agencies.

➢ Belonging

Service providers can encourage a sense of belonging, home and safety using services including:

- inviting local migrants to speak about their journeys and how they have succeeded in achieving a sense of belonging
- inviting guest speakers from the state or federal Human rights and anti-discrimination based organisations to speak about Australia's goal for refugees and humanitarian entrants to feel that they belong as Australians and participate in its democratic processes.
- sharing information that shows the exclusion impact of discrimination experiences on refugee wellbeing and their sense of belonging
- sharing how to take positive actions to mitigate the likelihood of the impact of negative events.

➢ Safety and Security

Service providers can encourage safety and security using services including:

- promoting the feeling that participants' position in the country and community are stable and permanent
- activities or sharing information that promote personal safety from violence (both perceived and actual), economic security and stable immigration status in Australia and
- practical support such as road and pedestrian safety, water safety and digital safety.

4.2   Community Capacity Building

Community Capacity Building activities empower new and emerging community groups and organisations to support their specific communities. Community Capacity Building activities may include:

- Identifying and assisting community leaders to volunteer with settlement programs by fostering their leadership skills and mentoring them.
- Give volunteering opportunities for community leaders to volunteer with your organisation as a SETS provider.

- Regular ongoing consultation with local communities to stay aware of their needs, trends, and strengths.
- Helping community groups to access community resources and facilities to support their capacity to self-organise.
- Give training, leadership skills and mentoring to community leaders.
- Give opportunities for small ethno-specific groups to take part in the broader community and interact with different levels of government and local stakeholders on settlement issues.
- Developing and training small and/or ethno-specific organisations, community groups and community leaders on organisational governance and project management.
- Helping small and/or ethno-specific organisations become incorporated organisations, with the goal of sustaining these groups and organisations long term.
- Supporting to develop administrative and operational skills.
- Building skills in Applying for and managing government funding.
- Outlining requirements, record keeping and financial accountability requirements for government grants.

4.3   Eligibility

SETS is a flexible and needs-based program, delivered to eligible clients or groups in Australia.

To ensure that SETS reaches those most in need, providers will target and prioritise support for the following priority groups:

- people who first arrived in Australia less than 5 years ago
- people requiring urgent help. This includes those with emergency health and wellbeing issues and/or issues with family or domestic violence
- individuals who need one-off or short-term support with a significant life change or event
- dependents, often women, who have otherwise prioritised the needs of their family and delayed their own use of settlement services
- individuals with prolonged issues of low literacy and English language proficiency
- individuals with critical settlement needs where there are no other available settlement or mainstream services that they can get to support their needs
- older migrants or individuals who arrived at a young age and have been in Australia for over 5 years and develop issues as they grow older
- new and emerging ethno-specific communities, community leaders and emerging community representatives
- new and emerging ethno-specific organisations with limited corporate capacity.

Providers can support clients outside of these priority groups. Providers should consider the type and level of support needed when considering how to support clients outside of these priority groups. This is based on client need, budget limitations and relevant program outcomes. Australian citizens are not eligible to use the SETS program.

➢ Eligible Visa Subclasses

Permanent visas

- Refugee and humanitarian visas
    - Refugee visa (subclass 200)

- o In-country Special Humanitarian visa (subclass 201)
- o Global Special Humanitarian visa (subclass 202)
- o Emergency Rescue visa (subclass 203)
- o Woman at Risk visa (subclass 204)
- o Territorial Asylum visa (subclass 800)
- o Protection visa (subclass 866)
- Family and partner visas (low English proficiency)
  - o Partner (Migrant) visa (subclass 100)
  - o Child visa (subclass 101)
  - o Adoption visa (subclass 102)
  - o Parent visa (subclass 103)
  - o Aged Dependent Relative (subclass 114)
  - o Remaining Relative (subclass 115)
  - o Carer (subclass 116)
  - o Orphan Relative (subclass 117)
  - o Contributory Parent (subclass 143)
  - o Partner visa (Permanent) (subclass 801)
  - o Child visa (subclass 802)
  - o Aged Parent visa (subclass 804)
  - o Remaining Relative (subclass 835)
  - o Carer (subclass 836)
  - o Orphan Relative (subclass 837)
  - o Aged Dependent Relative (subclass 838)
  - o Contributory Aged Parent (subclass 864)
- Working and skilled visas (dependants only in rural and regional areas with low English proficiency)
  - o Distinguished Talent visa (subclass 124)
  - o Business Talent visa (Permanent) (subclass 132)
  - o Employer Nomination Scheme visa (subclass 186)
  - o Regional Sponsored Migration Scheme visa (subclass 187)
  - o Skilled - Independent visa (subclass 189)
  - o Skilled - Nominated visa (subclass 190)
  - o Permanent Residence visa (Skilled Regional) (subclass 191)
  - o Distinguished Talent visa (subclass 858)
  - o Skilled – Regional visa (subclass 887)
  - o Business Innovation and Investment visa (Permanent) (subclass 888)
  - o Business Owner visa (subclass 890)
  - o Investor visa (subclass 891)
  - o State/Territory Sponsored Business Owner visa (subclass 892)
  - o State/Territory Sponsored Investor visa (subclass 893)
- Other stream
  - o Former Resident visa (subclass 151). Note: Some, not all of the Former Resident (Subclass 151) visa holders will be eligible for settlement services as they were granted Ministerial Intervention, depending on whether their previous visa is eligible for settlement services.
  - o Witness Protection (Traffic) visa (subclass 852)
  - o Pacific Engagement visa (subclass 192)

Temporary visa subclasses

- Refugee and humanitarian visas
  - Humanitarian Stay (Temporary) visa (subclass 449) - limited to circumstances where the visa was granted on or after 19 August 2021 for reasons relating to the deteriorating security situation in Afghanistan. This does not include any unauthorised maritime arrivals.
  - Humanitarian Stay (Temporary) visa (subclass 449) - limited to circumstances where the visa was granted to Ukraine nationals due to the crisis in Ukraine.
  - Temporary (Humanitarian Concern) visa (subclass 786) – limited to circumstances where the visa was granted to Ukraine nationals due to the crisis in Ukraine.
  - Visitor Visa (subclass 600) – limited to circumstances where the visa was granted to Ukraine nationals due to the crisis in Ukraine, and where a valid application for a Humanitarian Stay (Temporary) (subclass 449) visa has been made.
- Family and partner visas (low English proficiency)
  - Contributory Parent (Temporary) visa (subclass 173)
  - Contributory Aged Parent (Temporary) visa (subclass 884)
  - Prospective Marriage visa (subclass 300)
  - Partner (Provisional) visa (subclass 309)
  - Dependent Child visa (subclass 445)
  - Partner visa (Temporary) (subclass 820)
- Working and skilled visas (dependants only in rural and regional areas with low English proficiency)
  - The Business Owner (Provisional) visa (subclass 160)*
  - The Senior Executive (Provisional) visa (subclass 161)*
  - The Investor (Provisional) visa (subclass 162)*
  - The State/Territory Sponsored Business Owner (Provisional) visa (subclass 163)*
  - The State/Territory Sponsored Senior Executive (Provisional) visa (subclass 164)*
  - The State/Territory Sponsored Investor visa (subclass 165)*
  - Business Innovation and Investment (Provisional) visa (subclass 188)
  - Temporary Work (Short Stay Specialist) visa (subclass 400)
  - Temporary Work (International Relations) visa (subclass 403)
  - Skilled – Regional Sponsored visa (subclass 475)*
  - Skilled – Recognised Graduate visa (subclass 476)
  - Temporary Skill Shortage visa (subclass 482)
  - Temporary Graduate visa (subclass 485)
  - Skilled – Regional Sponsored visa (subclass 487)*
  - Skilled – Regional (Provisional) visa (subclass 489)
  - Skilled – Work Regional (Provisional) visa (subclass 491)
  - Skilled – Employer Sponsored Regional (Provisional) visa (subclass 494)

* These visas are closed to new applications, but eligible SETS clients could still hold the visa.

4.4   Referrals

Referrals to SETS can come from AMES Australia, community service organisations, medical providers, employment services, training organisations or the general community.

4.5   SETS Providers in the South Eastern Melbourne and Peninsula region

- **Afghan Women's Organisation in Victoria Incorporated**
    - Email: gula@awov.org.au
    - Website: Home | Afghan Women's Organisation Victoria (afghanwomensorganisation.org)
    - Client Referral: nabila@awov.org.au
    - **Areas Serviced**: South East Melbourne

- **Australian Muslim Women's Centre for Human Rights**
    - Email: reception@amwchr.org.au
    - Website: Home - AMWCHR
    - Client Referral: Referral form - AMWCHR
    - **Areas Serviced: Statewide** Phone Service Only - 03 9481 3000

- **Catholic Care Victoria**
    - Email: dandenong@catholiccarevic.org.au
    - Website: CatholicCare Victoria - Service - Settlement Engagement & Transition Support
    - Client Referral: Contact the Dandenong office on email above or phone 03 8710 9600.
    - **Areas Serviced:** Dandenong, Epping, Wyndham Vale

- **Centre for Mulitcultural Youth (CMY)**
    - Email: bwatson@cmy.net.au
    - Website: ENVISION - Centre For Multicultural Youth (cmy.net.au)
    - Client Referral: ENVISION - Centre For Multicultural Youth (cmy.net.au)
    - **Areas Serviced:** Statewide

- **Chinese Community Social Services Centre Incorporated**
    - Email: admin@ccssi.org.au
    - Website: Settlement and Access Support (SAS) (ccsci.org.au)
    - Client Referral: (03) 98981965
    - **Areas Serviced:** Statewide

- **Drummond Street Services**
    - Email: intake@ds.org.au
    - Website: Drummond Street Services - For People, For Families, For Communities
    - Client Referral: ds-External-Provisional-Referral-Form-2023-1.docx (live.com)
    - **Areas Serviced:** Statewide

- **Intouch Multicultural Centre Against Family Violence**
    - Email: intake@intouch.org.au
    - Website: Home - inTouch
    - Client Referral: Client Referral Form - inTouch
    - Areas Serviced: South East Melbourne

- **MiCare Ltd**
  - Email: intake@micare.com.au
  - Website: Individual & Family Support | MiCare
  - Client Referral: Call 1300 928 223 for referral
  - **Areas Serviced:** South East Metro region, Mornington Peninsula, Inner Melbourne region, Inner South East region, and Western Melbourne Metro region.

- **South East Community Links (SECL)**
  - Email: settlementintake@secl.org.au
  - Website: Settlement and Engagement - South East Community Links (secl.org.au)
  - Client Referral: email address above
  - **Areas Serviced:** Cardinia, Casey North, Casey South, Dandenong

- **Southern Migrant and Refugee Centre (SMRC)**
  - Email: intake@smrc.org.au
  - Website: SMRC's Access Point - Settlement Casework for Migrants - SMRC
  - Client Referral: SMRC's Access Point - Settlement Casework for Migrants - SMRC
  - **Areas Serviced:** Dandenong, Casey and Cardinia.

- **Victorian Afghan Associations Network Incorporated (VAAN)**
  - Website: vaan org – en
  - Client Referral: 0435 946 488
  - **Areas Serviced:** South East Melbourne

- **Wellsprings for Women**
  - Email: administration@wellspringsforwomen.com
  - Website: Wellsprings for Women
  - Client Referral: PP01.06-External-Service-Referral-Form-all-Programs-exc-Family-Violence-and-Housing-v3.docx (live.com)
  - **Areas Serviced:** Casey North, Casey South, Dandenong

5. South East Community Links (SECL)

[South East Community Links (SECL)](#) are one of the providers delivering the SETS program in the South East region and is funded by the Department of Home Affairs.

SECL provides services to individuals, families and communities living in the suburbs of Casey South; Cranbourne, Cranbourne East, Cranbourne North, Cranbourne South, Cranbourne West, Clyde, Clyde North, Hampton Park, Lynbrook, Lyndhurst, Pearcedale, Tooradin, Narre Warren South (East) and Narre Warren South (West).

5.1   What We Do

Our service upholds a needs-based approach providing information, advocacy, advice and assistance to access our support and other relevant services. We provide person-centred casework to support clients during their settlement experience.

Based on a trauma and strength-based approach, our dedicated Settlement Practitioners assist clients with:

- providing settlement-related information, advice, and advocacy
- connecting with and providing referrals to mainstream and other relevant services
- accessing culturally appropriate physical and mental health services
- navigating government support systems such as Workforce Australia and Centrelink payments
- support for financial hardships, utility, and housing related matters.
- linking and support with community legal services

We also provide information and support that assists clients with:

- education and Citizenship test preparation.
- accessing interpreting services
- supporting women experiencing family violence
- Financial Literacy
- Family Violence prevention
- developing English language skills
- developing digital literacy skills
- engaging with education and training
- building employment readiness
- empowering youth with their future goals
- learning to drive a car and gain a driver's license.

5.2   Community Development

Our SETS Community Development projects are participant led, harnessing their strengths and providing them with the resources and knowledge that foster the social and economic mobility outcomes they are striving for. We offer a range of community development workshops and programs across the year that complement the individual casework support participants receive.

Our community development projects incorporate learning and support across a wide range of areas, including:

- Understanding Australian culture and systems
- Driver education (learner and probationary licences)
- Digital and financial literacy
- Education & Training
- Employment pathways
- Women's health and wellbeing
- Healthy relationships and community belonging

5.2   Community Capacity Building

The purpose of SETS-Community Capacity Building (CCB) is to empower new and emerging community groups and organisations to support their specific communities. The program enhances the social participation, economic and personal wellbeing of community members, to ensure that positive settlement outcomes are sustained in the long term.

Our team works to provide:

- One-to-one mentoring and support
- Assistance in developing links to community resources, agencies, and organisations.
- Training opportunities in the areas of project management, leadership skills and governance including grant writing and access to community grants.

See **ATTACHMENT C**

6. Workforce Australia

Workforce Australia is the employment service delivered by the Department of Employment and Workplace Relations. It includes:

- an online service and platform
- a network of providers delivering tailored support.

All Australians can use Workforce Australia's online tools and resources. But if a person is claiming income support with mutual obligation requirements, they must participate in either:

- Workforce Australia Online
- Workforce Australia Employment Service Provider

This will depend on their circumstances and the answers provided in the Jobseeker Snapshot.

A person is registered with a Workforce Australia employment service, they are known as a **participant**.

The four main programs under the Workforce Australia contract are **Workforce Australia Online, Workforce Australia Employment Service Provider**, **Transition to Work** and **ParentsNext**.

6.1   Workforce Australia Online

If a person is receiving income support and has been assessed as job ready, or able to manage their obligations and job search through the Workforce Australia online platform, they may be referred to Workforce Australia Online.

They will register online and use their online account to:

- track their progress.
- report tasks, activities, and any earnings.
- show any jobs for which they have applied.

Learn more about how to:

- register to get started
- use your online account to manage your obligations.

Workforce Australia Online participants are also supported by the Digital Services Contact Centre. Online participants can contact them by phone or email if they have any questions or concerns.

The Digital Services Contact Centre can help participants:

- get the most out of using the online platform.
- access education, training, and other support.
- request support to cover the cost of certain work items or to relocate for a new job.

6.2 Transfer

The maximum time to remain in Workforce Australia Online is 12 months. An online participant will be transferred to a Workforce Australia Employment Service Provider once they reach this milestone. The only exception for this will be if they are in paid work or are studying and have provided evidence of this to Centrelink.

The transfer will not affect Centrelink payments. But participants will need to keep meeting their obligations online including after they have:

- had their first meeting with their assigned provider.
- discussed their Job Plan with their provider.

Participants may be able to stay in Workforce Australia Online for up to 18 months if they are:

- earning an income (working 60 hours or more in the reporting period)
- in study or training (with a study declaration in place).

NOTE -The Workforce Australia Online system will automatically refer a participant to a Workforce Australia Employment Service Provider once they have reached a period of 12 months.

If a participant believes they meet the criteria to remain in Online Servicing, they can discuss this with Centrelink and provide evidence as required.

If a participant does not want to self-manage their obligations or have been identified as having higher barriers to seeking employment; (e.g. language barriers, skills & experience, or mental health), through the Jobseeker Snapshot or a Multicultural Service Officer, they can switch to a Workforce Australia **Employment Service Provider** at any time.

To select to transfer to a Workforce Australia Employment Service Provider, contact the National Customer Service and Transfer Line on 1800 805 260.

6.3 Workforce Australia Employment Service Providers (Provider)

Workforce Australia Employment Service Providers (Provider) receive referrals for new participants directly from Centrelink. Centrelink services will refer a customer to the closest Provider geographically to a participant's home location. A customer can also request to be referred to a preferred Provider. Participants must be in receipt of an income support payment, and meet eligibility criteria, to be referred to a Provider.

The Provider will contact the participant directly upon receiving referral to welcome participant and book in an Initial appointment (appt) at a suitable time, *within 10 days of the Centrelink referral*.

The Provider will also ascertain at this time if an interpreter will be required for this appointment and arrange to have one available for the scheduled appointment time.

Centrelink can also book directly into Provider calendar timeslots.

Participants *must* attend scheduled initial appointment face to face (F2F) for *commencement* of registration with provider.

➢ Initial Appointments

The Initial Appointment conducted by the provider will:

- Conduct an initial Identity Check (via ID documentation)
- Explain Privacy document and obtain signature from participant.
- Confirm MyGov set up and make sure it is linked to Workforce Australia
- Confirm if participant has downloaded Workforce Australia app on their phone.
- Email Initial Interview pack – including all documents signed.
- Complete Jobseeker Classification Instrument (JSCI) Snapshot (Must read out privacy statement)
- Complete Capability Management Tool (CMT) to list barriers
- Complete Job Plan (remove obligation PA03 if participant has barriers with technology.)
- Approve and sign Job Plan digitally - participant to have their Workforce Australia app open. Refreshing page to confirm OR if No Digital Access- Print copy for participant and consultant to sign.
- Complete Career profile with participant (this needs to be completed on Workforce Australia for Individuals website)
- Explain Mutual Obligation Requirements. Mutual obligation requirements are tasks and activities a participant agrees to do while they receive some payments from Centrelink. Penalties may apply if these are not met.
- Explain the Point Based Activation System (PBAS) and ensure requirements are suitable based on participant assessment (any reductions need to be justified through JSCI and CMT). A participant will have a PBAS of anywhere from 0 to 100 points included in their mutual obligations.
- Discuss/Obtain resume.
- Complete Initial File Note in Provider CRM
- Book Future Appointment
- Result Appointment in Workforce Australia Online database.

NOTE – all documents including signed privacy form and job plan, can be provided to participant as a hard copy if requested.

➢ Consecutive Appointments

Consecutive appointments can be conducted either face to face, via phone or virtual (i.e. Zoom). Participant's assigned consultant will discuss employment pathway and progress with participant at each appointment. These appointments **must** be conducted at a minimum of once per month while the participant is still actively registered [3] with the provider.

Participants can also advise their consultant of any change in their individual circumstances and update their JSCI and/or job plan as required. It is of best interest for the participant to be as honest as possible with their consultant to make sure they can access the best services and assistance for their needs through the provider's servicing.

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[3] Not on any exemption for Workforce Australia servicing

The Provider will discuss the participant's progress towards employment and provide suitable approved assistance to eligible participants.

This may include, but not limited to:

- Emergency short term accommodation
- Immediate food assistance – provided from sites or referred to closest Foodbank option.
- Myki top up.
- Phone and data top up.
- Mobile phone purchase for mutual obligation requirements and job search support
- Technology support – e.g. laptop to aid study.
- Protective clothing – job specific
- Clothing and styling
- Job readiness and resilience soft skills training/programs
- Transport assistance to get to and from activities and employment.
- Post placement support following commencement of employment (continued for the first 6 months of employment)
- Professional services – counselling – individual or group
- Specific assistance programs based on cohort type. i.e. ex-offender, women, youth, CALD
- Referral to English courses - SEE or AMEP
- Paying for accredited training courses and/or workplace tickets (e.g. white card)
- Resume and Interview techniques training/coaching.
- Digital Literacy training
- Career counselling
- Employment pathway programs
- Workshops or programs that assist with improving mental health and wellbeing.

➢ Participant Progress

A participant's progress is measured regarding changes to barriers to employment, obtaining qualification/completion of learning or study or other vocational pathways or as completion of non-vocational activities.

The provider will update the participant's progress at each appointment and make notes in the participant's online file.

➢ Mutual Obligation Requirements

Mutual Obligation Requirements are the tasks and/or activities you agree to do in return for your income support payment.

Participants will have mutual obligation requirements (obligations) if receiving certain income support payments. Payments include:

- Jobseeker Payment
- Youth Allowance for job seekers
- Parenting Payment after your youngest child turns six (6)
- Special Benefit paid under certain conditions.

Obligations are tasks and activities participants agree to do to help find a job and receive their payment. Mutual obligation requirements apply to both participants with Workforce Australia Online and Providers.

Participants agree to their obligations when they agree to their Job Plan. Penalties may apply if they do not meet them.

Centrelink may temporarily suspend your obligations in certain circumstances. Check Temporary suspension of obligations.

➢ Better Targeting Employment Services

From July 1, 2024 Principal Carer Parents (PCP), clients with a partial Capacity to Work (PCW), and clients who are 55 years and over:

- who are fully meeting their obligations through approved activities (paid work, approved study, volunteering, or a combination of these activities), and
- this activity is expected to continue for at least 13 weeks

will be exited from employment services (unless they choose to remain connected to their provider to continue receiving employment services support as a voluntary participant).

Clients in Disability Employment Services (DES) will also be affected. However, those in DES eligible for ongoing and post-placement support would not be removed from their provider's caseload.

These clients will be supported by Centrelink and will continue to meet their mutual obligations through a Centrelink Job Plan. They will also report directly to Centrelink – and not anyone else – on their participation in their activities. They will no longer be contacted by employment services providers or referred to other activities.

➢ Points Based Activation System (PBAS)

For individuals getting income support with mutual obligation requirements, Workforce Australia includes a Points Based Activation System (PBAS). PBAS gives participants more choice and flexibility in how they meet their obligations each monthly reporting period. They will complete tasks and activities to earn the points they need to meet their individually tailored points target.

The month of a participant's reporting period will vary for each individual. Participants can confirm their reporting date via MyGov or with their provider.

The PBAS does not apply to participants in Transition to Work, ParentsNext, Disability Employment Services or the Community Development Program.

Refer to **ATTACHMENT D**

6.4   Transition to Work (TtW)

Transition to Work (TtW) helps young people aged 15-24 into work (including apprenticeships and training) or education. Transition to Work participants receive intensive, pre-employment support to develop practical skills to get a job, connect with education or training, find local job opportunities, and connect with relevant local community services.

➢ Eligibility

To participate in Transition to Work participants must be:

- Between 15-24 years old
- Either:
    - an Australian citizen, or
    - an appropriate Visa holder

It will also depend on participant's individual circumstances, including whether they:

- Have a Year 12 certificate or equivalent, such as a Certificate III.
- Have been employed within the last six months.
- Are receiving an income support payment such as Youth Allowance[4].
- Are participating in another employment service including Workforce Australia.

➢ Services and Assistance

Transition to Work providers can help build participants skills and confidence to continue their education or get ready to start a new job. They work with participants to find the best mix of activities and services to help them achieve their goals. This may include:

- capability development and adult life skills
- career guidance
- access to job-specific training, work experience and internships.
- job search and interview preparation and support.
- networking with local employers
- supporting participants and their employer to help them stay in a job.
- connecting with local support services, such as housing assistance or mental health support.

Transition to Work providers ensure young people meet employers needs and are supported to settle into a job by:

- Providing pre-employment skills training that meets the needs of local employers and the labour market.
- Providing work experience placements or internships to see if a potential employee is suitable for the job.
- Negotiating Youth Bonus wage subsidies of up to $10,000 (GST inclusive) if an employer offers ongoing employment to Transition to Work job seekers.

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[4] Participants do not have to receive Youth Allowance or other income support and can register as a volunteer participant. However, other eligibility criteria will apply. Volunteer eligibility can be confirmed by talking to any TtW provider.

- Providing post-placement support to make sure a new employee settles into their job.

6.5   ParentsNext

This program helps parents plan and prepare for work by the time your youngest child starts school. Support is tailored to participant's personal circumstances, goals, and abilities.

ParentsNext is a voluntary program. This means participants can choose to continue to access tailored support to plan and prepare for work.

➢ Eligibility

Jobseekers can take part in ParentsNext if:

- They have a child under 6 years.
- They have been getting Parenting Payment
- They would like help with their study or work goals.
- They do not live in a Community Development Program region or Norfolk Island.

➢ Participation Plans

If a jobseeker chooses to take part in ParentsNext, they may have a Participation Plan with a ParentsNext provider. This plan includes appointments and activities to help them reach their study and work goals.

At the first appointment with the ParentsNext provider, they will explain Participation Plans. They will work with the participant to create a plan, based on their goals and circumstances. It can include appointments and activities to help them plan and prepare for work by the time their youngest child starts school.

When a participants' Participation Plan is ready, they can choose to agree to it. Participant's Parenting Payment will not be affected if they:

- do not agree to their Participation Plan
- do not go to the appointments or activities in their Participation Plan.

However, by agreeing to their Participation Plan they may be eligible for up to 36 hours of Childcare Subsidy.

➢ Services and Assistance

ParentsNext can help with:

- job preparation skills such as resume writing and interview practice.
- education and training
- applying for childcare
- connecting to counselling and local support services
- finding volunteer work
- finding a job that fits with your goals and family.
- financial support to help you meet your study or work goals.

- engagement support in the form of store gift vouchers, offered after an in-person meeting with your provider.

6.6   Dual Servicing

Participants can be serviced by other assistive services, e.g. SETS, at the same time as receiving servicing from a Provider.

It is strongly advised that providers ask participants at each appointment if they have been receiving assistance from another service so that the provider may be able to collaborate servicing with the other service (e.g. SETS or AMEP).

Providers should make sure to assure participants they are allowed to request the dual servicing if preferred, and this can assist them further if needed.

Note - Participants cannot receive dual servicing from separate Workforce Australia Employment service providers, including Online Services, Transition to Work and ParentsNext.

6.7   Workforce Australia Service Providers, Transition to Work and ParentsNext services in South East Melbourne and Peninsula region

- WISE Employment – generalist and specialty service contracts in Culturally and Linguistically Diverse Individuals (CALD) and Ex-Offender
    - o Locations: Dandenong, Springvale, Oakleigh, Narre Warren, Cranbourne, Pakenham, Frankston, Hastings, Rosebud
- Matchworks – generalist
    - o Locations: Glen Waverley, Dandenong, Narre Warren, Cranbourne, Pakenham, Frankston, Hastings, Rosebud
- Intojobs – includes special mobile consultants who can attend appointments offsite with participants.
    - o Locations: Dandenong, Cranbourne, Narre Warren, Pakenham, Frankston, Somerville
- SYC – generalist and ParentsNext
    - o Locations; Glen Waverley, Dandenong, Springvale, Narre Warren, Cranbourne, Pakenham, Frankston, Hastings, Rosebud, Mornington (ParentsNext at Frankston and Dandenong)
- Busy at Work – Transition to Work (participants aged 15 to 24 years)
    - o Locations: Glen Waverley, Oakleigh, Clayton, Dandenong, Springvale, Noble Park
- Asuria – Transition to Work (participants aged 15 to 24 years)
    - o Locations: Narre Warren, Cranbourne, Pakenham, Frankston, Hastings, Rosebud, Mornington
- Mission Australia – ParentsNext (voluntary for parents with children under 6 years old)
    - o Locations: Dandenong, Noble Park, Narre Warren, Cranbourne, Clyde North, Pakenham, Frankston North, Hastings
- CVGT – ParentsNext (voluntary for parents with children under 6 years old)
    - o Locations: Dandenong, Narre Warren, Frankston, Hastings, Capel Sound

7. Other Employment Service Contracts

There are two other main government contracted employment services currently operating within the South East and Peninsula region. These are outlined below.

7.1   Disability Employment Services (DES)

Disability Employment Services (DES) is the Australian Government's employment service that helps people with disability prepare for, find work, and keep a job.

This Federal contract is managed by the [Department of Social Services](#) .

Providers of Disability Employment Services are called DES Providers. DES Providers are a mix of large, medium, and small for-profit and not-for-profit organisations experienced in supporting people with disability, as well as helping employers to support employees with disability in the workplace.

Disability Employment Services has two parts:

- **Disability Management Service (DES-DMS)** is for job seekers with disability, injury or health condition who need assistance to find a job and occasional support in the workplace to keep a job.
- **Employment Support Service (DES-ESS)** is for job seekers with permanent disability who need help to find a job and who need regular, ongoing support in the workplace to keep a job.

The DES program gives participants flexibility and choice in the services they receive and how they receive them, with participants able to choose their preferred provider when they first enter the program.

➢ Disability Employment Services Eligibility

Jobseekers are generally eligible for Disability Employment Services (DES) if they:

- have a disability, injury, or health condition.
- are aged at least 14 but have not yet attained the Age Pension qualifying age.
- are at or above the minimum legal working age in their state or territory.
- are an Australian resident or eligible Visa holder.
- are not studying full time (there is an exception - see below); and
- have a valid [5] [Employment Services Assessment](#) (ESAt) or [Job Capacity Assessment](#) (JCA) recommending DES with a Future Work Capacity [6] of eight or more hours per week; and

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[5] A Valid ESAt is one that has been finalised within the previous two years and contains a recommended Referral to either the DES-Employment Support Service (DES-ESS) or the DES-Disability Management Service (DES-DMS). A DES Provider can only Commence an eligible job seeker with a Valid ESAt recommending Referral to the service the DES Provider is contracted to deliver.

[6] Centrelink's assessment of how many hours you could work if you got Disability Employment Service (DES) support for up to two years. Centrelink's work capacity assessments are done as part of a Job Capacity Assessment (JCA)

- are not working at or above their assessed work capacity (not applicable for Work Assist Participants and people who receive National Disability Insurance Scheme funding for supported employment, and/or Australian Disability Enterprise participants).

NOTE: An ESAt is valid for only one complete Period of Service. If a Participant completes a DES Period of Service - by obtaining at least a 26 week outcome, or by completing at least 18 months of Employment Assistance – the Participant cannot Commence a new DES Period of Service until a new valid ESAt/JCA is conducted following the Participant's exit from DES, even if the previous ESAt/JCA was finalised within the previous two years. The new ESAt/JCA is required to determine whether the person still requires support from DES, following the completed Period of Service.

There are special eligibility arrangements for specific jobseekers, which permit access to DES without an ESAt. These are:

- Eligible School Leavers - full time, final year secondary school students with significant disability or young people transitioning from an eligible state or territory transition to work program or School Leaver Employment Supports (SLES).
- Special Class Clients (for DES-DMS only) - jobseekers who have acquired a disability, injury, or illness as a result of being present at, and directly affected by, notified events such as the Bali and London bomb attacks and the December 2004 Tsunami.
- Work Assist – eligible workers who are having difficulty fulfilling the essential requirements of their role due to their injury, disability or health condition and are seeking assistance from a DES provider.

Jobseekers can access DES either through referral by Services Australia —generally for those receiving Centrelink payments who have Mutual Obligation or Compulsory Participation Requirements — or by directly registering with a DES provider of their choice.

Apart from people who are eligible to access DES under the special eligibility arrangements listed above, jobseekers will generally need to undertake an ESAt. An ESAt is conducted by Services Australia and is used to determine the most appropriate employment service for a jobseeker with disability (e.g. Workforce Australia Online, Workforce Australia Services, DES-DMS or DES-ESS) and establish a jobseeker's current and future work capacity with intervention (within two years) based on an assessment of their individual circumstances.

In most cases, jobseekers are referred to a DES provider by Services Australia. Jobseekers must choose a DES provider at the time of initial referral. To inform this choice, Services Australia provides information about the services available in a jobseeker's local area. Information is also available on the JobAccess website, for the jobseeker to view, prior to their ESAt.

At the ESAt / JCA Appointment the jobseeker can let Services Australia know the preferred DES provider they would like to be referred to. To find a DES provider go to the DES provider search page here: Find a Service Provider | Job Access

Further information about DES services, including eligibility requirements and locations of providers can be found at Home | Job Access

7.2   Jobs Victoria

Jobs Victoria provides targeted support to people who face challenges finding employment. It is **funded by the Victorian State government**.

Jobs Victoria Mentors assist people to become work-ready, find a job that suits them, and support them in their new job during the first six months of employment.

In addition, Jobs Victoria also provides other support including:

- employment programs through traineeships in government for young people
- advice for workers going through retrenchment.
- earn and learn programs across a range of sectors.

From October 2023, Jobs Victoria Mentor services operate in the following local government areas.

- Hume City (located in the Northern Metropolitan region)
- Brimbank City (located in the Western Metropolitan region)
- Greater Dandenong City (located in the Southern Metropolitan region)
- Greater Shepparton City (located in the Goulburn region)
- Latrobe City (located in the Gippsland region).

➢ Jobs Victoria Mentors service and Eligibility

A Mentor will work with jobseekers to understand their work goals and aspirations and help them to achieve them. A Jobs Victoria Mentor can:

- support jobseekers to apply for jobs.
- assist jobseekers to develop their resume and prepare for job interviews.
- support jobseekers to become job ready.
- match jobseekers with jobs that interest them.
- help jobseekers enrol in training or obtain qualifications.
- assist jobseekers with personal needs, including transport to attend interviews.
- provide support for six months once jobseekers have secured a job.
- connect jobseekers to other community services.

Jobs Victoria Mentors provide targeted support to people who face significant challenges finding employment, including:

- people who are long-term unemployed (12 months or more), or
- people who are at significant risk of long-term unemployment.

A Jobs Victoria Mentor will assess jobseeker eligibility for support based on their individual circumstances. Jobseekers may be considered at significant risk of long-term unemployment if they experience some of the following barriers:

- not completing secondary education (either in Australia or overseas)
- no post-school qualifications
- a lack of Australian work experience
- low English language proficiency
- low literacy (reading/writing)

- lack of digital literacy
- lack of knowledge of job search techniques/processes
- limited social and professional networks that can help with job search activities.
- personal circumstances that limit employment options or make it challenging to search for a job and/or keep a job (e.g. experience of family violence, unstable housing/homelessness, a significant disability, mental health issues, drug and alcohol dependence, criminal record)
- low confidence and low self-esteem
- other barriers considered on a case-by-case basis by Jobs Victoria.

To find out more about Jobs Victoria and the Mentor services, including provider locations visit:
Mentors | Jobs Victoria

8. AMEP

The Adult Migrant English Program (AMEP) is a free service to help eligible migrants and humanitarian entrants with low English levels to improve their English language skills and settle into Australia.

When in an AMEP class, free childcare is available for children under school age.

For migrants receiving Centrelink payments, learning English in the AMEP may meet some or all of their mutual obligation requirements.

AMEP is funded by the Australian Government and from April 19, 2021, provides English language lessons to eligible migrants and humanitarian entrants up to completion of Certificate III EAL.

In an AMEP class, students will learn English language skills and information about Australian society. They will meet other new arrivals, with similar backgrounds, experiences, and goals.

AMEP is delivered by approved service providers with classes taught by teachers who are trained to teach English to speakers of other languages.

AMEP is funded by the Australian Government Department of Home Affairs.

- [AMEP - Overview](#)
- [AMEP – About the Program](#)

8.1   AMEP at Chisholm

[Chisholm delivers the AMEP](#) as part of [Melbourne AMEP](#), a coalition of TAFE and Learn Local organisations which deliver the AMEP across regions in Victoria.

8.2   Referrals

Referrals can be made by caseworkers, support workers, Workforce Australia providers, refugee and asylum organisations or students directly.

Referrals can be sent:

- Via email to amep@chisholm.edu.au
    - Email should include student name, D.O.B, contact phone number, address, and ID document either Immi card, passport, or Visa grant letter.
- In person: Mon-Fri Dandenong Building G, Berwick & Cranbourne Building A, Frankston Building C (not staffed daily), or Springvale location.

Current Locations Chisholm AMEP is available at:

- Dandenong, 121 Stud Road, Dandenong 3175
- Berwick, 25 Kangan Drive, Berwick 3086
- Hampton Park, Hampton Park Community House, 16-20 Stuart Avenue, Hampton Park 3976
- Cranbourne, New Holland Drive, Cranbourne 3977
- Frankston, Fletcher Road, Frankston 3199

- Springvale, Corner Boulton Street and Springvale Road, Springvale 3171
- Lynbrook, Lynbrook Community Centre, 2 Harris Street, Lynbrook 3975
- Clyde, Eliston Family & Community Centre, 20 Eliston Avenue Clyde 3978
- Doveton College, 62 Tristania Street, Doveton 3177

The Chisholm Admin team will confirm eligibility via the Department of Home Affairs client Portal, add new student details to assessment spreadsheet, create USI registration, note childcare if required for classes, and contact the student for assessment.

8.3   Assessments

- Will take approximately 1.5 hours depending on persons current level of English.
- Students assessed on:
  - Speaking skills
  - Listening skills
  - Reading and writing skills
  - Pathway conversation with teacher/assessor or pathway advisor.

  EAL class is then recommended based on assessment & conversation.

- Admin team completes Chisholm and AMEP enrolment processes, childcare arrangements (if required), class allocation offered or waiting list (depending on availability).

8.4   Classes

Classes are scheduled in line with Victorian School terms (four terms) and consist of:

- Rolling enrolments - start any time depending on class capacity/childcare arrangements.
- Full time 20 hours per week (4 days) OR
- Part time between 9, 10 or 15 hours per week.
- Evening classes are typically 6-9 hours per week.
- Weekends on Saturdays for 6 hours per week.
- Course duration – varies according to hours of attendance and student's personal circumstances and level of education prior to commencement – teachers support individual progress and ensure students receiving extra support if needed (note: weeks indicated on website refer to Skills First funded students not AMEP)
- Location schedules:
  - Dandenong - weekday, evening & weekend classes available
  - Berwick & Cranbourne, Frankston, Hampton Park, Lynbrook, Doveton - weekday classes only
  - Springvale - day & evening classes available

8.5   Pathway Support

Pathway support advice sessions are conducted once per term by either a teacher, pathway advisor or career counsellor.

Pathway advice provided is recorded as part of AMEP student records and can include advice such as:

- further study fees & visa eligibility
- referrals to study and employment opportunities
- overseas qualifications
- support regarding mutual obligation compliance and study.

8.6   English as an Additional Language (EAL) Courses and Structure

Chisholm delivers AMEP using the EAL Framework which is a settlement English suite of certificates. The curriculum has been updated for 2024, and in 2025 all of Australia's states and territories will be moving towards using the EAL Framework as a national curriculum of the AMEP. This has many advantages including making it easier for students to continue studies if moving interstate.

Students who were enrolled in 2023 will complete their current qualification in 2024 before enrolling in the updated curriculum for their next course.

EAL certificates are Nationally Accredited courses and, as they are at the Foundation level, do not impact fees or eligibility for any of the Skills First funded courses. Skills First is a Victorian Government program that provides access to government-subsidised training for courses in growth industries.

2024 courses available at Chisholm in EAL include:

- Course in Initial EAL 22636VIC
- Course in EAL 22637VIC
- Certificate I in EAL (Access) 22638VIC
- Certificate II in EAL (Access) 22639VIC
- Certificate III in EAL (Access) 22640VIC
- Certificate IV in EAL (Further Study) 22646VIC

Students can also enrol in the Settlement Language Pathways to Employment and Training (SLPET) course on completion of Certificate II in EAL. This is a 10-week program focusing on employment preparation and includes 2 weeks of work placement. This course is available at the Dandenong campus only.

EAL courses up to and including Certificate III level are of no cost to migrant students.

8.7   Other AMEP options

- Volunteer Tutor Scheme (VTS) = 1 hour per week, one to one with a volunteer e.g. at home or a library. This can be in addition to attending classes, but no certificate awarded (via VTS only)
- Distance Learning = offered by TAFE NSW, one to one, online or self-paced Certificate awarded

Chisholm can make referrals to VTS and Distance Learning.

Distance Learning is managed by TAFE NSW for all of Australia. More information about Distance Learning including referral process can be found here:

https://www.tafensw.edu.au/student-services/adult-migrant-english-program-amep/amep-distance-learning

Volunteer Tutor Scheme (VTS): is managed by Melbourne AMEP. More information about VTS and referrals can be found here:

https://www.melbourneamep.com.au/volunteer-tutor-scheme-student-referral/

Referrals can also be made by other networks/institutions following the processes in the above links.

Refer to **ATTACHMENT E**

9. SEE Program- Skills for Education and Employment

[The Skills for Education and Employment (SEE) Program](#) is funded by the Department of Employment and Education and contributes to building Australia's productivity and inclusiveness by providing high quality training to help Australians address language, literacy, numeracy and digital skills barriers. This will enable all Australian adults with skills gaps to get the training they need to achieve their goals, secure sustainable employment and undertake further education and training. Increasing a person's literacy and numeracy levels can also have a direct and positive impact on their future economic and social wellbeing.

All Australians over the age of 15 who have left school and who need help with their language, literacy, numeracy and digital literacy skills are eligible, and they don't have to be a registered job seeker to participate.

Training is offered in two distinct and complementary foundation skills training delivery streams:

- **General SEE Delivery**: training of individuals by contracted training providers. This stream has been redesigned to offer accredited and non-accredited training, provide more support for learners and include workplace-based training options.
- **SEE First Nations**: a new stream dedicated to whole of community skills training delivery to First Nations people. SEE First Nations grants fund First Nations organisations including Aboriginal Community Controlled Organisations (ACCOs), registered training organisations (RTOs), Adult Community Education (ACE) providers or peak bodies (applying on behalf of their eligible members) to design appropriate training to suit their needs.

The SEE Program is structured to provide flexibility in delivery, while achieving clear, measurable outcomes and improvement in participant language, literacy and numeracy competencies. It is supported by a robust performance management and quality assurance framework, including:

- key performance indicators to be met by providers which relate to participant engagement, accurate assessment and quality training
- a network of Department of Employment and Workplace Relations state office staff who undertake site monitoring visits to ensure that, among other things, appropriate records management protocols are being followed and suitable accommodation and resources are available to participants
- quality assurance undertaken by a Quality Assurance Provider. Quality assurance is an important element of the SEE Program and ensures best practice in training and the quality of outcomes for SEE Program participants. The Quality Assurance Provider activities are designed to be:
  - **Risk-based**: considering a departmental risk assessment of the provision of assessment and training services by SEE Providers
  - **Holistic**: focusing on the quality of training through the review of Participant Portfolios in conjunction with the training and assessment strategies as well as the learning resources and methodology of the delivery
  - **Collaborative**: developing partnerships between the Quality Assurance Provider and the SEE Providers to ensure positive Participant outcomes
  - **Supportive**: ensuring consistent quality of training in the SEE Program through the provision of professional and resource development.

9.1   How the SEE Program can help participants

The SEE Program offers free training to help improve participant's reading, writing, maths and basic computer skills. Some quick facts about SEE:

- SEE is a free program.
- training is based on participant's future goals
- participants can begin at their own level and learn at their own pace
- participants can study full-time or part-time, up to 25 hours a week
- participants can learn in a classroom, at home or in their workplace
- participants can still care for their family or continue to look for work if they are looking for a job
- participants may be able to do work experience
- SEE can help participants with everyday tasks like filling in forms and reading to their child.

Stronger foundation skills in reading, writing, maths and computer skills can help increase participant's confidence as well as open the door to new opportunities. Whether they are a native English speaker or from a non-English speaking background, SEE has courses to help.

9.2   SEE Program Eligibility

To be eligible for SEE, participants need to be:

Either:

- an Australian citizen or
- a permanent visa holder or
- on a provisional or temporary visa with working rights and eligible for the Adult Migrant English Program or
- a Pacific Australian Labour Mobility visa holder.

And be:

- aged over 15 years and left school, and
- need help with their reading, writing, maths, English language or digital skills.

9.3   How to Access the SEE Program

To find out how to access the SEE Program, participants or services can:

- get in touch with your local SEE Provider
- Contact an employment services provider (workforce Australia, Transition to Work, ParentsNext, or DES provider)
- call the National Customer Service Line on 1800 805 260 or
- contact Centrelink

9.4 SEE Providers in the South Eastern Melbourne and Peninsula Region

- **MAX Solutions**
  Email: info@maxsolutions.edu.au
  Phone: 1800 021 560
  Website: MAX Solutions

- **AMES Australia**
  Email: see@ames.net.au
  Phone: 132 637
  Website: AMES Australia

10. Collaboration

Collaboration between services is integral to providing holistic and quality services. An important characteristic of delivering a quality service is the ability to create and maintain partnerships and links with other agencies.

Partnerships are a key to the delivery of effective services. Projects may begin with some program partners already in place. Identifying and entering new partnerships is key to remaining flexible and adaptable to emerging needs and opportunities.

Active involvement of key stakeholders can strengthen collaboration between services and in communities to act as a pathway for improved service delivery.

When service providers work together, they strengthen the support available to youth and older migrants. It also allows service providers to learn from each other and ensure they do not duplicate services. This also supports referral pathways and continuum of support so that service providers address people's needs at all stages of their settlement journey.

All services should prioritise working relationships with organisations delivering similar programs. This will:

- avoid duplication of effort
- develop strong referral pathways
- enable collaborative casework strategies and
- build effective cross-sector capacity to support the target group.

These relationships can give valuable insight on issues including:

- referral processes
- client needs
- local issues
- community feedback and
- approaches or gaps in service delivery.

Activities that service providers can undertake include:

- collaborating to support individuals
- integrating service delivery
- networking with existing agencies or building new networks to identify issues and address gaps and barriers in local service delivery.

Providers who collaborate effectively have opportunities to:

- participate in inter-agency groups, committees and forums to work on issues of common concern
- work together on joint ventures with agencies working with the same target group or issues of concern
- participate in local community gatherings or state-based forums
- develop positive working relationships with government agencies and
- exchange ideas and knowledge.

Key stakeholders are those with whom the service provider interacts during service delivery, and the agencies providing incoming and outgoing referrals. It is strongly encouraged that each service establishes good working relationships with other agencies.

[See How Services Connect – Quick Glance](#)

HOW SERVICES CONNECT – Quick Glance

AMES HSP

Services Australia & Multi Cultural Service Officers

SETS Program providers

Workforce Australia Employment Service Providers

Chisholm AMEP/SEE Program

Can refer back to HSP SIS program servicing if needed

Dual Servicing

Only Centrelink system can refer to Workforce Australia Employment Service providers (either by transfer or automated)

Both services can refer to AMEP or SEE

Clients eligible for SETS only *after* exiting HSP services

Workforce Australia Providers can refer to SETS services but SETS cannot refer to Workforce Australia Providers. However if client is currently a Workforce Australia Online recipient, SETS providers can advise about transferring to a Workforce Australia Employment Provider. SETS *can refer* to the Transition to Work or ParentsNext program if client meets eligibility criteria.

Dual Servicing can occur if client registered with both services

AMEP/SEE should communicate client results/ progress to employment service providers

Can refer to each other

ATTACHMENT A

Humanitarian Settlement Program (HSP)
AMES Australia

Pre Arrival

→ **Pre- Arrival**
AMES will plan for pre-arrival by;
- Assessing on arrival needs such as health checks and accommodation
- Referring to a Housing Coordinator to assist with securing accommodation if needed
- Allocated a case manager
- Contact to client off shore by department to confirm details of airport pick up

On Arrival

→ **AMES case manager will contact client to schedule Initial Assessment appointment**
Immediate Services Available:
- Any immediate language, health, housing, cultural and religious, nutritional, hygiene, clothing and footwear needs are met
- Transport to accommodation where client will undergo a property induction (including safety instructions) by housing coordinator team.
- Any immediate health needs are met
- School aged children enrolled in mandatory education

Client is Registered with:
- Centrelink
- Medicare
- Banking services including account set up
- MyGov

Learning Services
- Learning about Australian culture and customs
- Learning about Australian law requirements
- English classes through AMEP or SEE program

Post Arrival

→ **After immediate needs are met, the AMES case manager will support client to reach their goals. These can include;**
- Improved English language proficiency (AMEP/SEE)
- How to seek and apply for a job

When a client leaves HSP services they can be referred to Workforce Australia (if eligible) and/or Settlement Engagement Transition Support (SETS) (between 6-18 months)

ATTACHMENT B

Services Australia – Multi Cultural Service Officers

The Department sends information of *pending* arrivals to Services Australia. This information:

- Assists Services Australia in planning incoming work.
- Advises of settlement locations
- Provides case numbers for both individuals and families.

AMES HSP will provide arrival confirmation to Services Australia.

AMES HSP will send;

- Notification of Refugee Arrival (form SS459)
- Claim form for persons granted a Refugee, Humanitarian or Protection visa (SS415) for a claim for payment
- Medicare enrolment form (MS004)
- ID documents (for all family members)
- Bank details
- Other relevant documentation or information (e.g. special needs)

Through Services Australia client will then:

- Create individual records
- Process income support claims
- Apply for a tax file number (TFN)
- Process Medicare enrolment

This will generally occur within 3 days of arrival

The Services Australia team advise AMES HSP outcome of claims via email and included an electronic copy of;

- Healthcare card
- Medicare number
- Income statement (used by client to verify income for housing)

Services Australia Team send list of customers currently on income support to **Multicultural Service Officer** (MSO) Team who then invite new arrivals to information seminars (between 8-10 weeks post arrival)

Customer attends MSO seminar
Topics covered (as per 12week presentation):

- Centrelink, Medicare & child support payments & services
- Notifying of changes of circumstances within 14 days
- Help in your language
- How to contact services Australia
- Income reporting and job plans
- Centrelink payments and scams
- Online services including MyGov
- Other payments, concession and help

0-6 weeks - Weekly MyGov sessions for new arrivals (in collaboration with AMES)
8-10 weeks – Multicultural Service Officer Information Sessions

Client can volunteer to register with Workforce Australia at this point if eligible

@12 weeks: Appointment made for customer to attend local Centrelink office to negotiate Job plan & conduct 'first reporting'

12 weeks to 12 months:

- no job search required (no referral to Workforce Australia)
- Referred to Refugee Approved Activities (RAC)
- Referred to Adult Migrant English Program (AMEP) if applicable.
- Attend Centrelink and AMES HSP appointments.

12 months plus:
Client will now have mutual obligation requirements at a Centrelink service centre.
Client will be referred to a Workforce Australia Employment provider or Online Services based on Jobseeker Snapshot answers (if eligible)
A new job plan will be negotiated with Workforce Australia

Referral to Workforce Australia Employment Service Provider

ATTACHMENT C

South East Community Links (SECL)

Referrals to SETS can come from AMES Australia, community service organisations, medical providers, employment services, training organisations or the general community. The program is complementary to the Humanitarian Settlement Program (HSP) and other Commonwealth support to humanitarian entrants and other eligible migrants.

SECL – Client Services

Each client is connected with a Settlement Practitioner. Assistance provided is person centred and based on trauma and a strength based approach per client and can include;

- providing settlement-related information, advice, and advocacy
- connecting with and providing referrals to mainstream and other relevant services
- accessing culturally appropriate physical and mental health services
- navigating government support systems such as Workforce Australia and Centrelink payments
- support for financial hardships, utility, and housing related matters.
- linking and support with community legal services

Information and Support provided for;

- education and Citizenship test preparation.
- accessing interpreting services
- supporting women experiencing family violence
- Financial Literacy
- Family Violence prevention
- developing English language skills
- developing digital literacy skills
- engaging with education and training
- building employment readiness
- empowering youth with their future goals
- learning to drive a car and gain a driver's license.

SECL – Community Capacity Building

Helps new and emerging community groups and organisations support their specific communities. It aims to ensure that positive settlement outcomes are sustained in the long term by collectively increasing:

- social participation
- economic wellbeing
- personal well-being of community members.

Our team works to provide:

- One-to-one mentoring and support
- Assistance in developing links to community resources, agencies, and organisations.
- Training opportunities in the areas of project management, leadership skills and governance including grant writing and access to community grants.

SECL - Community Development

Our SETS Community Development projects are participant led, harnessing their strengths and providing them with the resources and knowledge that foster the social and economic mobility outcomes they are striving for. We offer a range of community development workshops and programs across the year that complement the individual casework support participants receive. Our community development projects incorporate learning and support across a wide range of areas, including:

- Understanding Australian culture and systems
- Driver education (learner and probationary licences)
- Digital and financial literacy
- Education & Training
- Employment pathways
- Women's health and wellbeing
- Healthy relationships and community belonging

SECL can refer to: Legal services, banks, schools, housing services/ assistance, financial services, English Language programs (AMEP), Utilities, Centrelink Advocacy, Health Services (Hospital, dental, mental health, GP, counselling)

SECL and other SETS providers can co-manage participants from the Workforce Australia provider caseloads and other employment services, if relevant.

ATTACHMENT D

Workforce Australia Employment Service Providers

Workforce Australia Employment Service Provider (Provider) receives referral from Centrelink (done via Workforce Australia Online database) for jobseeker.

Provider contacts jobseeker and books a face to face appointment with them *within 10 days* of Centrelink referral. (Contact can be via phone, email or letter)

Provider conducts **Initial Appointment** with jobseeker to **commence** them into their services. Jobseeker now referred to as a **client**.

Initial Appointment includes;

- Identity Check
- Explain Privacy document and obtain Signature
- Confirm MyGov set up and linked to Workforce Australia
- Confirm if Participant has downloaded Workforce Australia app on their phone
- Email Initial Interview pack – including all documents
- Complete Jobseeker Classification Instrument (JSCI) Snapshot (Must read out privacy statement)
- Complete Capability Management Tool (CMT) to list barriers
- Complete Job Plan (remove *PA03* if client *has barriers with technology*.)
- Approve Job Plan digitally- client to have their WFA app open. Refreshing page to confirm. OR if No Digital Access- Print copy for client and provider to sign.
- Complete Career profile with client (this needs to be completed on Workforce Australia for individuals website)
- Explain Mutual Obligation Requirement and Point Based Activation System (PBAS) and ensure requirements are suitable (any reductions need to be justified through JSCI and CMT)
- Discuss/Obtain Resume
- Complete Initial File Note in Provider CRM
- Book Future Appointment
- Result Appointment

Consecutive appointments are conducted either face to face or via phone/Zoom. These meetings may consist of the following;

- Discuss and record client's progress with any activities they have been doing
- Update any changes to JSCI or Job Plan as discussed with the participant
- Meet the Industry Employment Specialist to discuss job readiness and available vacancies
- Provider specific soft skills training e.g. How to use MyGov effectively, Resume writing, Interview skills , Career exploration, Career counselling, effective job search
- Referal to any assistance services with a third party provider e.g. English language programs, Chisholm Skills & Jobs Centre, accredited and non accredited training, non vocational services, SETS

Other Assistance – based on participant's circumstances, Provider may be able to assist with:

- Emergency short term accommodation
- Immediate food assistance – provided from sites or referred to closest Foodbank option.
- Myki top up
- Phone and data top up
- Mobile phone purchase for mutual obligations and job search support
- Technology support – e.g. laptop to aid study.
- Protective clothing – job specific
- Clothing and styling
- Job readiness and resilience soft skills training/programs
- Transport assistance to get to and from activities and employment.
- Post placement support following commencement of employment (first 6 months of employment)
- Professional services – counselling – individual or group
- Specific assistance programs based on cohort type. i.e. ex-offender, women, youth, CALD
- Referral to English courses - SEE or AMEP
- Paying for accredited training courses and/or workplace tickets (e.g. white card)
- Resume and Interview techniques training/coaching
- Digital Literacy training
- Career counselling
- Employment pathway programs
- Workshops or programs that assist with improving mental health and wellbeing.

ATTACHMENT E

AMEP at Chisholm

Referrals

- Made by: caseworkers, support workers, WSP's, ASRC or students directly
- Email: amep@chisholm.edu.au and provide name, D.O.B, phone, address, Immi card, Passport or Visa Grant Letter
- In person:
- Mon-Fri Dandenong Building G, Berwick & Cranbourne Building A, Frankston Building C(not staffed daily), or Springvale
- Chisholm Admin team confirms eligibility via Department of Home Affairs client Portal, add new student details to assessment spreadsheet, create USI registration, note childcare if required and contact student for assessment

Assessments

- Approximately 1.5 hours depending on persons current level of English. Assessed on: speaking, listening, reading and writing, pathway conversation with teacher/assessor or pathway advisor. EAL class recommended based on assessment & conversation
- Admin team completes Chisholm and AMEP enrolment processes, childcare arrangements (if required), class allocation offered or waiting list (depending on availability)

Classes

- In line with Victorian School Terms x4
- Rolling enrolments - start any time depending on class capacity/childcare arrangements
- Full time 20 hours per week (4 days), part time varies (typically 9, 10 or 15 hours per week), evening typically 6-9 hours per week, Saturdays 6 hours per week
- Course duration – varies according to hours of attendance and student's personal circumstances and level of education prior to commencement – teachers support individual progress and ensure students receiving extra support if needed (note: weeks indicated on website refer to Skills First funded students not AMEP)
- Locations: Dandenong = day, evening & weekend. Berwick, Cranbourne, Frankston, Hampton Park, Lynbrook, Doveton, Clyde = day only. Springvale = day & evening

Pathway Support

- 1 x per term by: teacher, pathway advisor, career counsellor
- Pathway advice is recorded as part of AMEP student records
- Can include advice on further study fees & visa eligiblily, referrals to study and employment opportunities, overseas qualifications, support regarding mutual obligation compliance and study
- Group presentations and referrals to Skills and Jobs Centre for relevant/ specific education & employment talks

EAL Courses

- Chisholm delivers AMEP using the EAL Framework which is a settlement English suite of certificates.
- Free up to completion of Cert III EAL.
- SLPET: upon completion of Cert II EAL, 10 week program focusing on employment preparation includes 2 week work placement. Dandenong only
- EAL Certificates are Nationally Accredited Certificate Courses but do not impact fees/eligibility for skills first funded courses
- 2024 courses include: Course in Initial EAL, Course in EAL, Cert I EAL Access, Cert II EAL Access, Cert III EAL Access

Other AMEP Options

- Volunteer Tutor Scheme (VTS) = managed by Melbourne AMEP, 1 hour per week one to one with volunteer eg. at home, library, can be in addition to attending classes, but no certificate awarded via VTS only
- Distance Learning = managed by TAFE NSW, one to one, online, self paced, certificate awarded
- Chisholm can make referrals to VTS and Distance Learning as can other networks/institutions