



Settlement Processes and Services Guide



South Eastern Melbourne and Peninsula

**Version 6.0
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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 Eastern 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 Selimi 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 Eastern 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

Document History

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Changes from Previous Version 4.0 (15 December 2025)

- Reduced information about SETs Domains and Principles and included link for website for further details
- Addition of logos for SECL, Chisholm and Chisholm Skills and Jobs centre
- Updated feedback form for guide (SEMP version)
- Updated venues for Chisholm Skills and Jobs
- Updates to AMES Australia information
- Update to MSO information
- Updated Chisholm AMEP information
- Updated Pictographs
- Addition of Local Jobs program information

Continuous Improvement

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/suggestions can be provided at <https://forms.office.com/r/GdRShXG4AV>

Or by scanning the QR Code below.



South Eastern Melbourne and Peninsula Employment Region

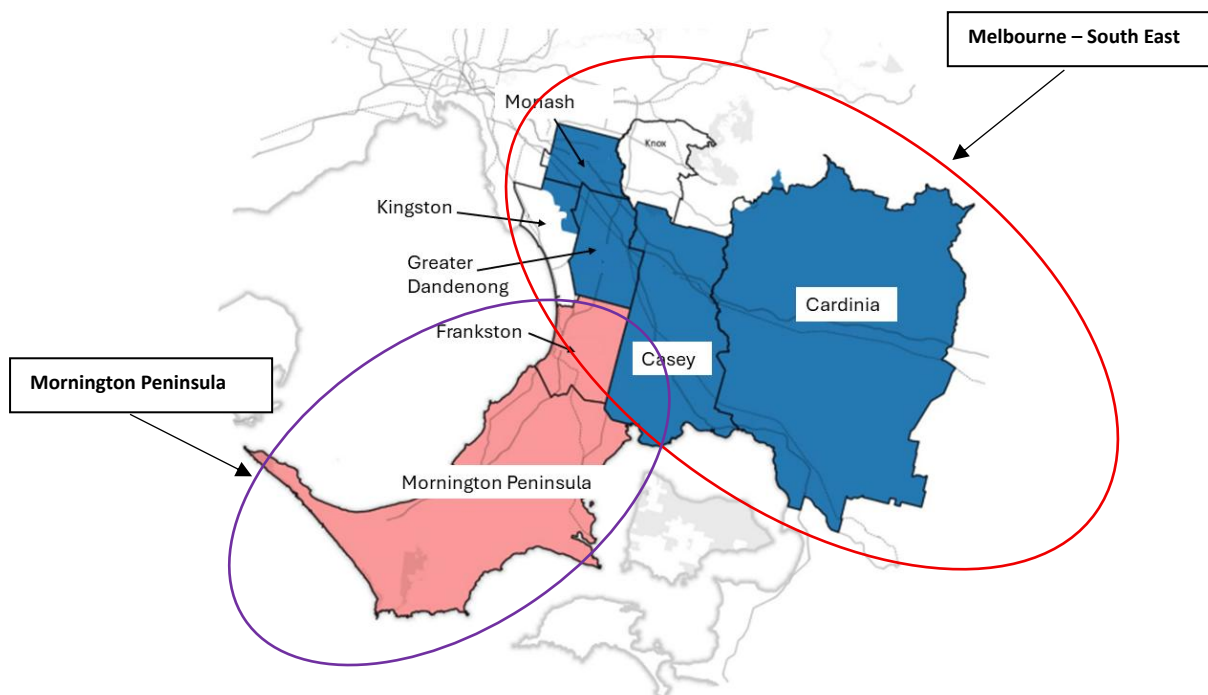
The South Eastern Melbourne and Peninsula Employment Region covers an area of 2,775 square kilometres, commencing 14 kilometres from the city centre and extending across the Mornington Peninsula and rural areas to the outer south east. The region incorporates two separate Australian Bureau of Statistics (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 Eastern Melbourne and Peninsula region.

The South East region includes Monash, Kingston, Greater Dandenong, Casey and Cardinia LGA's while the Mornington Peninsula contains Frankston and Mornington Peninsula Shire LGA's.

Main urban centers 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.



Local Jobs program

Local Jobs is a collaborative place-based initiative to ensure local labour markets work well for all Australians, in partnership with business and communities. Local Jobs supports tailored, local approaches to skilling individuals to meet local workforce needs.

Job Coordinators

Job Coordinators are on the ground in 51 Employment Regions and bring together local employment and skills services, employers and community organisations to connect people to training, job opportunities and support services. They focus on connecting, collaborating and building capacity within the community to help meet local workforce needs.

Each Job Coordinator has access to flexible funding to support small employment activities and collaborative community initiatives.

Local Jobs and Skills Taskforces

Each Employment Region has a Local Jobs and Skills Taskforce, chaired by the Job Coordinator.

Taskforce members are highly valued and represent, and are reflective of, their community. Taskforce members work collaboratively in developing local solutions to help people gain the right skills to get a job, and in assisting employer workforce needs.

Local Jobs Plan

The Job Coordinator and Taskforce have developed a Local Jobs Plan, which outlines employment priorities and actions. It can be used by individuals, organisations and communities to understand their local labour market, and help inform local initiatives that assist their community.

Local data and insights ensure the Local Jobs Plan reflects the skills and workforce needs of the region.

Local Jobs, Local People Grants

The Local Jobs, Local People Grants, which are part of the Local Jobs Program, fund activities addressing local employment needs, supporting individuals into ongoing employment, or providing a clear pathway to employment.

Local Jobs South Eastern Melbourne and Peninsula

In the South Eastern Melbourne and Peninsula region, the Local Jobs program is overseen by Job Coordinator Sean Teer.

To find out more about the work the Local Jobs program is doing in the SEMP region, including access to the Local Jobs plan visit [South Eastern Melbourne and Peninsula - Department of Employment and Workplace Relations, Australian Government](#)

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*

**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](#).*

1.2 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.

Clients with complex settlement needs are provided with additional case management support, known as Specialised and Intensive Services.

HSP service providers can also facilitate the lodgement of applications for the [Free Translating Service](#) (FTS) for eligible FTS clients who are unable to lodge online.

The [Translating and Interpreting Service \(TIS National\)](#) delivers the Free Translating Service on behalf of the Department of Home Affairs.

The Free Translating Service is for people settling permanently in Australia. It supports their participation in:

- employment
- education
- the community.

Permanent residents and select temporary or provisional visa holders are able to have up to 10 eligible documents translated into English. This applies within the first two years of their eligible visa grant date.

TIS National has information about the service in 10 languages.

If you need an interpreter to ask about the Free Translating Service:

- Call TIS National on 131 450.
- State your preferred language.
- Ask the TIS National operator to connect you to the Translating Services team.

Most clients exit the HSP after receiving support for between six to 18 months.

1.3 Pre-Arrival

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

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

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.

1.9 Providers

The Humanitarian Settlement Program (HSP) is delivered on behalf of the Australian Government by 5 service providers in 11 contract regions across Australia.

Provider	Region
Australian Red Cross Society	• Canberra and Surrounds • Western Australia
Settlement Services International	• Sydney • Regional NSW
Multicultural Australia	• Brisbane and Surrounds • North Queensland
Melaleuca Australia	• Northern Territory
AMES Australia	• South Australia • Tasmania • Melbourne • Regional Victoria

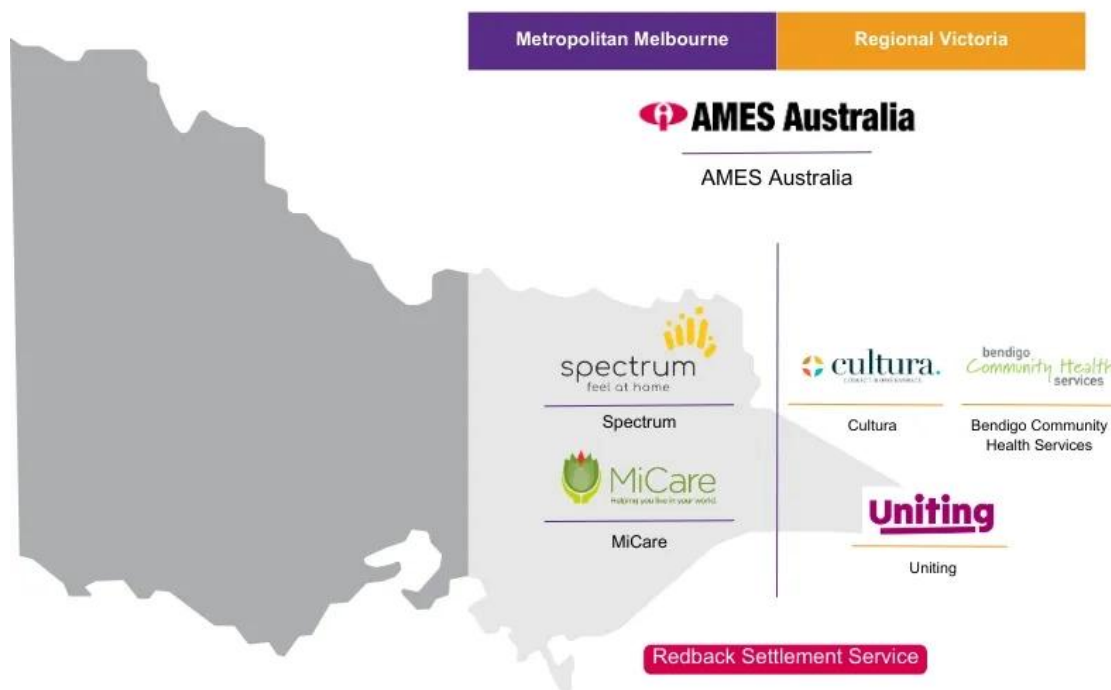
Further information about the Humanitarian Settlement Program including a list of services and providers can be found at [Humanitarian Settlement Program \(homeaffairs.gov.au\)](https://www.homeaffairs.gov.au/humanitarian-settlement-program)

Refer to [ATTACHMENT A](#).

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 have their:

- Individual records created

- Income support claim processed
- Medicare enrolment processed

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

AMES will send a list of clients on income support to the Services Australia [Multicultural Services Officers](#) (MSO) team.

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:

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.

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.

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 with one phone and one SIM card per family.

Essential Registrations

Clients are assisted to register with Centrelink and Medicare and open a bank account. Clients are connected with services relevant to their needs including school enrolment, AMEP, education, training and employment providers.

Health Services

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

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 accommodation. Some clients may require assistance setting 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)

The Humanitarian Settlement Program also provides Specialised and Intensive Services (SIS) to eligible visa holders facing complex settlement challenges. SIS is short term tailored needs-based support, to help eligible refugees and humanitarian entrants access appropriate mainstream services and develop the necessary skills to manage their needs independently. Further information and the SIS application can be accessed from the Department of Home Affairs website: [Specialised and Intensive Services](#)

2.5 Community Support Program (CSP)

AMES Australia is an Approved Proposing Organisation (APO) in the Department of Home Affairs' Community Support Program (CSP). The CSP is a private sponsorship program for people in humanitarian situations overseas.

The CSP harnesses community support for refugees, including the willingness of the Australian business community to support refugees in practical ways through employment. Under the CSP, Australian Supporters (through APOs) are required to demonstrate they are able to provide adequate support to enable new arrivals to achieve financial self-sufficiency within their first year in Australia.

AMES Australia is not currently accepting EOIs from Australian Supporters outside of VIC, NSW, SA. To see more information of each state please click on it.

Before applying for an EOI, please read the [FAQs](#) (Frequently Asked Questions) page, and the EOI Terms and Conditions carefully (on the EOI page).

Please note that only a certain number of visas are granted under the Community Support Program (CSP) every year. The CSP has extended processing times as it is heavily oversubscribed. Processing may take eight years or longer. All applicants should expect lengthy processing times.

To help manage this, the Department of Home Affairs has limited the lodgment of visa applications and asked APOs to pause accepting Expression of Interests (EOI).

For more information, please refer to the Department of Home Affairs' [website](#).

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 \(SETS\)](#)¹

You can contact AMES Australia by submitting a form via their website [here](#) or by calling 13 26 37

¹ Eligibility criteria apply for Workforce Australia and SETS services.

3. Services Australia – Multicultural Service Officers

Services Australia delivers government payments and services through Centrelink, Medicare and Child Support.

You can visit servicesaustralia.gov.au for more information about payments and services.

Services Australia's [Multicultural Service Officers \(MSOs\)](#) work with community groups and other government departments.

They:

- promote Services Australia's payments and services to CALD people
- build effective relationships in CALD communities to understand and meet local needs
- work with stakeholders to share information about issues affecting CALD people
- provide support to resolve complex issues for CALD customers.

Find more information about MSOs at servicesaustralia.gov.au/multicultural-service-officers

3.1 Support for newly arrived refugees

Services Australia provides payments and services to newly arrived refugees, humanitarian entrants and asylum seekers.

Our dedicated Refugee Servicing Team helps eligible customers claims Centrelink payments and enrol in Medicare. We also provide information about their rights and obligations. We can also help with referrals to:

- English language programs
- Digital services and online support
- Education, training and employment services
- Specialist Services Australia staff, such as Multicultural Service Officers, Social Workers and Financial Information Service Officers
- Other government and community support services.

3.2 Information and help in other languages

Services Australia has free interpreting and translation services in over 200 languages, including international, Indigenous and Auslan languages.

People can let us know if they need an interpreter or a document translated when they call or visit us.

People can call 131 202 to speak to Centrelink in their language. This line is available Monday to Friday from 8 am to 5 pm.

Services Australia has translated information in over 75 languages that people can read, listen to or watch about our payments and services at servicesaustralia.gov.au/yourlanguage

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 HSP providers 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.

The 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

To articulate Australia's vision of successful settlement and integration in the Australian context, the Department has developed the [Refugee and Humanitarian Entrant Settlement and Integration Outcomes Framework](#) (the Framework).

The Framework builds on the strong foundation of Australia's world-class settlement services. It will help to:

- improve our settlement services
- enhance positive settlement outcomes for refugees and humanitarian entrants
- guide government agencies delivering settlement services from planning through to programs and evaluation.

The Framework comprises eleven interrelated domains and two underpinning principles. These outline a structured approach to good settlement and integration outcomes. Each domain and principle reflects an area critical to successful settlement and integration:

Domains	Principles
Language and digital literacy	Self-Agency
Understanding host culture	Self-Efficiency
Economic Participation	
Health and wellbeing	
Housing and transport	
Education	
Social connections	
Community welcome	
Access to institutions	
Belonging	
Safety and security	

Over time, the Framework will include outcomes and indicators to support the delivery of coherent and coordinated services across the broader settlement space. It will also establish a means of measuring progress against each domain.

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.

For further information about Domains and Principles visit [Services and support](#)

4.3 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.

4.4 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.

4.5 Eligible Visa Subclasses

Permanent Visas

- **Refugee and humanitarian visas**
 - Refugee visa (subclass 200)
 - In-country Special Humanitarian visa (subclass 201)
 - Global Special Humanitarian visa (subclass 202)
 - Emergency Rescue visa (subclass 203)
 - Woman at Risk visa (subclass 204)
 - Territorial Asylum visa (subclass 800)
 - Protection visa (subclass 866)
- **Family and partner visas (low English proficiency)**
 - Partner (Migrant) visa (subclass 100)
 - Child visa (subclass 101)
 - Adoption visa (subclass 102)

- Parent visa (subclass 103)
 - Aged Dependent Relative (subclass 114)
 - Remaining Relative (subclass 115)
 - Carer (subclass 116)
 - Orphan Relative (subclass 117)
 - Contributory Parent (subclass 143)
 - Partner visa (Permanent) (subclass 801)
 - Child visa (subclass 802)
 - Aged Parent visa (subclass 804)
 - Remaining Relative (subclass 835)
 - Carer (subclass 836)
 - Orphan Relative (subclass 837)
 - Aged Dependent Relative (subclass 838)
 - Contributory Aged Parent (subclass 864)
- **Working and skilled visas (dependants only in rural and regional areas with low English proficiency)**
 - Distinguished Talent visa (subclass 124)
 - Business Talent visa (Permanent) (subclass 132)
 - Employer Nomination Scheme visa (subclass 186)
 - Regional Sponsored Migration Scheme visa (subclass 187)
 - Skilled - Independent visa (subclass 189)
 - Skilled - Nominated visa (subclass 190)
 - Permanent Residence visa (Skilled Regional) (subclass 191)
 - National Innovation visa (subclass 858)
 - Skilled – Regional visa (subclass 887)
 - Business Innovation and Investment visa (Permanent) (subclass 888)
 - Business Owner visa (subclass 890)
 - Investor visa (subclass 891)
 - State/Territory Sponsored Business Owner visa (subclass 892)
 - State/Territory Sponsored Investor visa (subclass 893)
- **Other streams**
 - Former Resident visa (subclass 151). Not all of the Former Resident (subclass 151) visa holders will be eligible for settlement services as they were granted Ministerial Intervention. Eligibility will depend on whether their previous visa is eligible for settlement services
 - Referred Stay (Permanent) visa (subclass 852)
 - Pacific Engagement visa (subclass 192)
 - Resolution of Status (RoS) visa (subclass 851) – only if the visa was granted to Ukrainian nationals due to the crisis in Ukraine.

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.
 - to Ukrainian nationals due to the crisis in Ukraine.
 - to Palestinian and Israeli nationals due to the Hamas-Israel conflict.
 - Temporary (Humanitarian Concern) visa (subclass 786), limited to circumstances where the visa was granted:
 - to Ukrainian nationals due to the crisis in Ukraine.
 - to Palestinian and Israeli nationals due to the Hamas-Israel conflict.
 - Visitor Visa (subclass 600) – limited to circumstances where the visa was granted to Ukrainian 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)
 - Skills in Demand visa (subclass 482)
 - 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.

** Subclass 403 relates to the Temporary Work (International Relations) visas, including those relating to the Pacific Australia Labour Mobility (PALM) scheme. PALM scheme workers are not eligible for SETS, but dependents participating in the PALM family accompaniment pilot are eligible for SETS if they are in a rural or regional location and have low English proficiency.

4.6 Referrals

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

4.7 SETS Providers

103 providers are funded to provide SETS services for the period 1 July 2024 to 30 June 2027.

Listed organisations and service areas can be found at the Department of Home Affairs – [List of Providers](#)

4.8 Sector Collaboration

For SETS service providers, key stakeholders are 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 settlement 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 young people's needs at all stages of their settlement journey.

Service providers delivering SETS 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. Service providers should establish good working relationships with other agencies. This includes:

- other SETS providers
- HSP providers
- AMEP providers
- Workforce Australia providers
- state funded employment support
- community hubs
- schools
- Services Australia, including Multicultural Service Officers
- community services and non-governmental organisations
- youth services
- local social clubs for older migrants
- accommodation and/or refuge services
- charitable organisations
- state/territory youth social and community services departments and other government departments
- local governments (including maternal child health and other relevant services)
- police, juvenile justice and legal services
- counselling services
- cultural, recreational and/or sporting groups
- community leaders, young people, families and other community groups.

See [ATTACHMENT B](#)

5.9 SETS Providers in the South Eastern Melbourne and Peninsula region

- **54 Reasons**
 - Email: nitharshini.anandarajah@54reasons.org.au
 - Website: [Settlement services — 54 reasons](#)
 - Client Referral: nitharshini.anandarajah@54reasons.org.au
 - **Areas Serviced:** Dandenong, Casey North, Casey South
- **Afghan Women's Organisation Victoria**
 - Email: gula@awov.org.au
 - Website: [Settlement Services Program - AWOV](#)
 - 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: [Settlement Casework - AMWCHR](#)
 - Client Referral: [Referral form - AMWCHR](#)
 - **Areas Serviced:** Statewide Phone Service Only - 03 9481 3000
- **Catholic Care Victoria**
 - Email: dandenong@catholiccarevic.org.au
 - Website: [Settlement Engagement & Transition Support - CatholicCare Victoria](#)
 - Client Referral: Contact dandenong@catholiccarevic.org.au or phone 03 8710 9600.
 - **Areas Serviced:** Dandenong, Epping, Wyndham Vale
- **Centre for Multicultural Youth (CMY)**
 - Email: settlingsmarter@cmv.net.au
 - Website: [Settling Smarter - Centre for Multicultural Youth](#)
 - Client Referral: settlingsmarter@cmv.net.au
 - **Areas Serviced:** Metropolitan Melbourne
- **Chinese Community Social Services Centre Incorporated**
 - Email: admin@ccssi.org.au
 - Website: [Settlement and Access Support \(SAS\)](#)
 - Client Referral: [Contact Us](#) or call (03) 98981965
 - **Areas Serviced:** Metropolitan Melbourne
- **Drummond Street Services**
 - Email: welcome@manycolouredsky.org
 - Website: [SETs: Settlement Engagement and Transition Support Program at Many Coloured Sky](#)
 - Client Referral: [ds-External-Provisional-Referral-Form-2023-1.docx \(live.com\)](#)
 - **Areas Serviced:** Metropolitan Melbourne

- **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: [Job Seeker Support and Training | MiCare & Community Capacity Building | 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: rmudannayaka@secl.org.au
 - Website: [Settlement and Engagement - South East Community Links](#)
 - Client Referral: settlementintake@secl.org.au
 - **Areas Serviced:** Cardinia, Casey, 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: www.vaan.org.au
 - Client Referral: info@vaan.org.au
 - **Areas Serviced:** South East Melbourne
- **Wellsprings for Women**
 - Email: SET@wellspringsforwomen.com
 - Website: [Settlement Support Services – Wellsprings for Women](#)
 - Client Referral: [External-Service-Referral-Form-all-Programs-exc-Family-Violence-and-Housing.docx](#)
 - **Areas Serviced:** Casey North, Casey South, Dandenong

5. Economic Pathways to Refugee Integration (EPRI)

The [Economic Pathways to Refugee Integration \(EPRI\)](#) program focuses on increasing employment rates for refugees and humanitarian entrants. It creates job opportunities and pathways to employment and self-employment for refugees with low skill levels and low English language proficiency. The EPRI program is a pilot program which began in February 2023 and has been extended to 30 June 2027.

Economic participation is critical for refugees and humanitarian entrants to integrate in Australia. Creating jobs and pathways to employment and self-employment for refugees in local labour markets is an important focus of the Department of Home Affairs' work.

The EPRI programs are funded by the Department of Home Affairs

6.1 Eligibility

The EPRI program is for eligible refugees and humanitarian entrants with unique barriers to employment with:

- Low English language proficiency and/or
- Low skill levels.

Eligible visa holders include:

Permanent visa subclasses

- Child visa (subclass 101) - Where the individual is from one of the following humanitarian nationalities: Afghan, Central Africans, Colombians, Congolese, Eritrean, Ethiopian, Guatemalan, Honduran, Iraqi, Israeli, Myanmar, Pakistani, Palestinian, Rohingya, Salvadorian, Somali, South Sudanese, Sudanese, Syrian, Ukrainian and Venezuelan.
- Orphan Relative visa (subclass 117)
- Refugee visa (subclass 200)
- In-country Special Humanitarian visa (subclass 201)
- Global Special Humanitarian visa (subclass 202)
- Emergency Rescue visa (subclass 203)
- Woman at Risk visa (subclass 204)
- Territorial Asylum visa (subclass 800)
- Orphan Relative visa (subclass 837) - Where the individual is from one of the following humanitarian nationalities: Afghan, Central Africans, Colombians, Congolese, Eritrean, Ethiopian, Guatemalan, Honduran, Iraqi, Israeli, Myanmar, Pakistani, Palestinian, Rohingya, Salvadorian, Somali, South Sudanese, Sudanese, Syrian, Ukrainian and Venezuelan.
- Resolution of Status visa (subclass 851)
- Protection visa (subclass 866)

Temporary Visa Subclasses

- Temporary Humanitarian Stay visa (subclass 449) - All visa holders (including Afghans, Ukrainians, Palestinians, and Israelis).
- Temporary Humanitarian Concern visa (subclass 786) - All visa holders (including Afghans, Ukrainians, Palestinians, and Israelis).

Australian citizens are not eligible for the EPRI program.

6.2 Providers and Projects

The program provides funding for 20 social enterprise groups across Australia that have demonstrated significant success in creating opportunities for disadvantaged jobseekers, including refugees.

The program is currently delivered in employment regions (service delivery areas) identified as having a high number of refugee and humanitarian entrant jobseekers with lower skills and/or low English language proficiency.

Each enterprise group runs specific projects to assist and support these disadvantaged jobseekers.

The following providers deliver projects in the South Eastern Melbourne and Peninsula region:

- [Brotherhood of St Laurence](#)
- [Ceres Earth Ltd](#)
- [Civik People](#)
- [Community Corporate Pty Ltd](#)
- [Green Collect Ltd](#)
- [Paws Fulfilment Pty Ltd \(Social Engine\)](#)
- [Space2b Social Design Inc](#)
- [STREAT Ltd.](#)
- [Thrive Refugee Enterprise Ltd.](#)

For information on other providers and projects visit [Employment pathways for refugees-Providers and Projects](#)

For more information on these programs visit [Employment pathways for refugees](#) , or see the [Evaluation of the Economic Pathways to Refugee Integration \(EPRI\) program \(2MB PDF\)](#).

6. Youth Transition Support Services

Starting a new life in a new country is a challenge. Young refugees and migrants often need extra help and support to become and stay connected in their new community.

[Youth Transition Support \(YTS\)](#) services help young humanitarian entrants and eligible migrants aged 15 to 25 to take part in work and education, strengthen vocational skills and build social connections and confidence through sporting programs.

YTS services:

- improve workplace readiness
- create strong education connections to support ongoing engagement
- give access to vocational opportunities
- create strong social connections through education and sports engagement.

Service providers deliver different projects and activities for participants. This includes connections with local employment services and jobs, and vocational or other further education opportunities.

YTS Services are primarily available to the below specified Local Government Areas (LGA's) where residents who have been identified with participation and social cohesion issues:

- New South Wales – Auburn, Bankstown, Blacktown, Canterbury, Fairfield, Liverpool.
- Queensland – Brisbane, Logan, Ipswich, Toowoomba
- Victoria – Brimbank, Casey, Darebin, Greater Dandenong, Greater Bendigo, Hume, Maribyrnong, Maroondah, Melbourne, Melton, Whitehorse, Wyndham.

The Department of Home Affairs is funding YTS services until 30 June 2027.

7.1 Services

YTS services comprise four components ('pillars') delivered holistically:

- Partnerships for Employment to improve work readiness.
- Strong Connections to Education to support ongoing engagement with education.
- Vocational Opportunities to help youth obtain and strengthen vocational skills.
- Sports Engagement to help youth build social connections and confidence through sporting programs.

Examples of services may include (but not limited to):

- Relevant training to develop workplace awareness and work readiness (such as resume writing and interview skills), and familiarity with the Australian workforce, employment systems and culture.
- Work placement and mentoring opportunities, linking to Government services including Workforce Australia providers.
- Pathways to vocational training and facilitating the recognition of existing vocational skills.
- Outside-school programs, careers guidance and activities to assist with continuing engagement and participation in education.

- Inclusive sporting programs, aimed at developing teamwork, leadership and English language skills, and building social connections.

7.2 Eligibility

YTS services are aimed for permanent residents aged 15 to 25 years who are on eligible visas and are either:

- humanitarian entrants
- Family stream migrants with low English language proficiency
- dependents of skilled migrants in rural and regional areas with low English language proficiency
- Temporary Humanitarian Stay (subclass 449) visa holders (where the visa was granted after 19 August 2021 due to the worsening security situation in Afghanistan).

Eligible Visas include:

Refugee and Humanitarian Visas

- Refugee visa (subclass 200)
- In-country Special Humanitarian visa (subclass 201)
- Global Special Humanitarian visa (subclass 202)
- Emergency Rescue visa (subclass 203)
- Woman at Risk visa (subclass 204)
- Territorial Asylum visa (subclass 800)
- Protection visa (subclass 866)
- Humanitarian Stay (Temporary) (subclass 449), where the visa was granted after 19 August 2021 due to the worsening security situation in Afghanistan

Family stream visas (low English language proficiency)

- Partner (Migrant) visa (subclass 100)
- Child visa (subclass 101)
- Adoption visa (subclass 102)
- Parent visa (subclass 103)
- Aged Dependent Relative (subclass 114)
- Remaining Relative (subclass 115)
- Carer (subclass 116)
- Orphan Relative (subclass 117)
- Contributory Parent (subclass 143)
- Partner visa (Permanent) (subclass 801)
- Child visa (subclass 802)
- Aged Parent visa (subclass 804)
- Remaining Relative (subclass 835)
- Carer (subclass 836)
- Orphan Relative (subclass 837)
- Aged Dependent Relative (subclass 838)
- Contributory Aged Parent (subclass 864)

Working and skilled visas (dependants only, with low English language proficiency)

- Distinguished Talent visa (subclass 124)
- Business Talent visa (Permanent) (subclass 132)
- Employer Nomination Scheme visa (subclass 186)
- Regional Sponsored Migration Scheme visa (subclass 187)
- Skilled - Independent visa (subclass 189)
- Skilled - Nominated visa (subclass 190)
- Permanent Residence visa (Skilled Regional) (subclass 191)
- Distinguished Talent visa (subclass 858)
- Skilled – Regional visa (subclass 887)
- Business Innovation and Investment visa (Permanent) (subclass 888)
- Business Owner visa (subclass 890)
- Investor visa (subclass 891)
- State/Territory Sponsored Business Owner visa (subclass 892)
- State/Territory Sponsored Investor visa (subclass 893)

7.3 Locations and Providers

Six service providers deliver YTS services in the following Local Government Areas:

Organisation	State	Service Areas
<u>Settlement Services International</u>	Queensland	▪ Logan ▪ Ipswich
<u>Multicultural Australia</u>	Queensland	▪ Brisbane ▪ Toowoomba
<u>Community Migrant Resource Centre (Parramatta)</u>	New South Wales	▪ Cumberland ▪ Blacktown
<u>Lebanese Muslim Association</u>	New South Wales	▪ Fairfield ▪ Canterbury-Bankstown ▪ Liverpool
<u>Victorian Foundation for Survivors of Torture Inc (Foundation House)</u>	Victoria	▪ Greater Dandenong ▪ Casey ▪ Brimbank ▪ Darebin ▪ Maribyrnong ▪ Melbourne ▪ Whitehorse ▪ Greater Hume Shire ▪ Maroondah ▪ Melton ▪ Wyndham ▪ Greater Bendigo
<u>Brotherhood of St Laurence</u>	Victoria	▪ Hume

7. 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, Cardinia and Greater Dandenong Local Government Areas (LGA's).

7.1 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-centered 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.

7.2 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

7.3 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.



8. 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 **client**.

The four main programs under the Workforce Australia contract are **Workforce Australia Online**, **Workforce Australia Employment Services**, **Transition to Work** and **Parents Pathways**.

8.1 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 clients are also supported by the [Digital Services Contact Centre](#). Online clients can contact them by phone or email if they have any questions or concerns.

The Digital Services Contact Centre can help clients:

- 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.

8.2 Transfer

The maximum time to remain in Workforce Australia Online is 12 months. An online client will be transferred to a Workforce Australia Employment Services 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 Services Australia.

The transfer will not affect Centrelink payments. But clients 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.

Clients 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 client to a Workforce Australia Employment Services provider once they have reached a period of 12 months.

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

If a client 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 Services 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.

8.3 Workforce Australia Employment Services providers (Provider)

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

The Provider will contact the client directly upon receiving referral to welcome participant and book in an [initial appointment](#) at a suitable time, *within 10 days of the Services Australia 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.

Services Australia can also book directly into Provider calendar timeslots.

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

8.4 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 client.
- Confirm MyGov set up and make sure it is linked to Workforce Australia
- Confirm if client 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 - client 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 client (this needs to be completed on [Workforce Australia for Individuals](#) website)
- Explain [Mutual Obligation Requirements](#). Mutual obligation requirements are tasks and activities a client 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 client assessment (any reductions need to be justified through JSCI and CMT). A client 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 client as a hard copy if requested (by the client).

8.5 Consecutive Appointments

Consecutive appointments can be conducted either face to face, via phone or virtual (i.e. Zoom). A client'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 client is still actively registered ² with the provider.

Clients 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 client 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 service.

² Not on any exemption for Workforce Australia Provider servicing

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

This may include, but not limited to:

- Emergency, short-term accommodation
- Immediate food assistance – provided from sites or referred to closest Foodbank option.
- Myki purchase and 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.

8.6 Client Progress

A client'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 client's progress at each appointment and make notes in the client's online file.

8.7 Mutual Obligation Requirements

[Mutual Obligation Requirements](#) are the tasks and/or activities clients agree to do in return for their income support payment.

Clients 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 clients agree to do to help find a job and receive their payment. Mutual obligation requirements apply to both clients with Workforce Australia Online and Providers.

Clients agree to their obligations when they [agree to their Job Plan](#). Penalties may apply if they do not meet them.

Services Australia may temporarily suspend your obligations in certain circumstances. Check [Temporary suspension of obligations](#).

8.8 Better Targeting of Assistance for Clients with Employment Barriers

The Department of Employment and Workplace Relations has been conducting research with employment service clients who have identified barriers to employment. The research aims to better understand their issues and needs.

Outcomes from this research informs continual improvement in the delivery of services under Workforce Australia.

This research has seen the implementation of the changes below to service delivery.

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

Clients in these cohorts:

- who are fully meeting their obligations through approved activities (paid work, approved study, volunteering, or a combination of these activities), and
- the 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 client).

Clients in Inclusive Employment Australia (IEA) will also be affected. However, those in IEA services who are eligible for ongoing and post-placement support would not be removed from their provider's caseload.

These clients will be supported by Services Australia and will continue to meet their mutual obligations through a Services Australia Job Plan. They will also report directly to Services Australia – 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.

Newly Arrived Refugees

Under the Better Targeting of Support for Refugees measure, newly arrived refugees receiving activity tested income support are not required to participate in Workforce Australia Services in their first 12 months in Australia, but they can volunteer if they wish.

Newly arrived refugees can choose to participate in employment services with a provider at any time, including during the 'Refugee first 13 weeks in Australia' exemption period. However, clients in Workforce Australia Online cannot commence in that service until after the 13 weeks exemption.

In both cases their participation in employment services is not compellable during the first 12 months on income support.

After the first 12 months, normal mutual obligations apply, most individuals will be required to participate in Employment Services, including agreeing to their Workforce Australia Job Plan.

At the Initial Appointment, Workforce Australia Services Providers can identify a newly arrived refugee if they are currently assisted by a Humanitarian Settlement Program provider.

In addition, they should have a ***Refugee first 13 weeks in Australia exemption***, a Services Australia Job Plan and a Refugee Activity coded on the referral history screen.

The Refugee Activity will also display on the Mutual obligations screen found in the Servicing and Eligibility section.

- If Providers identify a newly arrived refugee without an approved Services Australia Job Plan and/or missing an appropriately coded Refugee Activity, they should contact their Provider Lead to have these coded onto their record. Failure to do so will make the person subject to Mutual Obligations including PBAS inappropriately.
- If a newly arrived refugee wishes to voluntarily participate in Workforce Australia Services, they can be commenced simply by recording their attendance at an initial appointment. Providers ***must not replace*** the Services Australia Job Plan with a Workforce Australia Services Job Plan (If this occurs, contact the Provider Lead).
- Newly arrived refugees who do ***not*** wish to voluntarily participate in Workforce Australia Services during this period can be exited by your Provider Lead.
- The same arrangements apply to people who are Nominated Visa holders in their first 13 weeks, who will be identified on the Referral history screen with a **Newly Released NVH (First 13 wks)** exemption.

For more information [Better targeting of assistance for participants with employment barriers - Department of Employment and Workplace Relations, Australian Government \(dewr.gov.au\)](https://www.dewr.gov.au/better-targeting-of-assistance-for-participants-with-employment-barriers)

8.9 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 clients 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 client's reporting period will vary for each individual. Clients can confirm their reporting date via MyGov or with their provider.

The PBAS does not apply to clients in Transition to Work, Parent Pathways, Inclusive Employment Australia services or the Community Development Program.

A full list of PBAS Activity Values and examples of activities can be found at [How to earn points \(workforceaustralia.gov.au\)](https://workforceaustralia.gov.au)

- A Provider may increase the values of these tasks or Activities through a personal circumstances credit to reflect the individual circumstances of the client and the task or Activity they are doing.
- The minimum Job Search Requirement can be tailored for clients undertaking these Activities based on the individual circumstances of the client. This needs to be discussed with the provider at a client's appointment.
- Clients undertaking these Activities are not required to complete the minimum Job Search Requirement. This requirement will be automatically reduced in the Department's IT Systems upon confirmation of the first day of attendance at the Activity.
- Clients will receive a once-off bonus the first time an applicable activity is booked. This applies to Workforce Australia Online clients only.

8.10 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 clients 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 clients must be:

- Aged between 15-24 years old, and either:
 - an Australian citizen, **or**
 - an appropriate Visa holder

It will also depend on a client'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 Allowance³.
- Are participating in another employment service including Workforce Australia.

³ 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.

Services and Assistance

Transition to Work providers can help build clients' skills and confidence to continue their education or get ready to start a new job. They work with clients 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 clients 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.
- Providing post-placement support to make sure a new employee settles into their job.

8.11 Parent Pathways

[Parent Pathways](#) is a voluntary service that provides personalised assistance and financial support to eligible parents and carers of children up to the age of 6 years.

Parent Pathways is about parents and carers and their individual needs. With the help of a qualified mentor, parents and carers can receive flexible support to assist with any personal, study or work goals.

Who is Parent Pathways for?

Parent Pathways is for parents and carers who:

- have a child aged under 6
- are not in paid employment
- live in an area where there is a Parent Pathways provider.

Receiving one of these payments:

- Parenting Payment
- Carer Payment
- Special Benefit.

Eligibility includes those who are not getting a Centrelink payment, and are either:

- under 22 years old
- an early school leaver (parents who don't have a year 12 qualification)
- a First Nations parent or carer.

Services and Assistance

The service will offer a range of support options, including working with a mentor to find activities, services and/or training that meet the needs of each parent or carer who is participating. Some services on offer include:

- language or literacy programs
- support to find a childcare place for your child
- financial support, for example to help with the cost of training courses or to purchase a computer
- referral to supports such as financial information services and family and domestic violence support services
- training, such as a short course at your local TAFE
- career guidance.

Service features include:

- voluntary participation
- a flexible service that values parents' caring role
- support by suitably qualified and experienced mentors
- 'Meets parents where they are at' – both in location and in their lives
- clear information and choice about support services that are available
- support for parents to make their own choices in deciding their future
- practical financial support to parents, including:
 - The Individual Fund assigned to the parent, to assist them to engage in the new service and build their capability, and
 - The Pooled Fund, which will provide financial assistance for pre-employment supports and will be administered by service providers in consultation with parents.

If a parent or carer chooses to participate, they can also choose to leave, take a break or come back at any time. The service is focused on parents and their individual needs.

8.12 Dual Servicing

Clients can be serviced by other assistive services, e.g. SETS, at the same time as receiving services from a Workforce Australia provider.

It is strongly advised that providers ask clients 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 clients they are allowed to request dual service if preferred, and this can assist them further if needed.

Note - Clients cannot receive dual servicing from separate Workforce Australia Employment service providers, including Online Services, Transition to Work and Parent Pathways, or IEA Services.

8.13 Workforce Australia Provider List

Find a local provider delivering the services and support you need.

[Find a provider - Workforce Australia](#)

8.14 Workforce Australia Service Providers in South Eastern Melbourne and Peninsula region

- [Asuria](#) – Transition to Work (participants aged 15 to 24 years)
 - Locations: Cranbourne, Frankston, Hastings, Mornington, Narre Warren, Pakenham, Rosebud.
- [Busy at Work](#) – Transition to Work (participants aged 15 to 24 years)
 - Locations: Clayton, Dandenong, Glen Waverley, Noble Park, Oakleigh, Springvale.
- [Intojobs](#) – Generalist and includes special mobile consultants who can attend appointments offsite with participants.
 - Locations: Cranbourne, Dandenong, Frankston, Narre Warren, Pakenham.
- [Matchworks](#) – Generalist
 - Locations: Cranbourne, Dandenong, Frankston, Glen Waverley, Hastings, Narre Warren, Pakenham, Rosebud.
- [Mission Australia](#) – Parent Pathways (voluntary for parents with children up to the age of 6 years)
 - Locations: Balnarring, Cheltenham, Cranbourne, Clyde North, Frankston, Garfield, Hastings, Koo Wee Rup, Mornington, Mount Martha, Pearcedale.
- [The Salvation Army Employment Plus](#) – Parent Pathways (voluntary for parents with children up to the age of 6 years)
 - Locations: Berwick, Dandenong, Dingley Village, Doveton, Glen Waverley, Hampton Park, Keysborough, Narre Warren, Noble Park, Officer, Pakenham, Springvale.
- [SYC](#) – Generalist
 - Locations: Cranbourne, Dandenong, Frankston, Glen Waverley, Hastings, Mornington, Narre Warren, Pakenham, Rosebud, Springvale.
- [WISE Employment](#) – Generalist and specialty service contracts in Culturally and Linguistically Diverse Individuals (CALD) and Ex-Offender
 - Locations: Clayton, Cranbourne, Dandenong, Frankston, Glen Waverley, Hastings, Narre Warren, Oakleigh, Pakenham, Rosebud, Springvale.

See [ATTACHMENT C](#)

9. Inclusive Employment Australia (IEA)

[Inclusive Employment Australia](#) (IEA) is the new Australian Government specialist disability employment program, that replaced the Disability Employment Services (DES) on November 1, 2025.

The program aims to provide tailored support to help people with disability, injury, or health conditions to prepare for, find and keep meaningful work. It features include personalised plans, flexible support intensity, and ongoing assistance for participants to build their careers.

The program places participants at the centre of the service. It aims to improve and simplify services for people looking for work, as well as employers and service providers.

More people will now have access to the IEA program including:

- people with an assessed work capacity of less than 8 hours per week⁴
- voluntary participants not getting a Centrelink income support payment.

There will no longer be a two-year limit on the time people can stay in the program.

The IEA program has an improved service offer including:

- **intensive support** for people who are preparing to be ready to work
- **flexible support** for people who don't need intensive services.

Features of the program for participants include:

- Participants can choose their own provider.
- Participants can move to a new provider at any time.
- Participants don't need to get government payments to be in the program.
- There will be more providers skilled in working with people with different disabilities or from diverse backgrounds.
- Providers will be more responsive to your needs.
- No time limits for servicing – participants can stay with their provider for as long as they need and can choose to be on the program even if they only work a few hours a week.

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

9.1 Services

The services provided by IEA providers consist of one or a combination of the below:

- **Pre-Employment Support Services** comprising of either:
 - **Intensive Services** – for participants who can actively engage in a full range of services, supports and activities that will help them to prepare for and find work.
The Intensive Services have 2 phases:
 - Work Preparation phase for participants who need to address vocational and non-vocational barriers to build their work readiness; and
 - Job Search phase for participants who are closer to gaining employment.

⁴ Participants work capacity determined by individual circumstances and medical evidence. Participants must also undergo assessment with Services Australia.

- **Flexible Services** - for participants engaged in work and/or activities or who are otherwise not able to participate in the Intensive Service due to their personal or family circumstances.
- **In-Employment Support Services** comprising of either:
 - **Post Placement Support** - for Participants who have started employment (including Apprenticeships and Traineeships) or self-employment and are progressing towards an Employment Outcome.
 - **Ongoing Support** for:
 - Post Placement Support participants who require ongoing support to help them maintain their employment after a 26-week employment outcome has been achieved⁵; or
 - Participants who require assistance to maintain their existing ongoing job and who are eligible to receive ongoing support as an *Ongoing Support (Work Assist)* participant⁶

Providers must assist participants to build their work capacity and actively look for work. Providers should focus on participant-led services that achieve greater social and economic inclusion for people with disability.

The services and supports must be tailored to the needs, capacity and personal circumstances of individual participants and promote meaningful engagement. For participants with participation requirements, providers must actively monitor and manage their participation, including, as necessary, applying the Targeted Compliance Framework.

9.2 Providers

Services will be offered by **Specific Cohort** providers and **All Cohorts** providers.

- A **Specific Cohort** provider is contracted to assist participants with particular characteristics (for example, Aboriginal and/or Torres Strait Islander, youth) and/or disability type (for example, Intellectual disability, Autism).
- **All Cohorts** providers may assist any participants, regardless of the nature of their disability, injury or health condition or characteristic.

A Specific Cohort Provider, unless otherwise Notified by the Department, must:

- a) not provide services to a participant who is not a member of the relevant Specific Cohort; and
- b) direct any Participant:
 - I. who is not a member of the relevant Specific Cohort (unless exceptional circumstances exist as outlined in Guidelines); and
 - II. who is Referred to, or who attempts to Directly Register with, the Provider, to:
 - Services Australia; to either
 - Services Australia Assessment Services; or

⁵ Being participants who are in employment, unsubsidised Self-Employment, or an Apprenticeship or a Traineeship

⁶ A participant who is an eligible employee who enters IEA because they require Ongoing Support to maintain an ongoing job and are not in Post Placement Support.

- another Program Provider that is authorised to provide services to participants who are members of the relevant Specific Cohort.

Participants accessing IEA will have a choice of provider, considering where they live and the program providers are delivering in their area, including any relevant Specific Cohort providers (if applicable).

If the participant does not choose a provider, one will be chosen for them. Program providers' caseload capacity will be considered for Referrals from Services Australia. Direct Registration Participants may choose their Program Provider.

The provider must provide the relevant services to each eligible participant who is referred⁷ to or Directly Registered with the provider.

Ongoing Support (Work Assist) participants must directly register with a Program provider to receive services and may only receive **Ongoing Support Services**.

Participants may receive services for the following periods:

- a) for Pre-Employment Support – as required until the participant moves to Post Placement Support or Exits.
- b) for Post Placement Support – while progressing towards an Outcome (unless the participant is in Ongoing Support while working towards an outcome); and
- c) for Ongoing Support (including for Ongoing Support (Work Assist) Participants) – for as long as the participant is eligible.

9.3 Direct Registration of Participants without a Referral

If a potential participant presents to the provider without a Referral, the Provider must promptly:

- confirm that the potential participant is not currently being assisted by:
 - the provider or another Program provider;
 - another Employment Service (such as Workforce Australia or Transition to Work);
 - the Remote Jobs and Economic Development Program; or
 - the Community Development Program,
- is identified on the Department's IT Systems; and
- meets the eligibility requirements for IEA in accordance with any applicable guidelines.

If this is confirmed the provider can:

- Directly Register the potential participant; and
- confirm that the potential Participant has a Valid ESAt or JCA, in accordance with the guidelines.

If the potential Participant has a Valid ESAt or JCA the provider can:

- conduct an Initial Interview with the potential participant; and
- Commence the participant into services; and
- provide the relevant services to the participant.

⁷ Referrals include participants transferred or transitioned to the provider

If the potential participants does not have a Valid ESAt or JCA, the provider can immediately refer the potential participant to Services Australia Assessment Services for an assessment.

If the potential Participant is referred back to the Provider by the Services Australia Assessment Services, they provider can then provide the relevant Services to the Participant.

9.4 Provider Locations

You don't need to have an Inclusive Employment Australia provider that is close to where you live. But if this is important to you, the list of providers by state and territory will help you find a provider near you.

The list includes what Employment Service Area (ESA) a provider works in. An ESA is a grouping of suburbs in a state or territory. It also refers to the service area a provider is contracted to deliver Inclusive Employment Australia.

To match a provider in your ESA, review the list by state and territory. Each provider's ESA is listed next to the provider names and locations. Provider names are current as at 25 November 2025. Any provider name changes after this date are not reflected.

Information about providers in your region can be found here [Inclusive Employment Australia providers | Department of Social Services](#)

9.5 Participant Privacy and Consent

Participant's personal and sensitive information they have provided to Services Australia/Department of Social Services (DSS) will be used to refer them to an IEA provider.

This includes moving their personal and sensitive information to the Inclusive Employment Australia IT system.

Participant's information will be shared with their Inclusive Employment Australia provider who will assist them in this program.

Participants need to let Services Australia/DSS know if they do not wish for them to share their information. This may affect their ability to participate in Inclusive Employment Australia. If they have mutual obligation requirements this means they may not receive their income support payment.

Please talk to an IEA service provider or Services Australia if a participant receives an income support payment before they opt out. If they still want to opt out, an IEA provider or Services Australia will be able to help you do this.

It is important to keep participants information with Services Australia/DSS up to date so the information they provide is accurate and complete.

The DSS privacy policy also contains information on:

- How they store and handle participants' personal and sensitive information
- How participants can access or correct their personal information
- How to complain about handling of a participant's personal information.

How will participants agree to share their personal information?

A participants IEA provider will ask them to sign a Privacy Consent Form.

The Privacy Consent Form asks participants if their provider can collect and share relevant information with others to help them find and keep a job.

By signing the Privacy Consent Form, participants agree to allow their provider to contact and share their information with potential employers and community support organisations.

If they don't agree to share their information, providers will be limited in providing services to help them find and keep the right job.

Participants' information is collected by their provider on behalf of DSS.

A Participant's personal information may be shared with:

- health care professionals
- your advocate or nominee
- other support providers
- Potential employers
- Government organisations who may provide you with support.

Personal information collected may include:

- contact details, such as name, where participant lives and a contact phone number and/or email address
- date of birth
- advocate's contact details
- what help or support may be needed.

Sensitive information may include:

- culture
- preferred language
- health and medical information
- criminal record.

This information will assist the IEA provider to understand individual needs to help participants find and keep the right job for them.

IEA providers will usually be able to show participants the information they hold about them. If they have concerns about how their personal information is being managed, please advise them to talk to their provider.

Can participants change their mind about providing personal information?

Yes. Participants can change their mind and withdraw their consent (say 'no') at any time. They need to talk to their provider about how to do this. Please note, not providing personal information and withdrawing consent may limit the services your provider can do to help participants find and keep a job.

If participants have mutual obligation requirements this would mean you will stop receiving services and may cause their income support payment to stop.

How is my information protected?

A Participant's information is protected by law under the Privacy Act 1988 (Cth).

Learn more about the [Department of Social Services Privacy Policy](#)

You can also view and download the official privacy information for the Inclusive Employment Australia program by visiting:

[Privacy Factsheet – Inclusive Employment Australia](#)

9.6 Complaints Resolution and Referral Service

The Complaints Resolution and Referral Service is available for you to discuss any concerns you may have about your Inclusive Employment Australia provider.

Email: crs@glresolution.au

Call 1800 880 052 (free call).

Visit the [Job Access website](#) for more information on the Complaints Resolution and Referral Service.

The Complaints Resolution and Referral Service handles complaints from service users within 24 months of an alleged incident. Complaints reported outside of the 24-month period may be difficult to investigate and a resolution may not be able to be provided to service users.

For further information about the IEA services, advice and funding support for people with a disability, service providers and support for employers visit [Welcome to JobAccess - your guide to disability employment | Job Access](#)

10. Adult Migrant English Program (AMEP)

The [Adult Migrant English Program](#) (AMEP) is funded by the Department of Home Affairs, and is a free language tuition service that helps eligible migrants and humanitarian entrants with low English levels to improve their English language skills and settle into Australia.

The AMEP has been teaching migrants English for over 75 years. It assists around 50,000 to 60,000 eligible migrants and humanitarian entrants each year.

Classes are flexible and designed to support clients to learn wherever they may live. 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.

When in an AMEP class, free childcare is available for children under school age. AMEP providers will be able to assist clients to access the Childcare Placement Service.

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

10.1 Eligibility

If a client is 18 or over, they can join the AMEP if they speak little or no English, or if they need to improve their English skills, and they:

- are a permanent resident, or
- are a principal visa holder or their dependent with a permanent visa, or
- hold an [eligible temporary visa](#), or
- are a citizen who held an eligible visa in the past.

If a client is aged 15 to 17, they may be able to join AMEP. Talk to your local provider for further details.

Eligible clients will be asked to complete a language assessment prior to enrolment by the AMEP provider. Clients who have not yet attained a vocational level three of English⁸ will be eligible to take part in the program.

10.2 Duration

Visa start dates will decide the time a client will have to join and learn English with the AMEP.

If a client arrived in Australia *on or before* 1 October 2020

They can stay in the AMEP until they reach a vocational level of English. They have no time limits for starting and finishing the program.

If a client arrived in Australia *after* 1 October 2020

They have time limits for registering, starting and finishing the program from their visa start date.

⁸ Australian Core Skills Framework Level Three (3) across all language skills including speaking, listening, reading and writing

A client must:

- register with an AMEP provider within 6 months (or 12 months if under 18 years old)
- start their course within 12 months
- complete their course within 5 years.

In some cases, they may be allowed to register later or stay in the program longer. Talk to your AMEP provider to find out.

10.3 Delivery

With the AMEP a client can:

- go to face-to-face classes, or
- join a class online using your own phone or computer via [AMEPOnline](#), or
- learn remotely by [distance learning](#) and supported by a teacher online.

There are many options to help clients study, including full-time, part-time, evening and weekend classes.

As well as classes, a client may also get help from a volunteer tutor through the Volunteer Tutor Scheme (VTS). Clients can be referred to the VTS by their AMEP provider.

All AMEP classes are free of charge and funded by the Australian Government Department of Home Affairs.

10.4 AMEP Locations

The Adult Migrant English Program is delivered at around 300 locations across Australia in major cities as well as regional and remote areas.

A client can choose the option of attending face to face classes, online, or learn remotely by distance learning.

For more information on where providers are located and how to contact them see [Providers and locations](#).

If a client cannot attend classes because they live more than 50 kilometres from an AMEP site or for physical, cultural, religious, care-giver or other reasons, contact the [Distance learning provider](#).

10.5 AMEP for jobseekers

For migrants receiving Centrelink payments, learning English in the AMEP may meet some or all their [mutual obligation requirements](#).

If you want to earn points for this activity and are self-managing in Workforce Australia Online contact [Workforce Australia](#).

Clients can also be referred to AMEP by their Workforce Australia Provider.

If a client is already learning English with the AMEP, and they are then registered with a Workforce Australia provider, they will need to advise their provider of this at their [initial appointment](#). They will be able to continue to earn [PBAS points](#) for participating in the AMEP.

See [ATTACHMENT D](#)

11. 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.

11.1 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.

11.2 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).

11.3 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

11.4 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.

11.5 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 2025, and in 2026 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 they move interstate.

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.

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 \(SLPET\)](#). 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.

To be eligible for SLPET clients must already be enrolled in and attending AMEP classes and have sufficient communication skills to participate in the workplace.

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

11.6 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 processes can be found here:

[AMEP Distance Learning - TAFE NSW](#)

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

[Volunteer Tutor Scheme - Student Referral \(melbourneamep.com.au\)](#)

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

The logo for Chisholm, featuring the word "Chisholm" in a stylized, dark blue, cursive script font.

12. Skills for Education and Employment (SEE)

The [Skills for Education and Employment \(SEE\) Program](#) is an Australian Government program, funded by the Department of Employment and Workplace Relations, that delivers free language, literacy, numeracy and digital skills training to eligible Australians. From 1 July 2024, the SEE Program has been redesigned to expand eligibility to include all Australians aged over 15 years who have left school removing the requirement to be a registered job seeker.

The program is delivered nationally by training providers across metropolitan, regional and remote Australia. It is delivered in two distinct and complementary streams:

- **General SEE Delivery:** skills training delivered by 22 contracted training providers, offering both accredited and non-accredited training, providing more support for learners and includes workplace-based training options.
- **SEE First Nations:** 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 focuses on improving language, literacy, numeracy, and digital skills to help people find jobs or participate in further training. Providers are contracted to deliver services in specific regions, though distance learning is available nationally.

12.1 How the SEE Program can help participants

The SEE Program offers free training to help improve participants' reading, writing, math 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, math 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.

12.2 SEE First Nations

[SEE First Nations](#) is specifically designed for First Nations people and organisations. Eligible First Nations people have the option to choose to access SEE training through both the General SEE Delivery and SEE First Nations.

SEE First Nations is designed to support community engagement. Participants have the opportunity to improve their LLND skills, which may lead to experiencing other benefits such as participating in work or further study; improving cultural, social and emotional wellbeing; higher levels of empowerment and self-actualisation; and improving the capacity and economic development of their community.

With improvements in LLND skills, SEE First Nations also supports efforts toward Closing the Gap, helping to remove barriers to education and training for First Nations people.

SEE First Nations Grants fund place-based whole of community projects designed to meet the community's LLND training needs. These projects are delivered by organisations who receive a SEE First Nations Grant.

12.3 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 (AMEP) or
- a Pacific Australian Labour Mobility visa holder.

And be:

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

You **cannot** take part in the SEE and AMEP programs at the same time.

12.4 SEE for Employers, Industry Associations and Unions

The SEE Program includes Workplace-Based Training Projects where employers, industry associations and unions can partner with a SEE Provider to deliver workplace-based training to employed people.

- For employers, this flexible training can be tailored to meet the specific needs of your business and can be delivered directly to your employees in the workplace at a time convenient to you.
 - [SEE Factsheet for Employers](#)
- For industry associations, you can partner with a SEE Provider on behalf of one or more of your members to design a training project for their employees.
 - [SEE Factsheet for Industry Associations](#)
- For unions, you can bring together a group of your members to train together. A SEE Provider can partner with you to develop a tailored training project to meet their specific skills needs.
 - [SEE factsheet for Unions](#)

By participating in the SEE Program, employed Australians and their workplaces can benefit from:

- improved verbal and written communication skills
- increased confidence in professional relationships with stakeholders
- enhanced digital and numeracy skills
- increased knowledge and morale
- reduced staff turnover.

For more information about the program and eligibility you can get in touch with your [local SEE Provider](#).

12.5 SEE Workplace Projects

As part of the SEE Program, [Workplace-Based Training Projects](#) offer an opportunity for employers, industry associations and unions to partner with a SEE Provider to create tailored, job-specific training solutions delivered to their staff or members.

SEE Projects can be delivered at a time and place suited to the workplace's needs.

Approved SEE projects are delivered across Australia, reaching a variety of diverse cohorts, industries and locations.

12.6 How is the SEE Program delivered?

SEE is delivered by a national network of 22 registered training providers across metropolitan, regional and remote Australia.

For those without access to a provider site due to geographical distance or other barriers, distance learning is available anywhere in Australia through specialised providers including MTC FutureReady, TAFE NSW and TAFE SA.

The training is flexible and can be:

- part-time or full-time
- in the classroom, in the workplace or online
- foundation skills-focused or vocational with foundation skills training embedded.

12.7 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, Parent Pathways, or IEA provider)
- call the National Customer Service Line on 1800 805 260 or
- contact [Services Australia](#)

12.8 SEE Providers in the South Eastern Melbourne and Peninsula Region

- **Max Solutions**

Email: info@maxsolutions.edu.au

Phone: 1800 021 560

Website: [max Solutions Skills for Education and Employment](#)

- **AMES Australia**

Email: see@ames.net.au

Phone: 132 637

Website: [General English Courses | AMES Australia | AMES Australia](#)

13. Chisholm Skills and Jobs Centre

[The Chisholm Skills and Jobs Centre](#) is part of a statewide Victorian Government program to assist the community, potential students, job seekers, and employers.

All Skills and Jobs Centres services are FREE. They provide job seekers with advice on job opportunities, training advice and link them to a range of services across Melbourne's south east.

A specialist team of career professionals help jobseekers looking to enter the workforce, start training or re-skill. They also match employers with qualified job seekers to assist with their workforce needs.

Support is provided for individuals, employers and schools.

Support provided includes:

- one on one career advice and counselling
- information on job and training opportunities
- weekly workshops to help job seekers prepare for their next role
- training options and pathway advice for upskilling employees
- apprenticeship and traineeship advice
- referrals and job matching to local employment opportunities
- referrals to welfare support and financial advice
- the latest information on government incentives, employment trends and in-demand skills.

Approximately 63% of clientele serviced are from the migrant/refugee community.

13.1 Key Support Services

Workshops

Chisholm Skills and Jobs Centre holds free weekly workshops to help job seekers find a job.

Call us on 9212 4909 so we can book you into a suitable workshop or complete an [enquiry form](#) and we will call you back.

Vacancies

For current vacancies, follow and like our [Skills and Jobs Facebook page](#) or contact our team and we can tell you about current job roles.

We help people secure jobs across various industry sectors. This includes carpentry, plumbing, electrical, engineering, support work, business/administration, hospitality, electrical, hair and beauty, IT, automotive and many others.

Career Counselling

Our team of Career Counsellors are committed to supporting you in making a successful transition to employment and/or further study.

Our Careers Counsellors can give you targeted careers advice and help including:

- career exploration (including basic assessment)

- information about current job market and career opportunities, and what your employer might expect from you
- support recommitting to your course, or exploring alternative pathways or course options
- pathways planning and goal setting
- volunteering and work experience opportunities
- practical support with job applications, and preparing for interviews
- job seeking strategies
- general course advice
- help preparing VTAC applications.
- work readiness
- pre- and post-placement support
- checking online job application
- referral to support services like personal counselling, Centrelink, and Job Active.

Appointments can be made face to face, online or via phone.

For more information or to make a one-on-one appointment, contact Student Support on 1300 244 746 (option 4) or careers@chisholm.edu.au.

13.2 Locations and Hours

Opening hours are 9am to 5pm Monday to Friday. Staff are located at various locations across the South East of Melbourne:

- Dandenong
 - 228 Lonsdale Street, Dandenong, Vic, 3175
 - open Monday to Friday
- Doveton
 - Doveton College - 62 Tristania Street, Doveton Victoria 3177
 - open Mondays
- Frankston North
 - 26 Mahogany Ave Frankston North
 - Open Mondays
- Pakenham
 - Pakenham Learn Local - 6B Henry Street, Pakenham 3810
 - open Tuesdays

For further information, please call 9212 4909, or email skillsandjobs@chisholm.edu.au or complete the [enquiry form](#).



14. 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](#)

15. Resources

15.1 Website URL's

HSP (Humanitarian Settlement Program)

Title	Description	URL
AMES Australia - Humanitarian Settlement Program	AMES provides settlement support to humanitarian entrants in Australia.	www.ames.net.au/settle-in-aus/humanitarian-settlement-program
Australian Red Cross	Delivers humanitarian settlement services to refugees and humanitarian entrants.	www.redcross.org.au/migration/humanitarian-settlement
Department of Home Affairs - Community Support Program	Allows individuals and businesses to support refugee resettlement.	https://immi.homeaffairs.gov.au/what-we-do/refugee-and-humanitarian-program/community-support-program
Department of Home Affairs - Humanitarian Settlement Program	Official program supporting humanitarian entrants' settlement.	https://immi.homeaffairs.gov.au/settling-in-australia/humanitarian-settlement-program
Melaleuca	Offers settlement services for refugees and migrants.	www.melaleuca.org.au
Multicultural Australia	Provides settlement services to refugees and migrants.	www.multiculturalaustralia.org.au
Settlement Services International (SSI)	Assists new arrivals through the Humanitarian Settlement Program.	www.ssi.org.au

Title	Description	URL
Specialised and Intensive Services (SIS)	Provides extra support for humanitarian entrants with complex needs.	https://immi.homeaffairs.gov.au/settling-in-australia/humanitarian-settlement-program/specialised-and-intensive-services
Specialised and Intensive Services (SIS) Referral Form	Online referral form to access SIS services.	https://opa-web.dss.gov.au/opa/web-determinations/0/investigate/HSP+SIS+Referral+Form/en-US/ScreenOrder~Main~qs%246e29af18-f77a-4b3b-9038-00aaae7b9472%24global%24global
HSP Service Providers List	List of HSP providers across Australia	https://immi.homeaffairs.gov.au/settling-in-australia/humanitarian-settlement-program/service-providers

Services Australia

Title	Description	URL
Centrepay	A free bill-paying service direct from Centrelink payments.	www.servicesaustralia.gov.au/centrepay
Employment Services Assessments (ESAts)	Services Australia assessments for job seekers needing employment support.	www.servicesaustralia.gov.au/employment-services-assessments
Express Plus Centrelink mobile app	A mobile app to manage Services Australia services on the go.	www.servicesaustralia.gov.au/express-plus-centrelink-mobile-app
Medicare Enrolment Form (MS004)	Form to enrol in Medicare.	www.servicesaustralia.gov.au/ms004
Notification of Refugee Arrival Form (SS459)	Form to notify Services Australia of refugee arrival.	www.servicesaustralia.gov.au/ss459
Claim for persons granted a refugee, Humanitarian or Protection Visa form (SS415)	To claim payments for those granted refugee, humanitarian or protection visas.	www.servicesaustralia.gov.au/ss415
Multicultural Service Officers	Help migrants and refugees engage with Services Australia services.	www.servicesaustralia.gov.au/multicultural-service-officers

Title	Description	URL
Verification of medical conditions form (SU684)	Services Australia form to verify medical conditions.	www.servicesaustralia.gov.au/su684

SETS (Settlement Engagement and Transition Support)

Title	Description	URL
54 Reasons - Settlement Services	Culturally responsive and trauma-informed settlement services.	www.54reasons.org.au/services/settlement-services
Afghan Women's Organisation Victoria	Support services tailored to Afghan women.	www.awov.org.au
Australian Muslim Women's Centre for Human Rights	Settlement and advocacy services for Muslim women.	www.amwchr.org.au/settlement-casework
Catholic Care Victoria	Multicultural services including settlement support.	www.catholiccarevic.org.au/services/multicultural-services/settlement-engagement-transition-support
Centre for Multicultural Youth (CMY)	Settlement and youth-focused support.	www.cmy.net.au/young-people-community/support/settling-smarter
Chinese Community Social Services Centre Inc.	Settlement and access support for Chinese-speaking communities.	www.ccssci.org.au/services/community-services/settlement-and-access-support-sas
Drummond Street Services	Settlement casework and counselling support. Specialty servicing for LGBTQIA+ clients.	https://ds.org.au/our-services/settlement-engagement-transition-support-program/
Intouch Multicultural Centre Against Family Violence	Specialist support for multicultural family violence cases.	www.intouch.org.au

Title	Description	URL
MiCare Ltd	Individual and family support for migrants and refugees.	www.micare.com.au/individual-family-support
Refugee and Humanitarian Entrant Settlement and Integration Outcomes Framework	Australia's vision of successful settlement and integration in the Australian context	https://immi.homeaffairs.gov.au/settling-in-australia/settlement-policy-and-reform/refugee-and-humanitarian-entrant-settlement-and-integration-outcomes-framework
Sector Collaboration	SETS providers key stakeholder collaboration lists	https://immi.homeaffairs.gov.au/settling-in-australia/sets-program/types-of-services/sector-collaboration
SECL - SETS Community Development Program	Community development and engagement for newly arrived communities.	www.secl.org.au/settlement-services/community-development
SETS List of Providers (National)	National list of SETS service providers.	https://immi.homeaffairs.gov.au/settling-in-australia/sets-program/list-of-providers
SETS Program Eligibility	Information on who can access SETS services.	https://immi.homeaffairs.gov.au/settling-in-australia/sets-program/eligibility
SETS Types of Services and Support	Overview of support types including Community Capacity Building.	https://immi.homeaffairs.gov.au/settling-in-australia/sets-program/types-of-services
Settlement Engagement and Transition Support (SETS) Program	National program supporting refugees and migrants to integrate into Australian society.	https://immi.homeaffairs.gov.au/settling-in-australia/sets-program
South East Community Links (SECL) - Settlement Services	SETS service provider offering direct support to migrants and refugees.	www.secl.org.au/settlement-services/settlement
Southern Migrant and Refugee Centre (SMRC)	Provides settlement and case management services.	www.smrc.org.au/program/access-point-intake-etc
Victorian Afghan Associations Network (VAAN)	Support and advocacy for Afghan community members.	www.vaan.org.au

Title	Description	URL
Wellsprings for Women	Offers diverse settlement programs for women from migrant and refugee backgrounds.	www.wellspringsforwomen.com/programs/settlement-support-services

Workforce Australia

Title	Description	URL
Agree to Your Job Plan	Guide on agreeing to your Job Plan obligations.	www.workforceaustralia.gov.au/individuals/obligations/learn/your-obligations/job-plan
Asuria	Workforce Australia provider focusing on youth employment.	www.asuria.com.au/youth
Better Targeting Servicing	DEWR service improving support for people facing employment barriers.	www.dewr.gov.au/employment-research-and-statistics/better-targeting-assistance-participants-employment-barriers
Busy at Work	Workforce Australia provider offering youth employment services.	www.busyatwork.com.au/support-jobseekers/youth-employment-services/workforce-australia-transition-to-work
Complaints and Feedback (Employment Services)	How to make a complaint about employment services.	www.dewr.gov.au/about-department/contact-us/complaints/making-complaint-about-employment-services
Contact Us (Workforce Australia)	Contact information for Workforce Australia support lines.	www.workforceaustralia.gov.au/individuals/contact-us
Create your Workforce Australia Profile	Steps to create your profile to access services.	www.workforceaustralia.gov.au/individuals/coaching/how-to/create-profile

Title	Description	URL
Department of Employment and Workplace Relations (DEWR)	Federal department responsible for workforce policies.	www.dewr.gov.au
DEWR Support and Training for Employment	Information about training and employment support programs.	www.dewr.gov.au/skills-and-training
DEWR Workplace Relations	Workplace relations information and support.	www.dewr.gov.au/workplace-relations
Find a Workforce Australia Provider	Directory to find local Workforce Australia providers.	www.workforceaustralia.gov.au/individuals/coaching/providers
How to Earn Points	Information on how to meet mutual obligations through the points system.	www.workforceaustralia.gov.au/individuals/obligations/learn/meet-your-obligations/earn-points
How to Meet Your Obligations	Guide to fulfilling job seeker requirements.	www.workforceaustralia.gov.au/individuals/obligations/learn/meet-your-obligations
How to Use Our Services (Workforce Australia)	Instructions on using Workforce Australia services.	www.workforceaustralia.gov.au/individuals/coaching/how-to
Intojobs	Workforce Australia provider.	https://intojobs.com.au/
Jobseeker Assessment Framework (includes Jobseeker Snapshot)	Tool for assessing jobseekers' needs.	www.dewr.gov.au/job-seeker-assessment-framework
Manage your Obligations (Workforce Australia)	Manage job search activities and compliance.	www.workforceaustralia.gov.au/individuals/coaching/how-to/use-your-homepage
Matchworks	Workforce Australia provider.	www.matchworks.com.au/job-seekers-services
Mission Australia	Parent pathways employment support provider.	www.missionaustralia.com.au/what-we-do/employment-skills-training/parent-pathways
Mutual Obligation Requirements	Details obligations for job seekers.	www.workforceaustralia.gov.au/individuals/obligations/learn/your-obligations/what-are-mutual-obligation-requirements

Title	Description	URL
Parent Pathways	Employment pathway program for parents.	www.dewr.gov.au/parentpathways
Pause of Obligations	Information on temporarily pausing job seeker obligations.	www.workforceaustralia.gov.au/individuals/obligations/learn/your-obligations/pause
Points Based Activation System (PBAS)	System rewarding job seekers for meeting requirements.	www.dewr.gov.au/workforce-australia/consultation/points-based-activation-system-pbas-workforce-australia
SYC Victoria	Workforce Australia provider.	www.syc.net.au/victoria
The Salvation Army Employment Plus	Parent pathways employment support provider.	www.employmentplus.com.au/job-seekers/job-seeker-programs/parent-pathways
Transition to Work	Service supporting young people into employment.	www.workforceaustralia.gov.au/individuals/coaching/assistance/transition-to-work
Update your Circumstances (Workforce Australia)	Keep your Job Seeker Snapshot updated.	www.workforceaustralia.gov.au/individuals/coaching/how-to/update-circumstances
WISE Employment	Workforce Australia provider offering broad employment services.	www.wiseemployment.com.au/workforce-australia
Workforce Australia	Main employment services website for job seekers.	www.workforceaustralia.gov.au
Workforce Australia Online	Self-manage your employment services online.	www.workforceaustralia.gov.au/individuals/coaching/how-to/workforce-australia#self-manage-with-workforce-australia-online

Inclusive Employment Australia

Title	Description	URL
Inclusive Employment Australia	Learn more about Inclusive Employment Australia	www.dss.gov.au/inclusive-employment-australia

Title	Description	URL
Department of Social Services	Federal government department improving the economic and social wellbeing of individuals, families and vulnerable members of Australian communities.	www.dss.gov.au/
Inclusive Employment Australia Participant Privacy Policy and Consent	Learn more about how DSS handle your information for Inclusive Employment Australia.	www.dss.gov.au/inclusive-employment-australia/inclusive-employment-australia-participant-privacy-and-consent
DSS Privacy Policy	DSS Privacy policy explains how they collect, protect and handle your personal information	www.dss.gov.au/using-our-website/privacy-policy
Privacy Factsheet – Inclusive Employment Australia	Download version of factsheet for IEA Privacy information	www.dss.gov.au/inclusive-employment-australia/resource/privacy-factsheet-inclusive-employment-australia
IEA Complaints Resolution and Referral Service	How to make a complaint or discuss referral to IEA services	www.dss.gov.au/inclusive-employment-australia/complaints-about-inclusive-employment-australia-providers
Job Access	Access advice, information and funding to support people with disability, employers and service providers.	www.jobaccess.gov.au/

AMEP and English Services

Title	Description	URL
Adult Migrant English Program (AMEP)	Free English classes to help migrants and refugees settle in Australia.	https://immi.homeaffairs.gov.au/settling-in-australia/amep/about-the-program
AMEP Distance Learning	Online and distance AMEP learning options.	https://immi.homeaffairs.gov.au/settling-in-australia/amep/find-a-class/distance-learning
AMEP Eligible Temporary Visas	List of eligible visas for AMEP participation.	https://immi.homeaffairs.gov.au/amep-subsite/Files/amep-eligible-temporary-visas.pdf
AMEP Online	Online platform for AMEP students.	https://ameponline.homeaffairs.gov.au/

Title	Description	URL
AMEP Providers and Locations (Australia wide)	Find AMEP class providers across Australia.	https://immi.homeaffairs.gov.au/settling-in-australia/amep/find-a-class/providers-and-locations
AMEP Volunteer Tutor Scheme	Volunteer tutors helping migrants learn English.	www.melbourneamep.com.au/volunteer-tutor-scheme-student-referral
Chisholm AMEP	Chisholm's delivery of the AMEP program.	www.chisholm.edu.au/Students/Fees/Help-with-fees/The-Adult-Migrant-English-Program
Chisholm - Course in EAL	General English learning course.	www.chisholm.edu.au/courses/statement-of-attainment/course-in-eal
Chisholm – Certificate I-IV in EAL	Certificates I–IV in English as an Additional Language.	www.chisholm.edu.au/courses/certificate-i/eal-access www.chisholm.edu.au/courses/certificate-ii/eal-access www.chisholm.edu.au/courses/certificate-iii/eal-access www.chisholm.edu.au/courses/certificate-iv/eal-further-study
Melbourne AMEP	Melbourne-based AMEP service provider.	www.melbourneamep.com.au
Skills for Education and Employment (SEE)	Training to develop language, literacy and numeracy skills.	www.dewr.gov.au/skills-education-and-employment
SEE First Nations	SEE program for First Nations participants	www.dewr.gov.au/skills-education-and-employment/see-first-nations
SEE for Employers, Industry Associations and Unions	SEE program assistance for employers, industry associations and unions.	www.dewr.gov.au/skills-education-and-employment/employers-industry-associations-and-unions
SEE Workplace Projects	SEE approved workplace projects across Australia.	www.dewr.gov.au/skills-education-and-employment/see-workplace-projects
Find your local SEE Provider	List of SEE providers across Australia.	www.dewr.gov.au/skills-education-and-employment/see-providers
SEE Contact Us	Contact local SEE providers, provide feedback or suggestions or complaint process.	www.dewr.gov.au/skills-education-and-employment/see-contact-us

Other Support Services and Resources

Title	Description	URL
Chisholm Skills and Jobs Centre	Career advice and support services.	www.chisholm.edu.au/about-us/skills-and-jobs-centre
Dress for Success	Clothing and job readiness support for disadvantaged women.	https://victoria.dressforsuccess.org/
Economic Pathways to Refugee Integration (EPRI)	The Economic Pathways to Refugee Integration (EPRI) program focuses on increasing employment rates for refugees and humanitarian entrants.	https://immi.homeaffairs.gov.au/settling-in-australia/settlement-policy-and-reform/employment-pathways-for-refugees
EPRI Providers and Projects	List of authorised and approved providers delivering the EPRI program on behalf of the Department of Home Affairs.	www.bsl.org.au/services/getting-a-job/given-the-chance/ https://ceresfairwood.org.au/pages/helping-people-seeking-asylum-into-permanent-work-melbourne https://civikpeople.com.au/ https://communitycorporate.com.au/ https://communityresources.org.au/ https://green-connect.com.au/ www.dismantle.org.au/ https://greencollect.org/

Title	Description	URL
		www.mysa.com.au/ www.ncec.com.au/ www.parliamentonking.com/ www.socialengine.org.au/refugee-program/ https://plateitforward.org.au/ https://space2b.com.au/ www.vinnies.org.au/ https://streat.com.au/youth-programs-info/ https://thebreadandbutterproject.com/ https://thesocialstudio.org/ www.thriverefugeeenterprise.org.au/ www.whittleseacomunityconnections.org.au/collectiveaction/economic-pathways-to-refugee-integration-program/
Free Translating Service	Free Translation Services (FTS) for people settling permanently in Australia.	https://immi.homeaffairs.gov.au/settling-in-australia/settle-in-australia/language-services/free-translating-service
Local Jobs Program	Federal program connecting job seekers to training and work opportunities.	www.dewr.gov.au/local-jobs

Title	Description	URL
South East Community Links	Provides community services including settlement, financial counselling, youth services and emergency relief support	www.secl.org.au
Springvale Learning and Activities Centre	English, literacy, and general training programs.	www.springvalelac.org.au
Translating and Interpreting Service (TIS National)	Delivers multilingual language services on behalf of the Australian Government	https://immi.homeaffairs.gov.au/settling-in-australia/settle-in-australia/language-services/tis-national
Youth Transition Support Services (YTS)	YTS services help young humanitarian entrants and eligible migrants aged 15 to 25 to take part in work and education, strengthen vocational skills and build social connections and confidence through sporting programs.	https://immi.homeaffairs.gov.au/settling-in-australia/youth-transition-support-services/overview
Youth Transition Support Service Providers	List of service providers who are approved to deliver the YTS services on behalf of the Department of Home Affairs.	www.bsl.org.au/services/getting-a-job/youth-transitions-support-pilot-program/ https://cmrc.com.au/projects/youth-transition-support-workers/ www.lma.org.au/community-programs https://foundationhouse.org.au/ www.multiculturalaustralia.org.au/ www.ssi.org.au/our-services/settlement/yts-queensland/

15.2 Downloadable Resources and Other Useful Websites

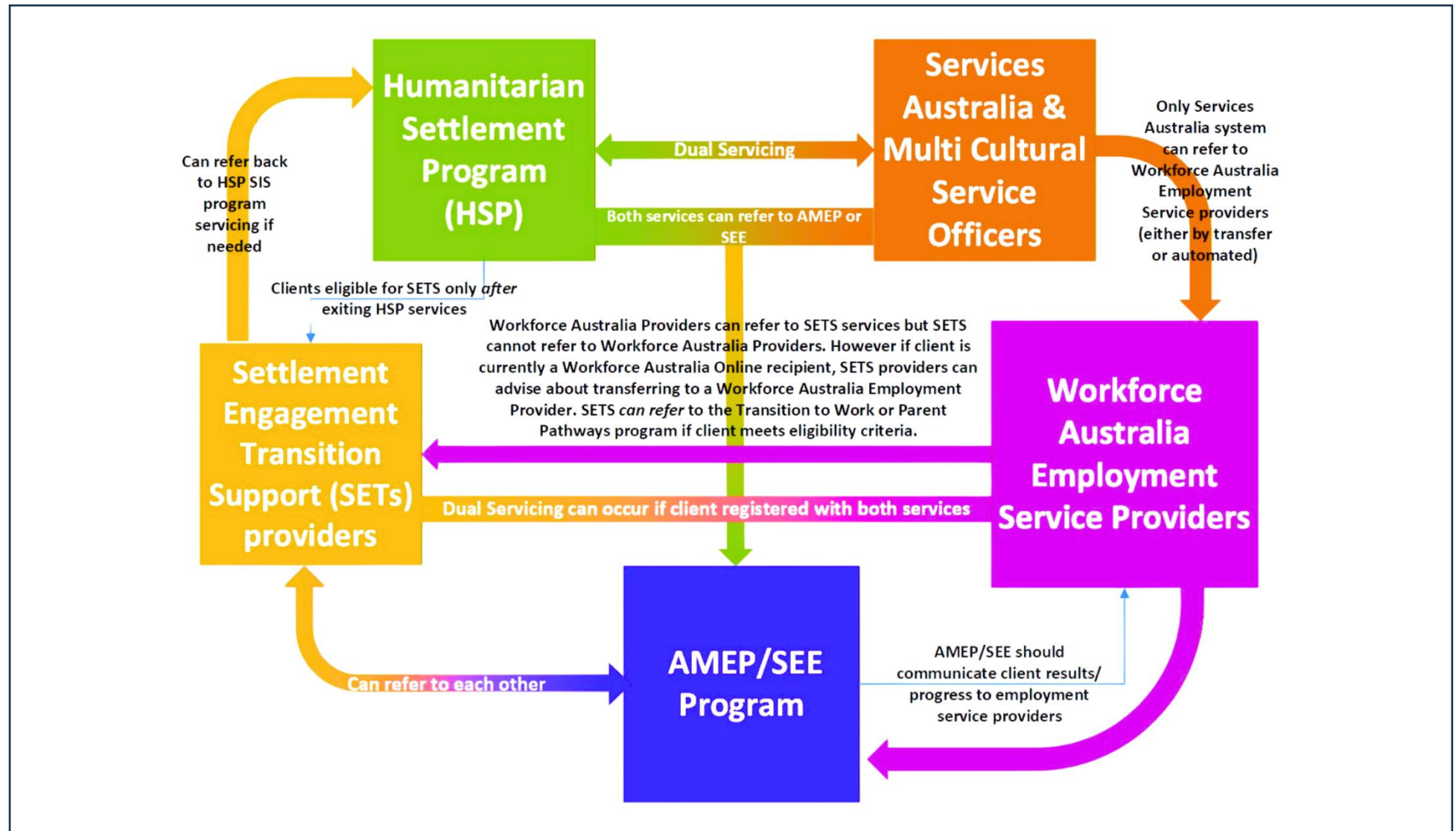
Title	Description	URL
AMEP Eligible Temporary Visas	List of eligible temporary visas for AMEP participation.	https://immi.homeaffairs.gov.au/amep-subsite/Files/amep-eligible-temporary-visas.pdf
An Employer's Guide to Working with Refugees	This guide shares the benefits to business of employing refugees, experience of employers that have employed refugees successfully, and best practice advice.	https://immi.homeaffairs.gov.au/settlement-services-subsite/files/an-employers-guide-to-working-with-refugees.pdf
A Social Entrepreneur's Guide – Boosting refugees Economic Participation	This guide includes data, information and case studies to support social entrepreneurs from refugee and humanitarian communities.	https://immi.homeaffairs.gov.au/settlement-services-subsite/files/A-social-entrepreneur-guide-boosting-refugees-economic-participation.pdf
Claim for persons granted a refugee, Humanitarian or Protection Visa form (SS415)	Form to claim payments for persons granted refugee or humanitarian visas.	www.servicesaustralia.gov.au/ss415
Department of Employment and Workplace Relations (DEWR)	Federal department responsible for workforce and employment policies.	www.dewr.gov.au
DEWR Complaints Factsheet	Factsheet about DEWR's feedback and complaints handling.	www.dewr.gov.au/about-department/resources/complaints-factsheet
Department of Social Services (DSS)	Federal department improving the economic and social wellbeing of individuals, families and vulnerable members of Australian communities.	www.dss.gov.au

Title	Description	URL
DSS Inclusive Employment Australia	Inclusive Employment Australia (IEA) program information	www.dss.gov.au/disability-employment-reforms/development-inclusive-employment-australia
DEWR Support and Training for Employment	Training and employment support information by DEWR.	www.dewr.gov.au/skills-and-training
DEWR Workplace Relations	Workplace relations policies and services by DEWR.	www.dewr.gov.au/workplace-relations
Evaluation of Economic Pathways to Refugee Integration (EPRI) Program - Report	Where to Research performed an independent evaluation into the EPRI program's success. The evaluation engaged heavily with all 20 EPRI providers, many Commonwealth and state government agencies, settlement sector representative organisations, and some refugee and humanitarian entrant clients who received services from the EPRI program.	https://immi.homeaffairs.gov.au/settlement-services-subsite/files/epri-evaluation-report.pdf
Factsheet for Parents	Information on a voluntary pre-employment service for parents.	www.dewr.gov.au/parentpathways/resources/parent-pathways-factsheet-easy-read
How to choose your provider - Inclusive Employment Australia	An easy read document to support Inclusive Employment Australia participants to choose a provider.	www.dss.gov.au/inclusive-employment-australia/resource/how-choose-your-provider-inclusive-employment-australia-easy-read
Jobseeker Snapshot Offline Form	Offline version of the Jobseeker Snapshot assessment form.	www.dewr.gov.au/job-seeker-assessment-framework/resources/job-seeker-snapshot-offline-form
Jobseeker Snapshot Overview	Overview of the Jobseeker Snapshot assessment framework.	www.dewr.gov.au/job-seeker-assessment-framework/resources/job-seeker-snapshot-overview
Meaningful Engagement Factsheet – information for those who have volunteered for services (Inclusive Employment Australia)	Meaningful engagement is a commitment participants make to stay in contact with their provider and undertake tasks and activities to achieve employment goals. Information sheet	www.dss.gov.au/inclusive-employment-australia/resource/meaningful-engagement-fact-sheet-information-those-who-have-volunteered-services

Title	Description	URL
Meaningful Engagement Participant Fact sheet – Inclusive Employment Australia	Meaningful engagement is a commitment participants make to stay in contact with their provider and undertake tasks and activities to achieve employment goals. Download factsheet	www.dss.gov.au/inclusive-employment-australia/resource/meaningful-engagement-participant-fact-sheet
Medicare Enrolment Form (MS004)	Form to enrol in Medicare.	www.servicesaustralia.gov.au/ms004
Notification of Refugee Arrival Form (SS459)	Form to notify Services Australia of refugee arrival.	www.servicesaustralia.gov.au/ss459
Participant Choice How to Guide – Inclusive Employment Australia	Tips to help you change your Inclusive Employment Australia provider.	www.dss.gov.au/inclusive-employment-australia/resource/inclusive-employment-australia-participant-choice-how-guide
Participant rights and responsibilities statement – Inclusive Employment Australia	Participants in Inclusive Employment Australia have certain rights and responsibilities to fair treatment, accessible information, and genuine choice wherever possible. Download statement	www.dss.gov.au/inclusive-employment-australia/resource/inclusive-employment-australia-participant-rights-and-responsibilities-statement
SEE Factsheet for Employers	Factsheet for employers on benefits of the SEE program	www.dewr.gov.au/skills-education-and-employment/resources/see-factsheet-employers
SEE Factsheet for Industry Associations	Factsheet for industry on benefits of the SEE program	www.dewr.gov.au/skills-education-and-employment/resources/see-factsheet-industry-associations
SEE Factsheet for Unions	Factsheet for unions on benefits of the SEE program	www.dewr.gov.au/skills-education-and-employment/resources/see-factsheet-unions
Specialised and Intensive Services (SIS) referral Form	Referral form for Specialised and Intensive Services (SIS) support.	https://opa-web.dss.gov.au/opa/web-determinations/1/investigate/HSP+SIS+Referral+Form/en-US/ScreenOrder~Main~qs%246e29af18-f77a-4b3b-9038-00aaae7b9472%24global%24global
Support to find and keep a job Inclusive Employment Australia – Easy Read	An easy read document to support Inclusive Employment Australia participants to find and keep a job.	www.dss.gov.au/inclusive-employment-australia/resource/support-find-and-keep-job-inclusive-employment-australia-easy-read

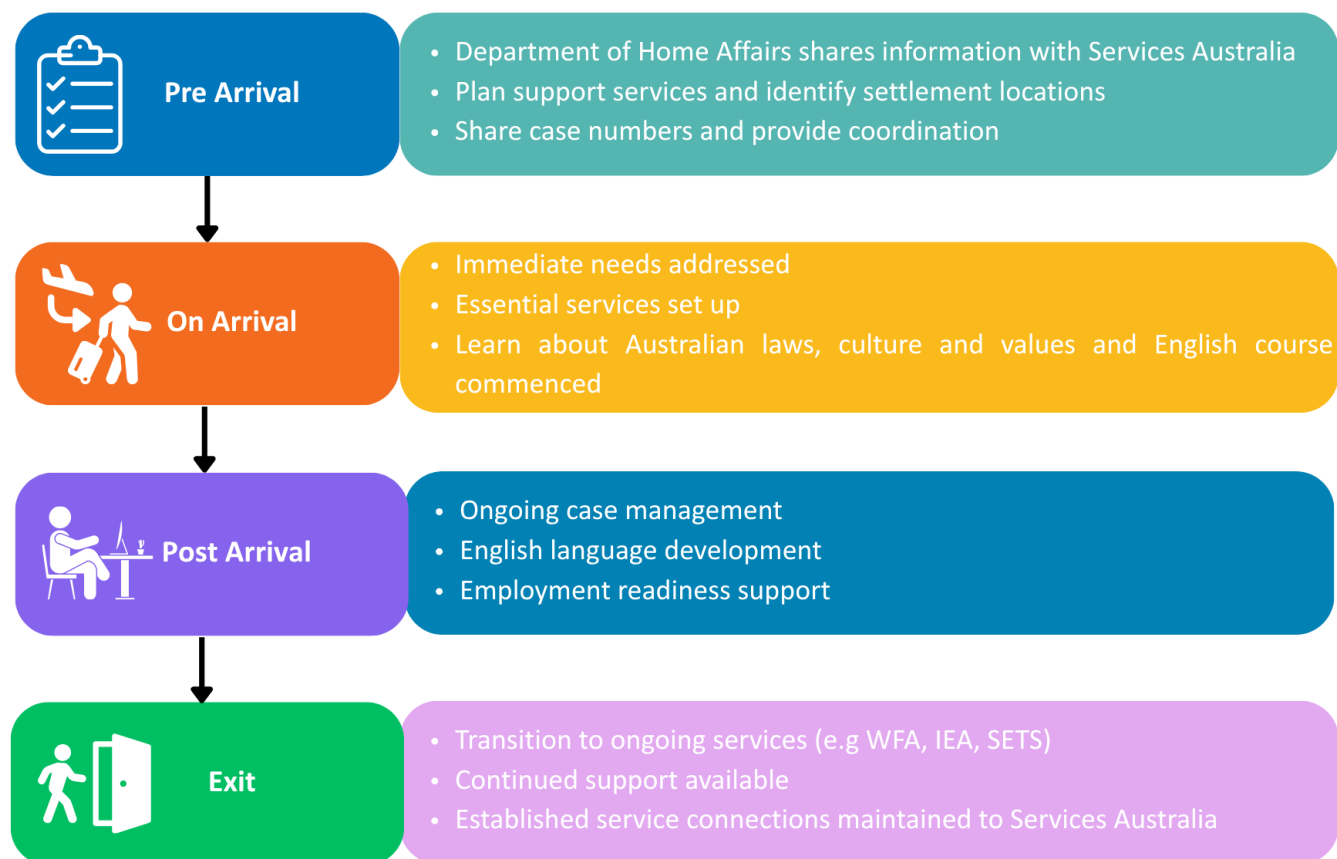
Title	Description	URL
Update your circumstances - Keep your Job Seeker Snapshot up to date	Guide to updating your Job Seeker Snapshot for tailored support.	www.workforceaustralia.gov.au/individuals/coaching/how-to/update-circumstances
Verification of medical conditions form (SU684)	Form for verifying medical conditions with Services Australia.	www.servicesaustralia.gov.au/su684
Visa subclasses & payment eligibility	Guide to visa subclasses and associated payment eligibility.	https://guides.dss.gov.au/social-security-guide/9/2
Workforce Australia Privacy and conditions	Privacy, service guarantee, and rights information for Workforce Australia users.	www.workforceaustralia.gov.au/individuals/coaching/how-to/about/privacy
Working with your provider – Inclusive Employment Australia	An easy read document to support Inclusive Employment Australia participants to work with their provider.	www.dss.gov.au/inclusive-employment-australia/resource/working-your-provider-inclusive-employment-australia-easy-read

HOW SERVICES CONNECT – Quick Glance



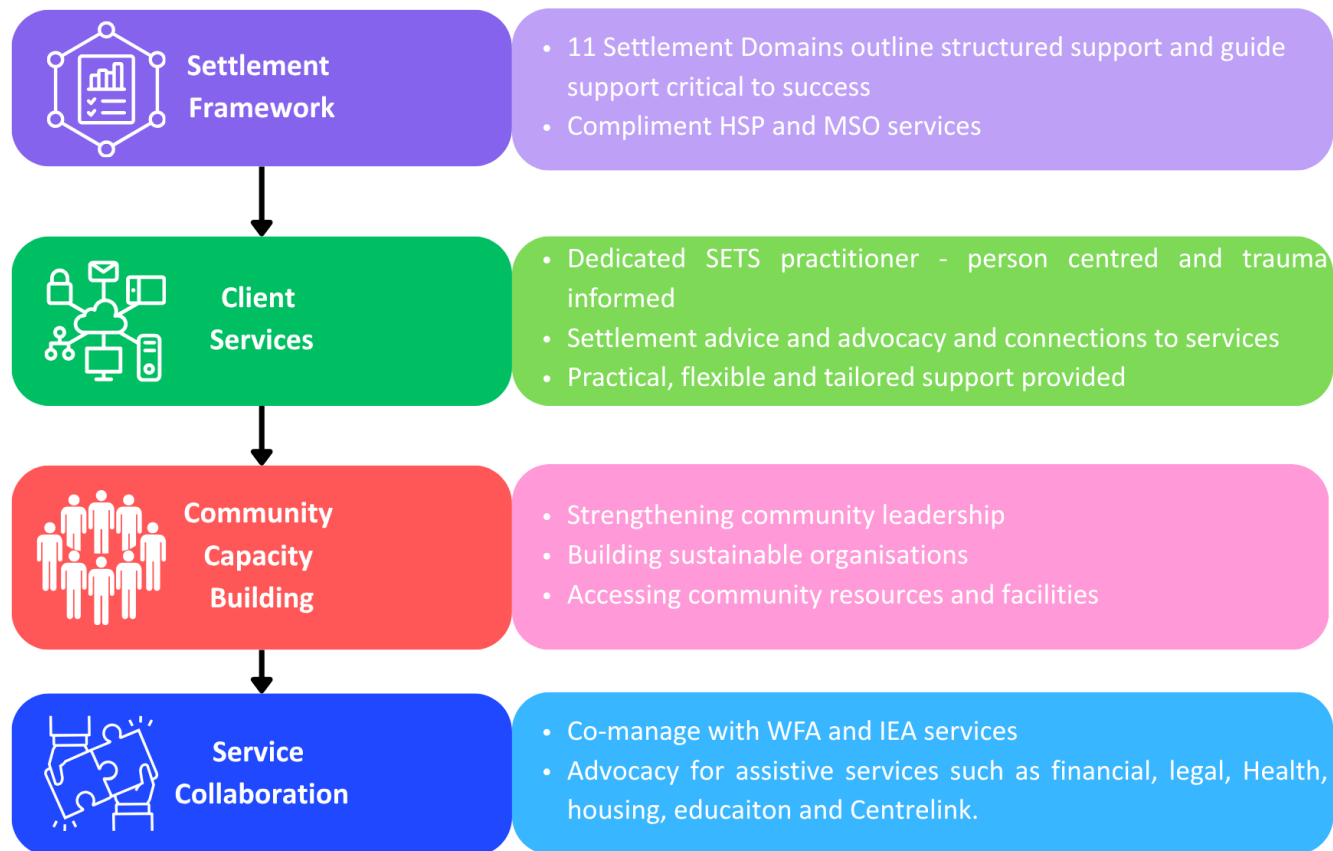
ATTACHMENT A

Humanitarian Settlement Program



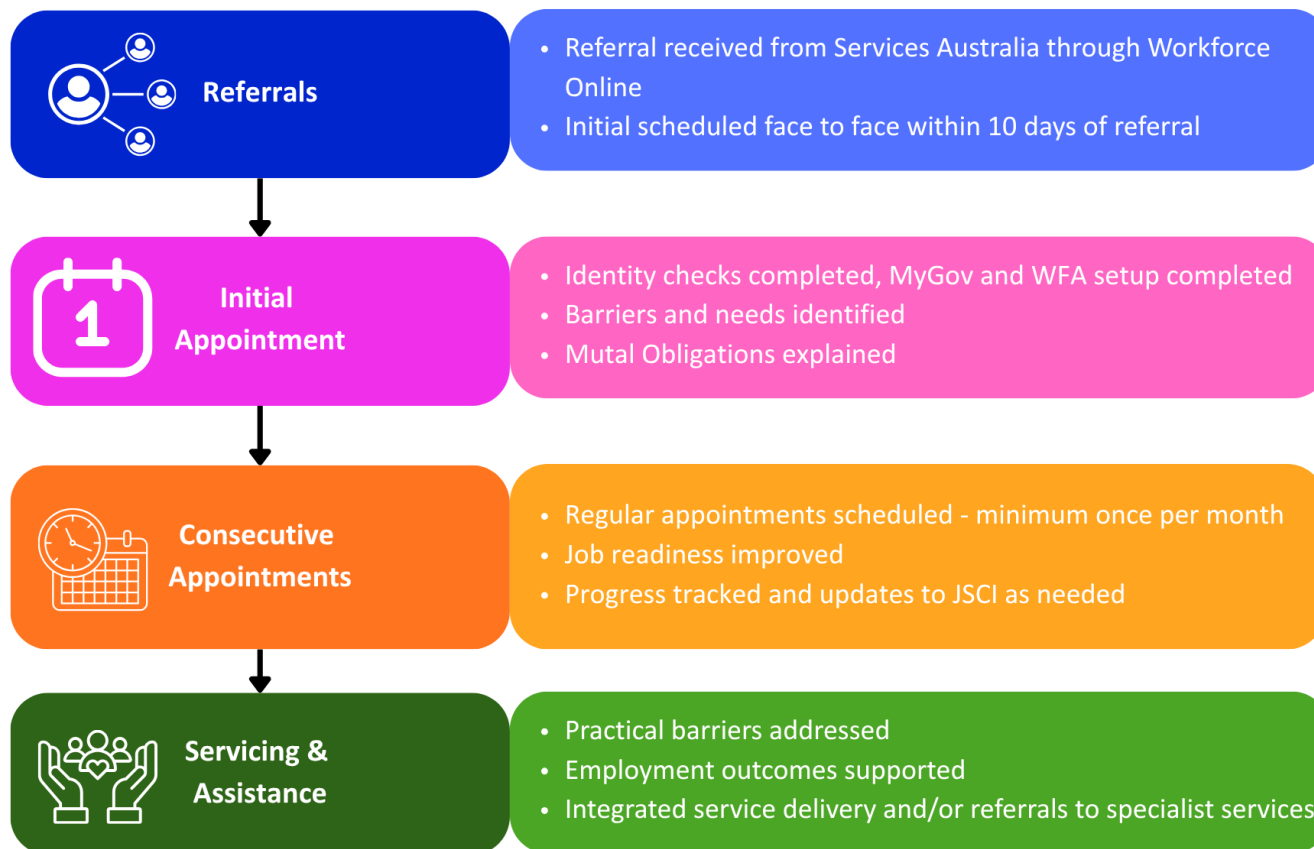
ATTACHMENT B

Settlement Engagement Transitions Support (SETS)



ATTACHMENT C

Workforce Australia



ATTACHMENT D

Adult Migrant English Program (AMEP)

