



**Community  
Grants Hub**  
Improving your grant experience



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## **Families and Communities Program**

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### **Settlement Services – Career Pathways Pilot Funding Round Summary**

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**October 2016**  
(Version 2.0 – 20 October 2016)

## **Settlement Services**

For refugee and humanitarian entrants, grants for settlement services build upon the foundation services provided by Humanitarian Settlement Services, by delivering settlement services that assist eligible participants to become fully-functioning members of society. As a consequence, the grants promote social cohesion and productive diversity within the Australian community.

The broad aim of the Settlement Services Activity is to deliver services which assist eligible participants to become self-reliant and participate equitably in Australian society, with a focus on fostering social participation, economic well-being, independence, personal well-being and community connectedness.

## **Career Pathways Pilot**

The Commonwealth Government allocated funding in the 2016 Federal Budget for a Career Pathways Pilot for humanitarian entrants. The Pilot will provide targeted, early intervention assistance to help newly arrived humanitarian entrants who have skills and/or qualifications and vocational English language proficiency.

Pilot participants will receive assistance to develop and pursue a career pathway plan which will guide them in sourcing and securing meaningful employment opportunities appropriately suited to their pre-arrival work history, qualifications and/or skills. The targeted assistance will comprise wrap-around support focused on helping them to achieve the goals identified in their career pathways plan.

Services provided through the Pilot will complement employment assistance already available to job seekers in Australia.

The Pilot will be implemented in six locations across Australia: Sydney, Canberra, Melbourne, Perth, Hobart and Toowoomba.

## *Context*

Under the Humanitarian Program, 13,750 humanitarian entrants will be settled in Australia in 2016-17. This will increase in future years to 16,250 places in 2017-18 and 18,250 places from 2018-19.

Early provision of intensive settlement and support services are an important part of providing a means for humanitarian entrants to adjust to their new society and achieve full participation and self-reliance as quickly as possible.

A diverse workforce is critical to building the cultural competence of institutions, organisations and businesses. A workforce that reflects the diversity of the community is better placed to anticipate and address community needs and concerns.

The Australian Government, through its programs and policy, promotes strong workforce participation by people of working age. The benefits of positive employment are extensive, especially for newly-arrived humanitarian entrants. Employment is an important determinant to successful settlement in Australia as it has a range of benefits, the most obvious being financial security, but also health and wellbeing. People feel connected at the local and national levels when they have opportunities to participate in society, through work and it

gives them a sense of purpose and identity. A cohesive society minimises opportunities for extremist ideologies and behaviours to gain traction with vulnerable people and communities.

Moving to and adjusting to a life in a new country is a challenge for most migrants and is particularly so for humanitarian entrants due to their background and circumstances, especially in relation to obtaining positive employment. Barriers can include:

- Limited language proficiency.
- Lack of local experience in Australia.
- Skills and qualification recognition and arriving without documentary evidence of qualifications.
- Discrimination, prejudice or racism.
- Lack of networks to use in securing a job.
- Lack of familiarity with the Australian workforce, employment systems and culture.
- Misinformation and unrealistic expectations around employment opportunities.
- Mental health issues due to pre and post migration experiences.
- Lack of tailored employment services.

Consequently, many humanitarian entrants may find themselves unemployed or underemployed, especially where they have:

- Limited preparation time for their move to Australia.
- Lack of means to undertake research about potential work prospects.
- A poor understanding of the types of Australian jobs in which they could utilise their skills.
- Limited understanding about jobs and industries in Australian settlement locations.

### **Selection type**

This is a restricted selection process to select six service providers to deliver the Career Pathways Pilot. The selection process will be undertaken by the Community Grants Hub (the Hub) on behalf of the Department of Social Services (DSS).

A restricted (or targeted) selection process is used where there are few providers available due to highly specialised services being required, there are geographical considerations, specific expertise is required or there are time constraints. A restricted round is still competitive, but only opened to a small number of potential grant recipients based on the specialised requirements of the granting activity or project under consideration. Potential grant recipients are invited to apply and are assessed against designated selection criteria.

### **Applicant eligibility**

The following entity types meet the eligibility requirements to be invited to apply for a grant for the Settlement Services Activity:

- a. incorporated associations (incorporated under state/territory legislation, commonly have 'Association' or 'Incorporated' or 'Inc.' in their legal names)
- b. incorporated cooperatives (also incorporated under state/territory legislation, commonly have 'Cooperative' in their legal names)

- c. companies (incorporated under the *Corporations Act 2001* – must be registered as not-for-profit
- d. organisations established through a specific piece of Commonwealth or state/territory legislation (public benevolent institutions, churches, universities, unions etc.)
- e. partnerships
- f. trustees on behalf of a trust, and
- g. local government.

Only not-for profit entities are eligible to apply for Settlement Services grants.

For-profit entity types specified above may be invited in special circumstances.

For this selection process, not-for-profit and for-profit entity types have been invited to apply due to special circumstances (specific expertise and geographical considerations).

### **Available funding for this Activity**

Up to \$4.575 million is available from 2016-2017 to 2018-2019 for the two distinct components of the Career Pathways Pilot:

- 1. career advisory services, and
- 2. targeted financial support.

Invitees are only able to apply for funding in the location in which they have been invited to apply. This is specified in the letter of invitation.

It is anticipated that indicative budgets will allocate approximately 60 per cent of funds to career advisory services and approximately 40 per cent of funds to targeted financial support.

It is important to note that funding will be distributed to reflect the proportion of participants likely to settle in each location. Indicative percentages of participants are below:

Sydney	Approximately 30%
Melbourne	Approximately 30%
Perth	Approximately 16%
Canberra	Approximately 8%
Hobart	Approximately 8%, and
Toowoomba	Approximately 8%.

It is likely that complementary employment-focused activities for refugees will also be funded by the NSW Government in Sydney. The successful Applicant to offer services in Sydney will be expected to work collaboratively with the NSW Government and any service provider/s engaged in NSW to deliver employment-focused services to humanitarian entrants.

### **Closing date and time**

Applications **must** be submitted by **2:00pm AEDT Thursday, 17 November 2016**

Late Applications – information on the Hub policies, including the late Application policy, is available on the [DSS website](#).

## Questions

If you cannot find an answer to your question about this selection process or the Activity, please send your question to [grants@dss.gov.au](mailto:grants@dss.gov.au).

Responses to questions will be emailed to all invitees, except where the answers are already available in the Application Pack.

The Hub will only answer questions to explain the Application Form and Program Guidelines. The Hub will not advise on how to respond to specific selection criteria. There is information, including fact sheets, on the [DSS website](#) that can help Applicants understand and address Government processes and expectations.

The Hub will not respond to any questions, requests for information or correspondence about the status or progress of Applications from **Friday 11 November 2016** until the conclusion of the selection process.

The Hub cannot answer questions about individual Applications during the assessment process. All Applicants will be notified of the outcome of their Application when the selection process is complete.

If you would like help or support in using and/or submitting the Application Form, please call 1800 020 283 or TTY 1800 555 677 or email [grants@dss.gov.au](mailto:grants@dss.gov.au).

## Grant objectives

Through the Pilot, suitably qualified community organisations will be funded to provide targeted, early intervention employment assistance to humanitarian entrants with professional or trade skills and/or qualifications and vocational English language proficiency. The objectives of the Pilot are:

1. to provide timely and comprehensive career advice and employment information to participants
2. to assist participants to develop informed career pathway plans, including consideration of the same or a similar career, and
3. to assist participants to progress along pathways to satisfying employment.

## Statement of requirement

Organisations funded to deliver the Pilot will be required to provide the following key services and any additional innovative early intervention activities that are likely to optimise the outcomes of the Pilot.

### 1. Participant eligibility

Identify suitable participants for the Pilot and assess eligibility for the Pilot in line with the following eligibility criteria.

- Arrived in Australia on a Humanitarian visa (subclasses 200, 201, 202, 203, 204).
- Demonstrate above functional English language proficiency, noting that English language proficiency assessments will be conducted by Adult Migrant English Program (AMEP) service providers for eligible new arrivals.
- For those participants that are not a new arrival or are not currently enrolled in an English language course, successful organisations will be required to accept participants who are likely to have vocational level English language proficiency.

- Have professional or trade skills and/or qualifications that are applicable in the Australian context.
- Are work ready – no stated mental or physical health issues that may impact the ability to find and/or keep a job (either full-time or part-time).
- Have a desire to pursue the same or a similar career in Australia.
- Have been in Australia for less than five years.
- May be unemployed or underemployed.

## 2. Referrals

Establish processes to accept and prioritise referrals, including self-referrals, and manage waiting lists where required.

## 3. Consent

Obtain consent to participate in the Pilot and for personal data to be collected and shared across relevant Australian Government departments.

## 4. Career advice

Provide detailed personalised career advice to each participant to enable them to make informed decisions about their career options in Australia, including:

- the professional or trade skills/qualifications recognition process in relation to their profession/occupation
- information on the same or similar career options, and
- further study or up skilling options.

## 5. Career Pathway Plan – development

Work with the participant and other service providers to *develop* and agree on a career pathway plan. The following information will need to be included in the plan at a minimum.

- Demographics – participant's name, age, gender and address, ethnicity.
- Date of arrival in Australia.
- Referral source, including self-referral.
- Professional or trade skills and/or qualifications prior to arrival in Australia.
- Professional or trade skills and/or qualifications post arrival in Australia.
- Work history prior to arrival in Australia.
- Work history post arrival in Australia.
- Evidence of work history and professional or trade skills/qualifications, where available.
- Professional references and/or referees.
- Professional goals, strengths, skills, interests and limitations.
- Current income (source and amount).
- Identification of the same or similar career options.
- Identification of the same or similar jobs that may contribute to long term goals.
- Identification of existing or mainstream supports such as financial assistance, advice and/or support services that may assist the participant to pursue their career pathway.

- Advice on options to pursue the same or a similar career and associated timeframes and costs.
- Steps to achieve the goals identified in the plan.
- Resources required to achieve the goals identified in the plan.
- Regular review dates.

## 6. Career Pathway Plan - implementation

Work with the participant and other service providers to *implement* the career pathway plan and improve their job readiness. At a minimum, Applicants will need to demonstrate:

- The provision of timely and regular support to each client.
- Targeted assistance to ensure each participant has a comprehensive understanding of their career and/or training options and associated processes.
- Face to face support for employment related activities (e.g. interviews, interview practice, appointments with employment services).
- Liaison with relevant tertiary institutions to arrange skills/qualifications assessments and/or further training.
- Liaison with relevant employers to explore options for work experience and/or mentoring opportunities.
- Advocacy for participants who are not able to obtain evidence of their professional or trade skills/qualifications and identification of alternative assessment methods.
- Personalised job search and job readiness assistance based on individual needs, and where this assistance is not available from other services providers including, but not limited to, resume and interview preparation, on-line job search activities, introduction to Australian workplace technology, information on Australian workplace culture, Occupational Health and Safety, rights and responsibilities and relevant legislation.

## 7. Financial support

Develop a prioritisation tool that measures relative assessed need to allocate targeted financial support to eligible participants to participate in professional or trade skills and qualification assessments, training activities and/or English language proficiency testing. The prioritisation tool should consider at a minimum:

- Sufficiency of English language proficiency in relation to the identified career pathway.
- Capacity to undertake further training.
- Time passed since skills/qualifications were gained and their likely relevance in the Australian context.
- Probability of the participant achieving favourable results through a professional or trades skills/qualifications assessment and training activities.
- The level of financial disadvantage experienced by the participant.
- Level of skill demonstrated and type of occupation/profession.
- Identification where possible, of other government and/or charitable assistance that has been, or could be, provided /received.
- Future employment opportunities in the participant's area of expertise.
- Ensuring the funds are used within a client centred framework.

- Mechanisms to ensure participants can agree to the way the funds are going to be used.
- Participants are informed and supported to maximise the use of the funds.
- Likely additional costs that may be incurred in relation to the professional or trades skills/qualifications assessment and/or training activities (e.g. travel, tools/safety gear, childcare, text books, etc.).
- A cost benefit analysis to determine if the proposed financial investment represents value for money.

## 8. Record keeping

Record and report progress against each career pathway plan including:

- frequency of assistance
- type/s of assistance, for example career advice, financial support, referrals, advocacy
- type and amount of financial support provided
- referrals to other organisations
- exit reasons, and
- pilot outcomes and results.

## 9. Collaborative arrangements

Demonstrate the capacity to establish and maintain effective working relationships with a range of stakeholders including employers and settlement, employment and education services including:

- organising an information session with employers in your local area to:
  - provide information about refugees seeking to use their professional or trade skills and/or qualifications; and
  - inform employers of how they can participate in the Pilot context.

Please note, DSS will develop resources for the successful Applicant to provide to employers and assist with an employer information session, such as:

- a power point presentation;
- video/s;
- hand-outs such as information brochures and a booklet providing tips for employing and working with refugees;
- a resource kit for participants and other service providers; and
- dedicated website pages.
- building and maintaining partnerships and linkages between settlement services, employment and education providers.
- facilitating assessments of existing professional or trade skills and/or qualifications for each participant and assisting eligible participants to apply for subsidised skills assessments, including identification of competency gaps.
- liaising with educational institutions and employers to identify training, study and work experience opportunities for participants.
- facilitating connections with state/territory career advisory services as required.
- ongoing career and pastoral support for employed participants.
- data provision to the Government via the DSS Data Exchange.
- encouraging unemployed job-ready participants to volunteer for *jobactive* services.

- attending *jobactive* provider meetings with participants, with a focus on employment opportunities that will facilitate a pathway to the same or similar career.

## Reporting requirements

The successful Applicant will be required to report to DSS on the outcomes of participants. Full details of the reporting requirements will be negotiated/listed in the grant agreement for each grant recipient. Reporting is intended to help measure how participants progress against a career pathways plan, and will be focused on:

- The extent to which:
  - early provision of information helped participants find employment;
  - early interventions assisted participants to secure employment relevant to their professional or trade skills and/or qualifications;
  - career advice assisted participants to make informed decisions about their education options and career pathways relevant to their professional or trade skills and/or qualifications;
  - facilitating access to and/or providing financial support for professional or trade skills assessments assisted participants in gaining employment relevant to their prior profession or in a like career;
  - coordinated activities between service providers and employer assisted participants to gain and retain employment; and
  - participants report they are using their professional or trade skills in their like career.
- The percentage of participants that wanted to pursue a 'like' career opposed to those who wanted start a new career in Australia.
- Any other unintentional or unanticipated impact/s of the Pilot.

Applicants **must** attach the indicative budget at **Attachment A** detailing the costs for each financial year. The indicative budget **must** include:

- set up costs
- staffing costs
- financial support (including administration costs); and

## Value for money

In assessing the extent to which Applications represent value for money, the Hub will consider the information provided at the 'Achieving value for money' of the Program Guidelines Overview.

## Selection Criteria

When completing your Application you **must** provide all information where you are directed to do so.

The equally weighted selection criteria are:

### **Criterion 1 – Demonstrate your understanding of the need for the funded Activity in the specified community and/or the specified target group.**

Your response **must** demonstrate an understanding of all of the following:

- the community need and the extent of the issues the target group faces
- services that are already available to support the target group in the location and how the service you implement will complement existing services

- Australia's humanitarian programs and humanitarian settlement services

**Criterion 2 – Describe how the implementation of your proposal will achieve the Activity objectives for all stakeholders, including value for money within the Grant funding.**

Your response **must** demonstrate:

- how you will implement the key activities described under the Statement of Requirement, as well as any additional innovative early intervention activities that are likely to optimise the outcomes of the Pilot
- how grant funding will be used to deliver the proposal and how it represents value for money.

**Criterion 3 – Demonstrate your experience in effectively developing, delivering, managing and monitoring Activities to achieve Activity objectives for all stakeholders.**

Your response **must** demonstrate your:

- experience in delivering employment focused services
- experience in case management, career advice and working with humanitarian entrants
- experience in record keeping and reporting.

**Criterion 4 – Demonstrate your organisation's capacity and your staff capability (experience and qualifications) to deliver the Activity objectives in the specified community and/or specified target group.**

Your response **must** demonstrate:

- your organisation's capacity to administer the grant
- the relevant experience and skills of the members of your organisation in delivering the project.

### **Attachments**

Please only attach documents that have been requested. For this round, please attach the following:

- Application Form - Eligibility Requirements section – please attach documents that confirm your legal entity type; and
- completed budget template at Attachment A.

### **Feedback**

The Feedback Summary will provide general round-specific information and will include main strengths and areas of improvement for the Applications received in this round.

Individual feedback will not be provided for this funding round.

## **Multicultural Access and Equity Policy**

Australia's *Multicultural Access and Equity Policy: Respecting diversity. Improving responsiveness* means that Australian Government agencies make sure that cultural and linguistic diversity is not a barrier for people who need to access government and community services. This means, for example, that appropriate language services should be provided. Grant Applicants should consider whether professional translating or interpreting services may be needed to deliver services, projects, activities or events to non-English speakers. If your Application Form states that a budget is required, costs for translating and interpreting services should be included in your budget if applicable.

## **Assessment**

The Assessment Team may be comprised of Australian Government officers from each state/territory and national offices. Teams will undertake training so that Applications are assessed consistently. The Assessment Team will be bound by the APS Code of Conduct and the departmental Secretary's Instructions.

## **Probity and fairness**

The selection of funding recipients must be fair, open and demonstrate the highest level of integrity.

The following principles will be applied throughout the selection process:

- a. fairness and impartiality;
- b. consistency, accountability and transparency of process;
- c. security and confidentiality of information;
- d. identification and resolution of conflicts of interest; and
- e. compliance with legislative obligations and government policy.

These principles are intended to achieve an equitable, justifiable and sound process.

The Hub may engage a Probity Advisor to help meet its obligations to make selection processes defensible and able to stand up to external and internal scrutiny. The Probity Advisor also advises and monitors the procedures used in the selection process to make sure they comply with the published relevant Program Guidelines. The Probity Advisor plays no part in the assessment of Applications.

## **Program Guidelines**

The Program Guidelines provide the starting point for parties considering whether to apply for a grant and are the basis for the business relationship between DSS and the grant recipient. Applicants are strongly advised to read the Program Guidelines and Operational Guidelines before completing an Application Form.

## **How to apply**

Please read and complete the declaration part of the Application Form carefully. Make sure all responses are true and accurate. Click the **Submit Application** button and follow the instructions. All questions will be verified. Any incorrect responses or unanswered questions will be displayed for you to change. The Application Form will not submit until all responses have been verified.

When you have successfully submitted your Application, you will get an automated confirmation receipt and email. Submission may take several minutes, and the confirmation you should receive is an automated response from DSS. **Please be patient and do not close the Application Form before you get the confirmation. Do not try to submit your Application more than once.** If you do not receive confirmation, or you have difficulties submitting the Application Form, please call the Community Grants Hub Hotline on 1800 020 283.

### **Grant Agreement information**

The Grant Agreement is a performance-based, legally enforceable agreement between the Commonwealth (represented by DSS) and the successful Applicant, that sets out the Terms and Conditions governing the grant to be provided.

The type of Grant Agreement entered into will depend on the Activity, the assessed Activity risk level, the length of the Activity and the amount of the grant.

The executed Grant Agreement represents each grant provided within it and the relevant Activity and supersedes all prior representations, communications, agreements, statements and understandings, whether oral or in writing.



**Attachment A**

**Budget Template  
2016-587 – Career Pathways Pilot for Humanitarian Entrants**

Name of Applicant:

Location applied for:

<b>ITEM</b>	<b>2016-2017</b> <b>\$</b> <b>(GST exclusive)</b>	<b>2017-2018</b> <b>\$</b> <b>(GST exclusive)</b>	<b>2018-2019</b> <b>\$</b> <b>(GST exclusive)</b>	<b>Total</b> <b>\$</b> <b>(GST exclusive)</b>
<b>Targeted financial support</b>				
a. Administration				
b. Participant financial support				
<b>Staff wages</b>				
a. Career Pathway Advisor/s				
b. Other wages				
<b>Infrastructure</b>				
Administration including Office accommodation (rent, electricity etc.)				
Other*				
<b>Total</b>				

\*Other costs associated with service delivery such as printing or advertising.