



## Humanitarian Settlement Program

DSS D17/854984

# Humanitarian Settlement Program

The Humanitarian Settlement Program (HSP) will replace the current Humanitarian Settlement Services and Complex Case Support programs from 30 October 2017. The HSP will provide early practical support to humanitarian entrants on arrival, and throughout their initial settlement period, generally for the first six to 18 months. The HSP will build skills and knowledge for the social and economic wellbeing of humanitarian entrants through a needs-based case management approach.

## Services provided under the HSP

The HSP is delivered by five Service Providers in 11 Contract Regions across Australia on behalf of the Australian Government. Participation in the HSP is voluntary and support is provided on a needs basis, which means that not all humanitarian entrants will require all available services.

HSP Service Providers work with clients to identify their needs and goals and develop an individual case management plan. Service Providers support clients to achieve outcomes in:

- Housing;
- Physical and Mental Health and Well-being;
- Managing Money and Transport;
- Community Participation and Networking;
- Family Functioning and Social Support;
- Justice;
- Language Services;
- Education and Training; and
- Employment.

These outcomes are more clearly outlined in the [HSP Outcomes Framework](#).

HSP Clients are tiered based on their level of need. Tier 1 Clients will generally require minimal assistance to settle into their new community, while Tier 3, Specialised and Intensive Services Clients will require a high level of support.

Orientation is a key component of the HSP and aims to provide Clients with the basic skills and knowledge that will allow them to independently access services, and to progress their settlement goals and outcomes.

HSP case managers also help humanitarian entrants to access other services or programs as required. HSP Service Providers play a leading role in settlement and related service coordination, developing collaborative working relationships and ensuring mainstream services are able to meet the specific needs of their Clients.

HSP Service Providers can facilitate the lodgment of applications for the Free Translating Service (FTS) for eligible FTS Clients who are unable to lodge online.

## HSP service delivery principles

Some of the key principles guiding the delivery of the HSP are below:

- Service Providers work collaboratively with community service providers and professionals to ensure the best possible settlement outcomes for each Client.
- Service Provider personnel are skilled to work appropriately with Clients from culturally and linguistically diverse backgrounds and are respectful of the cultural and religious values of Clients.
- Service Providers deliver services innovatively to maximise client outcomes and effective use of resources.
- Clients are active participants in the Case Management process. Outcome goals and activities are developed in collaboration with the Client and are tailored to each Client's needs and personal circumstances.
- Clients are individuals who have the inherent right of respect for their human worth and dignity.
- Service delivery draws upon Client strengths, with the aim of assisting Clients to participate fully and independently in the Australian economy and society.
- Each Client has one Case Manager who is the central point of contact and assumes overall responsibility for identifying and addressing changing needs.
- Services focus on achieving sustainable Client outcomes by developing skills and competency, supporting realistic expectations and transitioning Clients to independence, other settlement services and/or mainstream service systems.

## Eligibility

Clients holding the following visas (who have been referred directly through the Humanitarian Program by the Department of Immigration and Border Protection) are eligible for the HSP:

- Refugee category (subclass 200, 201, 203 and 204) visas; and
- Global Special Humanitarian (subclass 202) visa.

### Specialised and Intensive Services (Tier 3)

Subject to the Department's approval, Specialised and Intensive Services under the HSP are available to the following additional visa holders:

- Protection (subclass 866) visa; and
- Temporary Protection (subclass 785), Temporary Humanitarian Stay (subclass 449), Temporary Humanitarian Concern (subclass 786) and Safe Haven Enterprise (subclass 790) visas.

Holders of these visas may be eligible for Specialised and Intensive Services for approximately five years after their arrival in Australia or five years after the grant of their onshore visa.

Any member of the public can refer a person for Specialised and Intensive Services using the referral smartform available from the Department's website.

## Completion of services

Once Clients have achieved the outcomes set out in their Case Management Plan, they are exited from the program.

For most Clients, these outcomes will be reached between six to 18 months of their arrival in Australia. The duration of delivery of Specialised and Intensive Services may vary according to the Tier 3 Client's needs. Upon exit, Clients may be linked to [Settlement grants](#) or other related, mainstream programs to assist them with any residual settlement needs.

## Related programs

The HSP works in combination with a number of other settlement programs to support eligible migrants. These include:

- [Settlement Grants](#) – delivers targeted services to communities and locations in greatest need of settlement assistance (administered by the Department of Social Services).

- [Adult Migrant English Program \(AMEP\)](#) – provides up to 510 hours of English language tuition to eligible migrants and humanitarian entrants to help them learn foundation English language (administered by the Department of Education and Training).
- [Skills for Education and Employment \(SEE\)](#) – provides language, literacy and numeracy training to eligible job seekers, to help them to participate more effectively in training or in the labour force (administered by the Department of Education and Training).
- [jobactive](#) – connects job seekers with employers and assists job seekers to develop a Job Plan and search for a job (administered by the Department of Employment).
- [Disability Employment Services](#) – assists people with disability, injury or health condition to prepare for, find and keep a job (administered by the Department of Social Services).
- [Program of Assistance for Survivors of Torture and Trauma](#) – provides specialised support services to eligible migrants who are experiencing psychological difficulties associated with surviving torture and trauma before coming to Australia (administered by the Department of Health).
- [Translating and Interpreting Service \(TIS National\)](#) – provides interpreting services 24 hours a day, seven days a week (administered by the Department of Immigration and Border Protection).

## More information and other useful links

- [Humanitarian Settlement in Regional Australia](#)
- [Settlement Support for Humanitarian Entrants](#)

## Advisory bodies

- [The Settlement Services Advisory Council \(SSAC\)](#)
- [Australian Multicultural Council \(AMC\)](#)

## Peak bodies

- [Settlement Council of Australia \(SCOA\)](#)
- [Multicultural Youth Advocacy Network \(MYAN\)](#)
- [Migration Council Australia](#)
- [Federation of Ethnic Communities' Councils of Australia \(FECCA\)](#)

# Humanitarian Settlement Program Outcomes Framework

HSP will build skills and knowledge for social and economic well-being of eligible clients through a tailored needs-based case management approach.

Immediate Deliverables	Intermediary Outcomes	
	Foundation	Innovation Target Outcomes
<p><b>Pre arrival to Australia</b></p> <ul style="list-style-type: none"> <li>A client has an on-arrival needs assessment in place prior to their arrival</li> <li>A client has suitable accommodation on arrival</li> </ul>	<p><b>Housing</b> A client is in secure and suitable accommodation A client can navigate the housing market to secure and maintain suitable rental accommodation</p>	<p>Improved <b>social cohesion</b> for humanitarian entrants</p>
<p><b>On arrival – or upon determination of eligibility to HSP (within 12 hours)</b></p> <ul style="list-style-type: none"> <li>A client is met and welcomed on arrival to Australia</li> <li>A client’s immediate cultural and religious, nutritional, hygiene, clothing and footwear needs are met</li> <li>A client is transported to suitable accommodation</li> <li>A client knows what to do in an emergency situation</li> <li>A client’s immediate health needs are met</li> </ul>	<p><b>Physical and Mental Health and Wellbeing</b> A client can use services and implement strategies to improve or maintain physical and mental health and lifestyle</p> <p><b>Managing Money</b> A client can manage and access finances</p> <p><b>Community Participation and Networking</b> A client can develop and maintain links with local communities and continue cultural practices A client knows about Australian way of life and values A client can safely use transport</p>	
<p><b>Post arrival (or upon acceptance into HSP)</b></p> <ul style="list-style-type: none"> <li>A client is registered with Centrelink, Medicare and bank within three days of arrival</li> <li>A client attends critical health appointments</li> <li>A client knows where their immediate services are</li> <li>A client can utilise translating and interpreting services</li> <li>A client has a case management plan in place</li> </ul>	<p><b>Family Functioning and Social Support</b> A client can access government services and other support</p> <p><b>Justice</b> A client knows that they have legal rights and responsibilities and how to obtain legal assistance</p> <p><b>Language Services</b> A client participates in AMEP and other English language learning</p> <p><b>Education and Training</b> A client has sought recognition of pre-arrival skills and qualifications A school-aged client is enrolled in mandatory education A client can apply for and participate in education and training</p> <p><b>Employment</b> A client can engage with employment services and seek and apply for jobs A client is on a pathway to achieve their employment goals A client can access support services for establishing a business</p>	<p>Improved participation in <b>education and training</b> for humanitarian entrants</p> <p>Improved <b>employment</b> outcomes for humanitarian entrants</p>

Data collection and reporting

*Note: The HSP is a needs-based program. Not all outcomes will be relevant to all clients.*