

# **SETS – Client Services**

## **Guidance on types of services and support and Collaborative framework**

Section 1: Types of Services and Support under the National Settlement Framework

Section 2: Types of Services and support for Youth

Section 3: Links and collaboration with other agencies

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### **Section 1: Types of Services and Support for settlement issues identified in the [National Settlement Framework](#)**

#### **1.1 Education and Training**

SETS - Client Services activities may include the following:

- Develop awareness and understanding of the Australian educational system requirements including enrolment, compulsory attendance, school curriculum and other requirements of an age-based education system.
- Provide support outside of school hours including homework or home tutoring schemes, reinforcing classroom teaching, and support to remain engaged in education.
- Assist young people of post-compulsory school age to engage in alternative education, training and employment options including apprenticeship and traineeship opportunities or tertiary education, and referral to appropriate education, training and employment providers.
- Undertake early intervention approaches to retain students at risk of disengagement including referral to community learning, mentoring programs, counselling services, and highlighting the importance of education in gaining employment.

#### **1.2 Facilitating English acquisition and access to Language Services**

SETS does not fund English language training, rather it supports the acquisition of English language skills. SETS - Client Services activities may include:

- Reinforcing the value of utilising English language classes, including awareness of available English language programs, how to access them and the importance of regular attendance.
- Opportunities to practice English skills in group work, conversational and practical settings.
- Referral to the Adult Migrant English Program (AMEP), the Skills for Education and Employment (SEE) program and/or other suitable programs, and support to remain engaged.
- Information on the availability of interpreting and translation services and how to access these.

### **1.3 Employment**

Appropriate SETS - Client Services activities may include providing information on:

- Suitable employment readiness programs to improve employment outcomes, including orientation to work, job searching and applying for jobs, preparing resumes and responses to selection criteria, interview techniques, workshops, and advice on suitable workplace attire.
- Access to coaching, mentoring programs, career advice, pre-vocational training, bridging courses and work experience opportunities.
- Information about point of access for overseas skills/qualifications recognition.
- Information about Australian workplace systems and culture, including rights and responsibilities in the workplace, occupational health and safety practices, recruitment practices and the importance of reporting earnings to the Australian Tax Office and Centrelink.
- Success stories of pathways/outcomes for humanitarian entrants in employment including information on work experience placements, internships and volunteering.
- Encouraging career counselling or advice to assist people in choosing a realistic career path and pursuing appropriate educational, training and work experience opportunities.
- Information and support to access mainstream employment providers or other employment agencies.

### **1.4 Housing**

SETS - Client Services activities may include:

- Information on realistic housing options to manage expectations of housing affordability.
- Housing support services including how to apply for public housing, forms assistance, how to interact with real estate agents and how to secure rental accommodation.
- Information on tenancy rights and responsibilities and tenant obligations (including property maintenance, budgeting skills to manage rental payments, bond deposit and recovery, understanding lease agreements including consequences of late rental payments or breaking a lease agreement).

### **1.5 Health and Wellbeing**

SETS providers are not funded to provide medical assistance or advice, or to provide counselling services. However, SETS - Client Services activities may include:

- Promoting an understanding of the Australian health system (including Medicare and the Pharmaceutical Benefits Scheme), emergency and ambulance services, the difference between general practitioners and specialists, medical documentation including immunisation history, and disability support services (including pensions).
- Mental health issues, accessing appropriate counselling services, including torture and trauma and psychological services.
- Targeted education on health issues for specific groups (particularly women and young people) on key topics.

## **1.6 Family and Social Support**

SETS does not fund organisations to provide specialist counselling services. However, SETS - Client Services activities may include casework and the provision of information, advice, advocacy, referral and group information on:

- Mainstream services that provide early intervention workshops regarding parenting, family or gender roles, family relationships and intergenerational conflict, rights and obligations under Australian law.
- Appropriate specialist counselling services including culturally-appropriate and specific family mediation, information and support.
- Groups that provide social support, such as men's, women's or parenting groups.
- Programs for newly arrived youth that explore rights and responsibilities, and cultural orientation in Australia, providing the opportunities for young people to express themselves and build peer support networks.
- In cases of family conflict, information about legal issues and the roles of police and courts, Australia's family law provisions and the role of child protection agencies.

## **1.7 Transport**

SETS - Client Services activities may include providing information, advice and group information on:

- Using public transport or bicycles, reading maps, public transport timetables, purchasing tickets, navigating stations or bike paths, etc.
- Obtaining a driver's license, the use of driving instructors and driving programs, and licence laws.
- Obtaining a vehicle, the rights and responsibilities of vehicle ownership including registration requirements and the importance of having appropriate insurance in the case of accidents or theft.
- Road rules and road safety, both for pedestrians and drivers.

## **1.8 Civic Participation**

Activities under SETS aim to connect new arrivals to communities and should focus on assisting individuals and building the capacity of newly arrived communities to work together toward common goals, promote their culture to Australian society in a positive way and welcome and assist new migrants. Appropriate SETS - Client Services activities may include:

- Assistance to help new arrivals make social connections.
- Assisting people interested in participating in their community to identify community issues and services as they relate to their interests and capabilities.
- Consulting with communities and assisting them to develop plans to help address their needs, for example, educating children of their cultural heritage or establishing a cultural centre.
- Assisting migrants to access local community activities and organisations, such as sporting or social clubs, school parent associations or volunteering.

- Referring new migrants to existing support groups to decrease social isolation and increase interaction with other communities (e.g. cultural/historical excursions, multicultural cooking groups, men's sheds, etc.).
- Providing mentoring and training to community leaders or ethno-specific organisations.

## 1.9 Justice

Appropriate SETS - Client Services activities may include casework, providing referrals to legal services and providing information about:

- Australia's legal framework, government systems, court proceedings, accessing legal representation and key justice agencies.
  - Improving relations between migrants and law enforcement and justice workers (for example, police, protection workers, etc.) through cross-cultural training.
  - Australian law, including information on a range of issues such as spouse abuse and domestic violence (including apprehended violence orders), family law issues including divorce and child protection legislation and child labour laws, legal aid and administrative law issues.
  - Legal issues relating to private rental and public housing.
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## Section 2: Types of Services and support for Youth

Young people need a targeted approach to ensure their needs are met in the settlement context. Adult models of service delivery cannot simply be applied to the youth cohort in order to achieve good settlement outcomes. The [National Youth Settlement Framework](#) sets out eight good practice capabilities that should inform a youth-focussed approach in settlement services. These are:

- Cultural competency
- Youth-centred and strengths-based
- Youth development and participation
- Trauma-informed
- Family-aware
- Flexibility and responsiveness
- Collaboration
- Advocacy.

The needs of young people who would benefit from SETS support will vary from low, or medium to high. Some may have multiple and more complex needs, while others (with more developed skills, knowledge and networks) will have low needs. Need will vary depending on age, life experience, aspirations, family structures, peer networks, previous support received and length of time in Australia.

Appropriate SETS - Client Services activities will include providing both individual case support and group-based activities. These services may include, but are not limited to:

- Delivering programs that encourage personal well-being, this may include activities to support positive inter-generational relationships, positive self-esteem, identifying goals for the future and pathways to realise them, and development of life skills including budgeting, managing finances and expenses, accessing health care and income support, navigating public transport, grocery shopping, as well as communication and interpersonal skills, study skills.

- Providing opportunities to acquire English language skills by building a young person's skills and capacity to engage in intensive English language services.
- Providing assistance to engage in pathways towards employment, education and/or training that may include support to participate in formal education or training and/or employment programs that offer skills to develop job seeking capabilities.
- Providing young people with access to positive peer networks.
- Assistance to develop bridging links with inter-ethnic networks and bonding through intra-ethnic networks. This may include providing opportunities to participate in sports, cultural, or employment preparation group activities for young people from similar backgrounds; and group activities for those from different backgrounds.
- Providing activities that support civic participation such as providing linkages to volunteering opportunities.

A range of strategies can help service providers address the challenges faced by young clients in the program, such as:

- Support available to young people will be strengthened if providers can work together, learn from each other and ensure services are not duplicated. This will also support referral pathways and continuum of support so that young people's needs are addressed at all stages of their settlement journey.
- Partnerships are a key to the delivery of effective youth settlement services. Projects may commence with some program partners already in place, but identifying and entering new partnerships is a key to remaining flexible and adaptable to emerging needs and opportunities.
- Providers should engage with local employer and training provider representatives to explore links for participants into local labour markets and increase the options for young people's economic participation.
- Provider partnerships with schools can provide additional support services for enrolled students. Strategic placement of youth settlement transitions workers in local schools, colleges and TAFEs can all evolve from an initial partnership.

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### **Section 3: Links and collaboration with other agencies**

Key stakeholders are integral to providing holistic and quality services. An important characteristic of delivering a quality service is the capacity to establish and maintain partnerships and links with other agencies.

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

Service providers delivering SETS - Client Services should prioritise working relationships with organisations delivering similar programs to 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 provide valuable information on issues including referral processes, client needs, local issues, community feedback and approaches or gaps in service delivery.

Activities that can be undertaken 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.

Effective collaboration by providers includes the opportunity to:

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

- HSP providers
- AMEP providers
- *jobactive* providers
- Community Hubs
- schools
- Centrelink, including Multicultural Service Officers
- community services and non-governmental organisations
- youth services
- 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 elders, young people, families and other community groups.