

Claiming instructions:

Reference IDs: F01a, F01b, F01c

Claim point:

F01a: Client has achieved the 'awareness' Key Outcomes level of the Housing Orientation Topic

F01b: Client has achieved the 'knowledge' Key Outcomes level of the Housing Orientation Topic

F01c: Client has achieved the 'application' Key Outcomes level of the Housing Orientation Topic

Basis of claim: Per Client, according to Tier

Maximum no. of instances: 1 per claim point

Other: A Service Provider can only claim for the achievement levels that they have assisted the Client to achieve.

Associated HSP System task card:

- Claiming for Services

5.1.2 (a) Initial lease agreement (F02)

On a needs basis, the Service Provider must assist Clients to enter into an initial lease agreement of at least six months (12 months preferred) on a property that meets the standards and conditions set out in Attachment A. For Clients who enter the HSP as a Humanitarian Program referral, this should ideally occur within three months of arrival.

Clients are expected to accept suitable accommodation that has been sourced for them (see also 5.1.5(b)).

The Service Provider must also support Clients to apply for relevant government assistance where required (e.g. rental assistance, government bond).

5.1.2 (b) Sourcing a new lease agreement (F02)

On a needs basis, if a Client is unable to, or does not choose to, renew or extend their initial lease, the Service Provider must support the Client to source and secure a new lease agreement of at least six months (12 months preferred) on a property that meets the standards and conditions set out in Attachment A.

Claiming instructions:

Reference ID: F02

Claim point: On commencement of initial lease agreement (arranged by the Service Provider for at least 6 months) and application for relevant government assistance or on commencement of a new lease agreement arranged by the Service Provider.

Basis of claim: Per Case, according to Band size

Maximum no. of instances: 2

Other: In circumstances where a Client's on-arrival accommodation becomes their initial lease agreement accommodation, the Service Provider is ineligible to claim for this Service but is eligible to claim F03 (see also 5.1.3).

Associated HSP System task card:

- Claiming for Services

5.1.3 Renew / extend lease or arrange crisis accommodation (F03)

On a needs basis, prior to the expiry of a Client's initial lease, the Service Provider must support the Client to renew or extend their lease agreement where they choose to remain in the same property.

The Service Provider must arrange crisis accommodation for Clients who require it, such as those experiencing domestic or family violence.

Claiming instructions:

Reference ID: F03

Claim point: On renewal/extension of initial lease agreement or arrangement of crisis accommodation arranged by the Service Provider

Basis of claim: Per Case, according to Band size

Maximum no. of instances: 2

Other: In circumstances where a Client's on-arrival accommodation becomes their initial lease agreement accommodation, the Service Provider is eligible to claim this Service. The claim point is on commencement of the lease agreement arranged by the Service Provider.

Associated HSP System task card:

- Claiming for Services

5.1.5 Housing – other issues

(a) Additional costs

There are a number of additional costs regarding accommodation that Service Providers should make Clients aware they are responsible for, including:

- removalist costs
- any relocation costs on transfer of settlement location
- breaking a rental lease agreement
- utilities and rent costs (after Initial Accommodation Support has expired (see also 3.1.5(b))
- costs of repairs due to intentional damage or neglect.

(b) Refusal to accept accommodation

Clients are expected to accept suitable accommodation that has been sourced for them. If the Client does not find the property suitable, or is not agreeable to leasing the property, the Service Provider must make reasonable efforts to source an alternative property.

If the Client rejects the alternative property without reasonable excuse, the Service Provider should discuss the issue with the Client to ensure they fully understand the impact of their decision and that this may result in the Service Provider no longer assisting them to find accommodation.

Before declining to assist the Client to source further properties, the Service Provider must seek approval from the Department (see 7.2.3).

5.1.6 Basic Household Goods (F04)

The provision of basic household goods (BHG) is designed to assist Clients to establish their initial place of residence in Australia (i.e. the property for which the Client entered into an initial lease agreement of at least 6 months).

Clients are only eligible for BHG if residing in accommodation that meets the standards and conditions outlined in Attachment A.

Service Providers must ensure that BHG is tailored to meet the Client's needs. This should be done in consultation with the Client and include consideration of cultural needs, factors specific to the region

(such as climate) and items already supplied at the property. While many Clients may require the full list of goods specified at Attachment D, some Clients may only require specific items.

The Service Provider must source all required items and is responsible for the supply and installation of BHG ready for use.

All BHG provided must meet relevant Australian standards and be of good quality. Where the Department determines the quality of BHG items is not of a sufficient standard, the Service Provider will be required to provide alternative items at its own expense.

The Service Provider must ensure Clients understand they are responsible for BHG provided to them and that once provided, they own the BHG. Where Clients reside in shared accommodation, the Service Provider should assist Clients to determine the ownership of items.

Clients who give birth after arriving in Australia are not eligible to receive BHG baby items as the baby is not eligible for HSP Services. Any child born in Australia to either a permanent resident or an Australian citizen automatically acquires Australian citizenship. Australian citizens are not eligible for HSP Services.

The Service Provider will be reimbursed for the purchase cost of BHG (F04) and a fixed administration amount (F04a), as per the HSP Contract. Where BHG is provided to Clients in two parts (e.g. personal items on-arrival and the remainder of BHG when establishing their initial place of residence), the administration amount can only be claimed after all BHG has been provided.

(a) BHG and Clients that relocate from their initial settlement location

Clients who voluntarily relocate from their initial settlement location after receiving their BHG are not eligible to receive an additional instance of the Service, unless in exceptional circumstances (i.e. situations including domestic or family violence or Departmental error in making the initial referral) approved by the Department through a Service Cap Increase request (see 8.5).

Where a transferring Client receives part of their BHG (e.g. personal items on-arrival), the Service Provider may provide other BHG items in their new settlement location from what remains of the total maximum reimbursement amount. For example, the initial Service Provider claims \$300 for the provision of personal BHG items to a single Client (Band 1). The Service Provider in the Client's new settlement location may then be reimbursed up to \$4,000 for the provision of other BHG items.

Claiming instructions:

Reference ID: F04, F04a

Claim point: F04: On provision of BHG

F04a: Following finalisation of F04

Basis of claim: Per Case, according to Band size

Maximum no. of instances: F04: 2 (if BHG is delivered in two parts)

F04a: 1

F04 reimbursement up to a maximum amount of:

- Band 1 (single Client): \$4,360.20 (GST exclusive)
- Band 2 (2 Clients): \$4715.10 (GST exclusive)
- Band 3 (3-4 Clients): \$7,098 (GST exclusive)
- Band 4 (5-6 Clients): \$8,162.70 (GST exclusive)
- Band 5 (7-8 Clients): \$10,140 (GST exclusive)
- Band 6 (9 plus Clients): \$10,647 (GST exclusive)

Associated HSP System task card:

- Claiming for Services

5.2 Physical and mental health and wellbeing

Foundation Outcome - Physical and mental health and wellbeing

A Client can use services and implement strategies to improve or maintain physical and mental health and lifestyle

5.2.1 Health Orientation (F06)

On a needs basis, the Service Provider must deliver the Health Orientation Topic to Clients aged 15 years and over in accordance with the HSP Orientation Guidelines (available from GovTEAMS). Clients must be supported to achieve the three Key Outcome levels of awareness, knowledge and application.

Table 5: Key Outcomes - Health Orientation Topic

Level	Key Outcomes – Health Orientation Topic
Awareness	<ul style="list-style-type: none"> • Clients are aware they are required to complete health checks upon arrival in Australia. • Clients are aware that health services in Australia treat physical and mental health conditions.
Knowledge	<ul style="list-style-type: none"> • Clients know the different functions of Health Care and Medicare cards. • Clients know which services different healthcare providers provide (e.g. hospital emergency departments, GPs and counselling services). • Clients know how health services are charged in Australia, including bulk billing. • Clients know children must be immunised before they can attend school.
Application	<ul style="list-style-type: none"> • Clients can locate and make use of the appropriate health services (with the support of interpreters or support agencies if necessary).

Claiming instructions:

Reference IDs: F06a, F06b, F06c

Claim point:

F06a: Client has achieved the 'awareness' Key Outcomes level of the Health Orientation Topic

F06b: Client has achieved the 'knowledge' Key Outcomes level of the Health Orientation Topic

F06c: Client has achieved the 'application' Key Outcomes level of the Health Orientation Topic

Basis of claim: Per Client, according to Tier

Maximum no. of instances: 1 per claim point

Other: A Service Provider can only claim for the achievement levels that they have assisted the Client to achieve.

Associated HSP System task card:

- Claiming for Services

5.2.2 Health appointments (F05)

On a needs basis, the Service Provider must coordinate and support the Client's attendance at health appointments. This may include:

- health assessments following a Client's arrival in Australia
- other health appointments (including specialised health services) to address a Client's health needs.

(a) Health assessments

Humanitarian entrants attend a Comprehensive Health Assessment (CHA) following their arrival in Australia.

For the purposes of the HSP, a CHA is the health assessment for refugees and other humanitarian entrants under the Medicare Benefits Schedule (MBS) Item 701 (brief), 703 (standard), 705 (long) or 707 (prolonged). Further information on these MBS items is available from the Department of Health website.

On a needs basis, the Service Provider must coordinate and support all Clients to attend a CHA within 28 days of their arrival in Australia.

The appointment should, where possible, be made with a specialist migrant or refugee health service, or with a general practitioner experienced in dealing with refugee health issues.

(b) Early childhood health

In addition to the CHA, all children aged five years or under must be linked with an early childhood health clinic (or equivalent) for developmental screening and immunisation. The Service Provider should inform parents or carers that children may require a documented immunisation history to attend school and that appropriate vaccinations will need to be given to children prior to school enrolment.

(c) Other health appointments

On a needs basis, at any time after the Client has attended their CHA, the Service Provider must coordinate and support their attendance at additional health appointments. These appointments may include:

- testing or screening requested by the medical practitioner at the CHA, and/or
- health appointments unrelated to the CHA.

The extent to which ongoing assistance is required will depend on the Client's capacity to independently manage their own health needs as they progress through Orientation.

(d) Mental health and wellbeing

The Service Provider must be familiar with, and attentive to, mental health issues that may affect Clients, including the need for specialist torture and trauma counselling services.

The Service Provider must arrange referral to an appropriate mental health service where there is concern for the Client's mental health or where the Service Provider becomes aware that a Client is identified as being at risk.

The Service Provider should be familiar with the services provided through the Program of Assistance for Survivors of Torture and Trauma (PASTT) administered by the Department of Health and refer Clients where appropriate.

Claiming instructions:

Reference ID: F05

Claim point: On Client attendance at appointment

Basis of claim: Per Client, according to Tier

Maximum no. of instances: Tier 1: 1

Tier 2: 8

Tier 3: 8

Note: The Department acknowledges that there will be instances when the Client chooses not to attend an appointment despite the support provided by the Service Provider. In these circumstances, the Service Provider may claim F05 if it has exhausted all reasonable efforts to support the Client to attend.

Associated HSP System task card:

- Claiming for Services

5.3 Managing money

Foundation Outcome - Managing money

A Client can manage and access finances

5.3.1 Money Orientation (F07)

On a needs basis, the Service Provider must deliver the Money Orientation Topic to Clients aged 15 years and over in accordance with the HSP Orientation Guidelines (available from GovTEAMS). Clients must be supported to achieve the three Key Outcome levels of awareness, knowledge and application.

Table 6: Key Outcomes - Money Orientation Topic

Level	Key Outcomes – Money Orientation Topic
Awareness	<ul style="list-style-type: none"> • Clients are aware of the differences in the cost of living in Australia compared to their previous experiences (e.g. housing, utilities, food, transport, clothing). • Clients are aware there are different kinds of shopping outlets, some of which offer the opportunity to reduce household expenditure (e.g. budget supermarkets).
Knowledge	<ul style="list-style-type: none"> • Clients know what their weekly income is projected to be in the initial stages of settlement. • Clients know what their projected outgoings are expected to be in the initial stages of settlement.
Application	<ul style="list-style-type: none"> • Clients can develop a household budget based on their current income and expenditure. • Clients can access their money, including using an automatic teller machine (ATM), and use it to shop and pay bills without assistance.

Claiming instructions:

Reference IDs: F07a, F07b, F07c

Claim point:

F07a: Client has achieved the 'awareness' Key Outcomes level of the Money Orientation Topic

F07b: Client has achieved the 'knowledge' Key Outcomes level of the Money Orientation Topic

F07c: Client has achieved the 'application' Key Outcomes level of the Money Orientation Topic

Basis of claim: Per Client, according to Tier

Maximum no. of instances: 1 per claim point

Other: A Service Provider can only claim for the achievement levels that they have assisted the Client to achieve.

Associated HSP System task card:

- Claiming for Services

5.4 Community participation and networking

Foundation Outcomes - Community participation and networking

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

5.4.1 Feeling at Home in Australia Orientation (F08)

On a needs basis, the Service Provider must deliver the Feeling at Home in Australia Orientation Topic to Clients aged 15 years and over in accordance with the HSP Orientation Guidelines (available from GovTEAMS). Clients must be supported to achieve the three Key Outcome levels of awareness, knowledge and application.

Table 7: Key Outcomes – Feeling at Home in Australia Orientation Topic

Level	Key Outcomes – Feeling at Home in Australia Orientation Topic
Awareness	<ul style="list-style-type: none"> • Clients are aware that Australia's history begins with its Indigenous people, followed by colonisation by England and subsequent waves of immigration from all over the world. • Clients are aware that Australia has a multicultural policy which values the languages and cultures of all its citizens.
Knowledge	<ul style="list-style-type: none"> • Clients know there are community groups, including religious, cultural and sporting organisations which they can join.
Application	<ul style="list-style-type: none"> • Clients can access public libraries, SBS TV and radio, and the internet to locate information in their home languages.

Claiming instructions:

Reference IDs: F08a, F08b, F08c

Claim point:

F08a: Client has achieved the 'awareness' Key Outcomes level of the Feeling and Home in Australia Orientation Topic

F08b: Client has achieved the 'knowledge' Key Outcomes level of the Feeling and Home in Australia Orientation Topic

F08c: Client has achieved the 'application' Key Outcomes level of the Feeling and Home in Australia Orientation Topic

Basis of claim: Per Client, according to Tier

Maximum no. of instances: 1 per claim point

Other: A Service Provider can only claim for the achievement levels that they have assisted the Client to achieve.

Associated HSP System task card:

- Claiming for Services

5.4.2 Participation in a local group, activity or event (F09)

On a needs basis, the Service Provider must assist a Client to participate in local groups, activities or community events. This may include:

- engagement with local community groups and programs
- enrolment in pre-primary school programs
- providing links to recreational activities
- linking with Settlement Grants Programs.

Claiming instructions:

Reference ID: F09

Claim point: On Client participation in a local group, activity or event

Basis of claim: Per Client, according to Tier

Maximum no. of instances: Tier 1: 1

Tier 2: 2

Tier 3: 1

Note: The Department acknowledges that there will be instances when the Client chooses not to participate in a local group, activity or event despite the support provided by the Service Provider. In these circumstances, the Service Provider may claim F09 if it has exhausted all reasonable efforts to support the Client to participate.

Associated HSP System task card:

- Claiming for Services

5.4.3 Transport Orientation (F10)

On a needs basis, the Service Provider must deliver the Transport Orientation Topic to Clients aged 15 years and over in accordance with the HSP Orientation Guidelines (available from GovTEAMS). Clients must be supported to achieve the three Key Outcome levels of awareness, knowledge and application.

Table 8: Key Outcomes – Transport Orientation Topic

Level	Key Outcomes – Transport Orientation Topic
Awareness	<ul style="list-style-type: none"> Clients are aware they will initially be reliant on public transport and that options vary in different locations.
Knowledge	<ul style="list-style-type: none"> Clients know the most efficient public transport routes to get them to shopping, educational institutions, services and community events. Clients know they must learn Australian road rules and undertake licensing requirements in order to drive a car.
Application	<ul style="list-style-type: none"> Clients can independently use public transport routes to get them to shopping, educational institutions, services and community events.

Claiming instructions:

Reference IDs: F10a, F10b, F10c

Claim point:

F10a: Client has achieved the 'awareness' Key Outcomes level of the Transport Orientation Topic

F10b: Client has achieved the 'knowledge' Key Outcomes level of the Transport Orientation Topic

F10c: Client has achieved the 'application' Key Outcomes level of the Transport Orientation Topic

Basis of claim: Per Client, according to Tier

Maximum no. of instances: 1 per claim point

Other: A Service Provider can only claim for the achievement levels that they have assisted the Client to achieve.

Associated HSP System task card:

- Claiming for Services

5.5 Family functioning and social support

Foundation Outcome - Family functioning and social support

A client can access government services and other support

5.5.1 Family Functioning and Social Support Orientation (F12)

On a needs basis, the Service Provider must deliver the Family Functioning and Social Support Orientation Topic to Clients aged 15 years and over in accordance with the HSP Orientation Guidelines (available from GovTEAMS). Clients must be supported to achieve the three Key Outcome levels of awareness, knowledge and application.

Table 9: Key Outcomes – Family Functioning and Social Support Orientation Topic

Level	Key Outcomes – Family Functioning and Social Support Orientation Topic
Awareness	<ul style="list-style-type: none"> Clients are aware that the ways in which their family will work together in Australia will probably be differently from their home country.
Knowledge	<ul style="list-style-type: none"> Clients know the ways in which their children may be affected by the journey and resettlement. Clients know strategies for working through relationship issues – with partners, children or family – which typically occur when resettling into a new life.
Application	<ul style="list-style-type: none"> Clients can locate services to support their family to build strong relationships as they settle into a new life. Clients can articulate a plan for escaping violent or unhealthy relationships – for themselves or others.

Claiming instructions:

Reference IDs: F12a, F12b, F12c

Claim point:

F12a: Client has achieved the 'awareness' Key Outcomes level of the Family Functioning and Social Support Orientation Topic

F12b: Client has achieved the 'knowledge' Key Outcomes level of the Family Functioning and Social Support Orientation Topic

F12c: Client has achieved the 'application' Key Outcomes level of the Family Functioning and Social Support Orientation Topic

Basis of claim: Per Client, according to Tier

Maximum no. of instances: 1 per claim point

Other: A Service Provider can only claim for the achievement levels that they have assisted the Client to achieve.

Associated HSP System task card:

- Claiming for Services

5.5.2 Family and social support services (F11)

On a needs basis, the Service Provider must support a Client to access family and social support services. This could include services relating to issues involving:

- family relationships
- domestic and family violence
- drugs and alcohol
- child and youth welfare
- child protection
- legal matters
- managing finances
- homelessness
- disability (including the National Disability Insurance Scheme)
- ageing (including My Aged Care).

Claiming instructions:

Reference ID: F11

Claim point: On Client accessing family and social support services

Basis of claim: Per Client, according to Tier

Maximum no. of instances: Tier 1: 2

Tier 2: 4

Tier 3: 7

Note: The Department acknowledges that there will be instances when the Client chooses not to access family support services despite the support provided by the Service Provider. In these circumstances, the Service Provider may claim F11 if it has exhausted all reasonable efforts to support the Client to access family support services.

Associated HSP System task card:

- Claiming for Services

5.6 Justice

Foundation Outcome - Justice

A Client knows that they have legal rights and responsibilities and how to obtain legal assistance

5.6.1 Australian Law Orientation (F13)

On a needs basis, the Service Provider must deliver the Australian Law Orientation Topic to Clients aged 15 years and over in accordance with the HSP Orientation Guidelines (available from GovTEAMS). Clients must be supported to achieve the three Key Outcome levels of awareness, knowledge and application.

Table 10: Key Outcomes – Australian Law Orientation Topic

Level	Key Outcomes – Australian Law Orientation Topic
Awareness	<ul style="list-style-type: none"> • Clients are aware all people are equal under the law in Australia. • Clients are aware of the basic freedoms that underpin Australian law – speech, association, assembly, religion, LGBTI and movement across borders.
Knowledge	<ul style="list-style-type: none"> • Clients know what constitutes domestic violence and child abuse under Australian law. • Clients know the rights of women and children in Australia. • Clients know the role of police and legal services.
Application	<ul style="list-style-type: none"> • Clients can contact police and legal services if needed.

Claiming instructions:

Reference IDs: F13a, F13b, F13c

Claim point:

F13a: Client has achieved the 'awareness' Key Outcomes level of the Australian Law Orientation Topic

F13b: Client has achieved the 'knowledge' Key Outcomes level of the Australian Law Orientation Topic

F13c: Client has achieved the 'application' Key Outcomes level of the Australian Law Orientation Topic

Basis of claim: Per Client, according to Tier

Maximum no. of instances: 1 per claim point

Other: A Service Provider can only claim for the achievement levels that they have assisted the Client to achieve.

Associated HSP System task card:

- Claiming for Services

5.7 Language services

Foundation Outcome - Language services

A Client participates in AMEP and other English language learning

5.7.1 English language registration (F14)

On a needs basis, the Service Provider must register a Client with appropriate English language opportunities.

The Australian Government funds the Adult Migrant English Program (AMEP) to provide eligible Clients with tuition in basic English skills and information about Australian society.

The Service Provider must register Clients who do not have basic English skills, and are over 18 years of age, with an AMEP service provider (youth aged 15-17 may also be eligible in some circumstances) within the requisite timeframes.

Service Providers should be aware of eligibility and commencement timeframes for AMEP and AMEP sub-programs (including the Special Preparatory Program, Settlement Language Pathways to Employment and Training, Home Tutor Scheme, and AMEP Extend), available from the Department of Home Affairs website.

Where Clients are ineligible for AMEP because they have exhausted their allocated hours, or are assessed as having attained functional English, the Service Provider must assist the Client to register with other appropriate English language learning opportunities. These may include English classes provided by volunteer based organisations such as Community Hubs or participation in Skills for Education and Employment (SEE), administered by the Department of Education and Training.

Claiming instructions:

Reference ID: F14

Claim point: On Client registration with AMEP, or other English language learning options

Basis of claim: Per Client, according to Tier

Maximum no. of instances: 1

Associated HSP System task card:

- Claiming for Services

5.7.2 English language lessons (F15)

On a needs basis, the Service Provider must support the Client to attend English language lessons and continue their participation in classes.

The Service Provider should assist the Client to understand the importance of learning English and be aware of and address barriers that may affect their attendance at English lessons. This may include:

- health concerns
- caring for children and other immediate family members
- jobactive or employment obligations
- transport
- availability of classes.

Where Clients are enrolling in AMEP the Service Provider, together with the AMEP service provider, should consider the most suitable AMEP tuition stream and mode of learning (class-based tuition, distance learning, or home tutoring) taking into account:

- the Client's obligations to attend their AMEP classes
- any mutual obligations related to their income support payments
- any other responsibilities of the Client (e.g. caring responsibilities)
- availability of suitable child care for AMEP classes
- the accessibility of the classes and the Client's access to transport
- the Client's special needs.

Free child care is available to AMEP Clients with children under school age and can be arranged by AMEP service providers.

The Service Provider should encourage the AMEP service provider to stay in regular communication in matters concerning the shared Client and from time-to-time, and on a case-by-case basis, confirm with the Client that they are attending AMEP classes.

The Service Provider, together with the AMEP service provider, should assist the Client to understand any implications for non-attendance at AMEP classes without reasonable explanation (e.g. illness or unforeseeable caring responsibilities) or of failing to inform their AMEP service provider of the reasons for non-attendance.

Claiming instructions:

Reference ID: F15

Claim point: On Client attendance at English language lessons

Basis of claim: Per Client, according to Tier

Maximum no. of instances: Tier 1: 1

Tier 2: 2

Tier 3: 3

Note: The Department acknowledges that there will be instances when the Client chooses not to attend English language lessons despite the support provided by the Service Provider. In these circumstances, the Service Provider may claim F15 if it has exhausted all reasonable efforts to support the Client to attend English language lessons.

Associated HSP System task card:

- Claiming for Services

5.8 Education and training

Foundation Outcomes - Education and Training

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

5.8.1 Education Orientation (F16)

On a needs basis, the Service Provider must deliver the Education Orientation Topic to Clients aged 15 years and over in accordance with the HSP Orientation Guidelines (available from GovTEAMS). Clients must be supported to achieve the three Key Outcome levels of awareness, knowledge and application.

Table 11: Key Outcomes – Education Orientation Topic

Level	Key Outcomes – Education Orientation Topic
Awareness	<ul style="list-style-type: none"> • Clients are aware that educational opportunities are available for all ages and for all levels of ability, through a range of recreational, vocational and academic courses. • Clients are aware that extracts of their overseas qualifications can be translated free of charge, but not all their overseas qualifications will be recognised or have equivalency in Australia.
Knowledge	<ul style="list-style-type: none"> • Clients (18 years and over) know they may be entitled to free English tuition through the AMEP, and they must register within the first six months of arrival in Australia, commence their tuition within 12 months, and complete their tuition within five years, and that English competency is a key to successful settlement outcomes. • Clients know the different institutions in their location that offer educational opportunities. • Clients know how the Australian school systems operate (e.g. public vs. private, attendance, start/finish times, holidays, school lunches, behaviour at school, homework etc.).
Application	<ul style="list-style-type: none"> • Clients can meet school obligations (e.g. parent-teacher interviews, complete permission forms, with the support of the TIS as necessary). • Clients can articulate an educational pathway for themselves or for family members (e.g. supporting a child to map a study pathway through secondary school into vocational or tertiary studies, with the support of school staff as necessary).

Claiming instructions:

Reference IDs: F16a, F16b, F16c

Claim point:

F16a: Client has achieved the 'awareness' Key Outcomes level of the Education Orientation Topic

F16b: Client has achieved the 'knowledge' Key Outcomes level of the Education Orientation Topic

F16c: Client has achieved the 'application' Key Outcomes level of the Education Orientation Topic

Basis of claim: Per Client, according to Tier

Maximum no. of instances: 1 per claim point

Other: A Service Provider can only claim for the achievement levels that they have assisted a Client to achieve.

Associated HSP System task card:

- Claiming for Services

5.8.2 Education and training enrolment (F17)

On a needs basis, the Service Provider must support the Client to enrol in relevant education and training. This may include engagement and coordination with education and training providers (including schools, universities, and TAFEs). In determining the most appropriate education or training option for a Client, the Service Provider should consider the Client's:

- goals and aspirations
- education level, including English language proficiency
- skills and qualifications
- previous work experience
- special learning needs
- transport needs
- other responsibilities (e.g. family care and health)
- cost of education and training
- eligibility for the Skills for Education and Employment (SEE) program, which provides language, literacy and numeracy training to eligible job seekers, to help them to participate more effectively in training or in the labour force (see Australian Department of Education and Training website)
- understanding of education pathways and relevant courses in Australia.

Claiming instructions:

Reference ID: F17

Claim point: On Client enrolment in education and training

Basis of claim: Per Client, according to Tier

Maximum no. of instances: 1

Note: The Department acknowledges that there will be instances when the Client chooses not to enrol in education and training despite the support provided by the Service Provider. In these circumstances, the Service Provider may claim F17 if it has exhausted all reasonable efforts to support the Client to enrol in education and training.

Associated HSP System task card:

- Claiming for Services

5.8.3 School enrolment (F18)

The Service Provider must enrol school-aged Clients in primary or secondary school as soon as possible, and no later than six weeks after arrival in Australia.

Claiming instructions:

Reference ID: F18

Claim point: On school-aged Client's enrolment in school

Basis of claim: Per Client

Maximum no. of instances: 1

Associated HSP System task card:

- Claiming for Services

5.8.4 Recognition of pre-arrival skills and qualifications (F19)

On a needs basis, the Service Provider must support the Client to seek recognition of their pre-arrival skills and qualifications. There are different recognition authorities, each with their own policies and processes. Employment providers such as jobactive have principal responsibility for assisting the Client in regards to skills and qualifications recognition, but the Service Provider should provide additional support as needed. Together with the employment services provider, the Service Provider should consider:

- identifying the Client's skills, qualifications and experience
- documentary evidence of the Client's skills and qualifications
- translation of the Client's existing documentation
- identifying and connecting the Client with the authority responsible for registration or licensing
- other pathways or bridging programs, such as gap training for equivalent Australian qualifications (it may be appropriate or necessary to undertake this through jobactive)
- cost of skills/qualifications recognition and the use of the jobactive Employment Fund (at the determination of the jobactive provider) or funding available through other programs to assist the Client to pay for the cost of this process.

Claiming instructions:

Reference ID: F19

Claim point: On Client application for recognition of pre-arrival skills and qualifications

Basis of claim: Per Client, according to Tier

Maximum no. of instances: 1

Note: The Department acknowledges that there will be instances when the Client chooses not to apply for recognition of pre-arrival skills and qualifications despite the support provided by the Service Provider. In these circumstances, the Service Provider may claim F19 if it has exhausted all reasonable efforts to support the Client to apply for recognition of pre-arrival skills and qualifications.

Associated HSP System task card:

- Claiming for Services

5.9 Employment

Foundation Outcomes - Employment

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

5.9.1 Employment Orientation (F20)

On a needs basis, the Service Provider must deliver the Employment Orientation Topic to Clients aged 15 years and over in accordance with the HSP Orientation Guidelines (available from GovTEAMS). Clients must be supported to achieve the three Key Outcome levels of awareness, knowledge and application.

Table 12: Key Outcomes – Employment Orientation Topic

Level	Key Outcomes – Employment Orientation Topic
Awareness	<ul style="list-style-type: none"> • Clients are aware that Australia has a competitive job market, and jobs are generally awarded on merit. • Clients are aware there are different pathways to preferred jobs, including volunteering and starting out in lower skilled positions.
Knowledge	<ul style="list-style-type: none"> • Clients know there are a number of employment services to assist in finding work or planning new careers or business enterprises.
Application	<ul style="list-style-type: none"> • Clients can develop a job resume and complete a job application, (with assistance from support agencies if necessary).

Claiming instructions:

Reference IDs: F20a, F20b, F20c

Claim point:

F20a: Client has achieved the 'awareness' Key Outcomes level of the Employment Orientation Topic

F20b: Client has achieved the 'knowledge' Key Outcomes level of the Employment Orientation Topic

F20c: Client has achieved the 'application' Key Outcomes level of the Employment Orientation Topic

Basis of claim: Per Client, according to Tier

Maximum no. of instances: 1 per claim point

Other: A Service Provider can only claim for the achievement levels that they have assisted the Client to achieve.

Associated HSP System task card:

- Claiming for Services

5.9.2 Initial employment services appointment (F21)

The Case Manager must attend the initial employment services appointment with the Client (if agreed with the Client), and contribute to the development of the Client's Job Plan. Clients may need to complete a Centrelink consent form to allow Case Managers to access Client information. The Case Manager should:

- ensure that an interpreter in the Client's preferred language is present, if required
- provide the employment services provider with an understanding of the Client's potential barriers to employment (including relevant health issues), educational/employment background and career aspirations
- assist in the development of a Job Plan so that it accurately reflects the Client's circumstances and takes account of their other responsibilities (e.g. family caring responsibilities, AMEP or other English language classes, living situation)
- assist the Client to understand the role of the employment services provider

- assist the Client to understand their rights and responsibilities under mutual obligation requirements and the Job Plan including, when required, looking for paid work (job search), attendance at appointments with the employment service provider, attendance at activities and letting their employment services provider know if they will miss appointments before they occur
- assist the Client to understand the consequences (e.g. suspension of payment or in some cases financial penalties) of a failure to meet their mutual obligation requirements or other obligations, including signing a Job Plan, and what they can do to re-engage if they have missed appointments
- encourage the employment services provider to communicate regularly and share information in order to support their shared Client.

(a) Simultaneous appointments for multiple Clients of a Case

There may be occasions when multiple Clients from a Case are required to attend their initial employment services appointment at the same time, and the Case Manager is therefore unable to attend all appointments simultaneously. In such circumstances, a substitute Case Manager may attend the appointment that the Client's Case Manager cannot. The Service Provider must ensure that the substitute Case Manager has knowledge of the Client's needs and circumstances that is sufficient to deliver the Service.

Claiming instructions:

Reference ID: F21

Claim point: On Case Manager's attendance at the Client's initial employment services appointment

Basis of claim: Per Client, according to Tier

Maximum no. of instances: 1

Associated HSP System task card:

- Claiming for Services

5.9.3 Implementing employment strategies (F22)

On a needs basis, the Case Manager must assist the Client to implement employment strategies identified through the case management plan or jobactive Job Plan.

Job Plan activities are designed to help the Client become job ready and satisfy their mutual obligation requirements. Activities can range from employment services provider appointments and job searches to attendance at English language classes and work experience.

Case Managers are encouraged to provide additional support to complement assistance provided through employment services providers with a view to improving outcomes for a Client. The Case Manager, in consultation with the employment services provider (where relevant) and the Client, may consider activities such as:

- supporting the Client with job searches and finding information and further support relevant to their area of job interest
- facilitating referrals to programs such as SETS, mentoring or work experience schemes, state, territory or local government or Private Sector employment initiatives
- exploring how financial support, including the jobactive Employment Fund, can be utilised for the Client to improve their job readiness.

Claiming instructions:

Reference ID: F22

Claim point: On Client being assisted by the Case Manager to implement employment strategies

Basis of claim: Per Client, according to Tier

Maximum no. of instances: 3

Associated HSP System task card:

- Claiming for Services

5.9.4 Support services for establishing a business (F23)

On a needs basis, the Service Provider must support Clients interested in establishing a business to access relevant support and services. These services may be provided by local government or private sector business advisory bodies. Types of assistance that may be considered by the Service Provider, in consultation with the employment services provider (where relevant) and the Client may include:

- supporting the Client to find relevant information and resources
- linking the Client with business advisory services
- facilitating connections to existing services or programs to mentor entrepreneurs such as the New Enterprise Incentive Scheme
- linking the Client with financial institutions, for instance to access microfinance.

Claiming instructions:

Reference ID: F23

Claim point: On Client accessing support services to establish a business

Basis of claim: Per Client, according to Tier

Maximum no. of instances: 1

Note: The Department acknowledges that there will be instances when the Client chooses not to access support services to establish a business despite the support provided by the Service Provider. In these circumstances, the Service Provider may claim F23 if it has exhausted all reasonable efforts to support the Client to access support services to establish a business.

Associated HSP System task card:

- Claiming for Services

5.10 Purchased services for Tier 3 Clients (F24)

The Service Provider may request to purchase services for Tier 3 Clients to assist in achieving their Foundation Outcomes where:

- the services required extend beyond the expertise or capacity of the Service Provider, and
- there are no suitable free services available through government programs or other channels (e.g. non-government organisations, community groups, volunteers, church groups etc).

The Service Provider should obtain the Department's approval before engaging purchased services by submitting a F24 Purchased Services request in the HSP System. Requests should be submitted as early as possible before the planned service delivery date. Where purchased services are engaged without prior approval, the Service Provider may not receive payment from the Department.

For the Department to assess a request, the Service Provider must include:

- details of the service required (including the cost)
- an explanation of why the Client's case management plan would not progress without the service being provided
- details of the Service Provider's investigation and exhaustion of all other suitable services available through other government programs or other channels (including details of any referrals or pending applications for government services like the NDIS, aged care services etc).

The Service Provider may upload supporting documentation using the 'Add Attachment' function in the HSP System and must be referenced in the request.

The Department will not approve purchased services that:

- create a level of dependency for the Client by paying for unsustainable, ongoing supports
- duplicate other material or in-kind assistance provided by the Department
- are for the purchase of goods.

The Department will notify the Service Provider of its decision through the HSP System within five working days of receiving a request.

To alert the Department to a request that requires urgent assessment, the Service Provider should contact NATO Tier 3 via a Task in the HSP System. The Task should briefly outline why an urgent assessment is required.

If the circumstances are found to warrant urgent assessment, the Department will notify the Service Provider of its decision through the HSP System within one to two working days of receiving the Task.

Claiming instructions:

Reference ID: F24

Claim point: On provision of purchased services to Tier 3 Client

Basis of claim: Approved cost to be reimbursed, per Tier 3 Client

Associated HSP System task cards:

- Submitting a request for Purchased Services (F24)
- Claiming for Services

5.11 Miscellaneous services (F25)

The Service Provider may submit a claim for this Service only on the direction of the Department. For example, where the Department seeks to reimburse the Service Provider for costs it has incurred facilitating a HSP-funded Client transfer (see 8.1).

Claiming instructions:

Reference ID: F25

Claim point: On direction from the Department

Basis of claim: Approved cost to be reimbursed

Associated HSP System task cards:

- Submitting a request for Miscellaneous Services (F25)
- Claiming for Services

6. Monitoring and Review

The Monitoring and Review stage of the HSP Case Management Framework aims to ensure that the case management plan is progressing and continues to be relevant to the Client's needs.

6.1 Monitoring

Case Managers, with support from other Service Provider personnel (where relevant), must maintain regular contact with Clients while they are in the HSP to make sure that progress towards achieving their Foundation Outcomes is occurring in line with their case management plan.

If it is identified that progress has stalled, the Case Manager must work with the Client to address the reasons for this. This may include a review and change of the case management plan.

The frequency of contact should be based on the circumstances of the Client, their particular needs and any risk factors that may apply. For example, if a Client was recently classified as Tier 3 and had just started to receive Specialised and Intensive Services, daily contact may be appropriate. As the Client's situation improves, the frequency of contact may be adjusted.

The Department expects that the level of contact between a Case Manager and a Client will reduce after the Client has developed some level of self-reliance, completed Orientation topics and progressed towards achieving Foundation Outcomes.

Monitoring can take a number of different forms and may include scheduled face-to-face meetings, home visits or phone calls.

6.1.1 SHP Clients

The Case Manager is responsible for monitoring the support provided by a Proposer to an SHP Client and evaluating the Proposer's capacity to provide assistance as initially agreed.

Where the Case Manager identifies that the SHP Client's needs are unmet, the Case Manager must reassess the Proposer's capacity to provide settlement support and meet service gaps directly.

6.1.2 Extending SIS beyond six months

The Service Provider must not deliver SIS to a Client beyond six months without the approval of the Department. Where SIS are delivered without prior approval, the Service Provider may not receive payment from the Department.

The Service Provider may request to deliver SIS beyond six months where the Client:

- continues to be impacted by multiple and complex barriers
- has not achieved their Foundation Outcomes.

To request approval, prior to conducting the Client's six month formal review, the Service Provider should contact NATO Tier 3 via a Task in the HSP System that includes the following information:

- the length of the extension being sought (up to a maximum of three months per request)
- details of the complex and multiple barriers impacting the Client and the Services they have already received
- planned referrals to appropriate mainstream services
- Services that the Service Provider intends to deliver to assist the Client achieve their Foundation Outcomes, be reclassified to a lower Tier or exited from the HSP, should the extension be approved
- the Client's case management plan (uploaded to the 'Attachments' screen of the Client record).

Supporting documentation may also be uploaded to the 'Attachments' screen and must be referenced in the Task.

The Department will consider the following additional factors when assessing a request:

- length of time the Client has been receiving SIS
- Client's Orientation competency.

The Department will not approve an extension of SIS that creates a level of dependency for the Client by the provision of unsustainable, ongoing supports. The Department recognises that there may be a small number of Clients who are unable to achieve their Foundation Outcomes within the expected duration of the HSP (see 7.2.4).

The Department will notify the Service Provider of its decision through the HSP System within one to two working days of receiving a request.

Where an extension request is rejected, and the Client is eligible to be reclassified to a lower Tier (i.e. Clients who enter the HSP as a Humanitarian Program referral), the Service Provider should:

- conduct the six month formal review, and
- reclassify the Client to Tier 1 or Tier 2 (see 6.2.2).

If the extension request is rejected, and the Client is ineligible to be reclassified to a lower Tier (i.e. Clients who enter the HSP as a SIS referral), within four weeks of receiving notification from the Department, the Service Provider should conduct the exit interview.

6.2 Formal reviews (G02)

At set intervals, the Case Manager must undertake a formal review of the case management plan for each individual Client.

The formal review must be conducted face-to-face (where possible). For Clients aged under 15 years, the formal review should be undertaken with the Client and the parent or recognised carer.

For UHMs, Service Providers should provide all relevant stakeholders who may also be providing services to or supporting the Client (e.g. state or territory child welfare agency or custodian) with the opportunity to be involved in the formal review.

For Tier 1 and Tier 2 Clients, a formal review must be carried out by the Case Manager:

- six months following establishment of the Client's case management plan.

Where a Tier 1 or Tier 2 Client has been reclassified as Tier 3, a formal review must be carried out by the Case Manager at:

- three months, and
- six months following the establishment of the Client's Tier 3 case management plan (see 4.1 – Tier 1 or Tier 2 Clients who are reclassified as Tier 3).

For all other Tier 3 Clients, a formal review must be carried out by the Case Manager at:

- three months, and
- six months following establishment of the Client's case management plan.

Case Managers may complete formal reviews within two weeks either side of the required three and six month timeframes.

If a Client is ready to be exited from the HSP at the time of a formal review, the exit interview will replace the formal review.

A formal review allows the Case Manager to evaluate the implementation of the Client's case management plan and update it if the Client's circumstances have changed.

Formal reviews are an opportunity to reinforce the Client's ownership of the case management plan, acknowledge achievement in meeting goals, and build independence and self-reliance.

Formal reviews with the Client involve:

- assessing progress against the Foundation Outcomes identified in the case management plan
- assessing progress against Orientation Key Outcomes
- identifying areas in which progress towards goals is not on track and the reasons for this
- amending the case management plan to reflect changed needs
- considering whether the Tier of the Client remains appropriate or whether reclassification is needed (see 6.2.2)
- planning for exit stage
- seeking Client feedback about their experiences
- considering if the mainstream service system operating in the local area is addressing the Client's needs, and
- identifying areas where advocacy may be needed to improve the responsiveness of mainstream services.

6.2.1 Client reporting

As part of a formal review, Case Managers must undertake Client reporting through the HSP System which comprises:

- assessing and recording a Client's DEX SCORE, and
- recording a Client's responses to questions on Employment and English language.

Claiming instructions:

Reference ID: G02

Claim point: On completion of a Client's formal review

Basis of claim: Per Client, according to Tier

Maximum no. of instances: Tier 1: 1

Tier 2: 1

Tier 3: 2

Associated HSP System task cards:

- Submitting Client reporting

6.2.2 Reclassification of Client Tier

(a) Humanitarian Program referrals

Only Clients who enter the HSP as a Humanitarian Program referral can have their Tier reclassified.

The need to reclassify a Client's Tier will often be identified following a formal review, but may occur at any point during their time in the HSP.

The Service Provider must seek approval from the Department to reclassify a Client from:

- Tier 1 or Tier 2 to Tier 3 as per the instructions at 4.1.3(a)

The Service Provider does not require approval from the Department to reclassify a Client from:

- Tier 2 to Tier 1 or vice versa.
- Tier 3 to Tier 1 or 2.

(b) SIS referrals

Clients who enter the HSP as a SIS referral cannot be reclassified to a lower Tier. They must remain as Tier 3 until their exit from the HSP.

(c) Impact on Service instances

The number of instances that a Service is delivered to a Client is cumulative throughout their time in the HSP. Therefore, if a Client is reclassified to another Tier, the number of instances will not be reset.

Associated HSP System task card:

- Recording a Client as Tier 1 or Tier 2
- Submitting an internal SIS referral

7. Exit

The purpose of the Exit stage of the HSP Case Management Framework is to ensure that Clients have achieved their Foundation Outcomes and have the skills and knowledge required to settle successfully in Australia without the support of the HSP.

The Service Provider must provide HSP Services to Clients until either:

- all of the Client's identified Foundation Outcomes have been met as per their case management plan, or
- the Department agrees to the provision of HSP Services ending (see 7.2).

It is expected that Clients who enter the HSP as a Humanitarian program referral will be provided HSP Services for up to 18 months.

Clients who enter the HSP as a SIS referral are expected to remain in the program for up to six months (see 4.1.3 – Timeframe for SIS).

Once a Client has exited the HSP, they may only re-enter the program as a new SIS referral.

7.1 Exit interview (G03)

Case Managers must conduct a face-to-face (where possible) exit interview with each Client prior to their exit from the HSP, including dependant family members and children. For Clients aged under 15 years, the exit interview should be undertaken with the Client and their parent or recognised carer.

For UHMs, Service Providers should provide all relevant stakeholders who may also be providing services to or supporting the Client (e.g. state or territory child welfare agency or custodian) with the opportunity to be involved in the exit interview.

The exit interview for a Client must include:

- finalisation of the case management plan, and
- Client reporting (see 7.1.1).

When undertaking an exit interview, the Case Manager must:

- confirm the Client has met all of their identified Foundation Outcomes
- confirm the Client has met all of their identified Orientation Key Outcomes
- assess the Client's capacity to function independently of HSP support and the likelihood that the skills and capabilities attained by the Client through the program will be maintained after exit
- identify risks for the Client after exit, for example homelessness or social isolation, and
- provide information, or where required referrals, to other relevant settlement services (such as those funded under SETS) and appropriate mainstream services.

7.1.1 Client reporting

As part of the exit interview, Case Managers must undertake Client reporting through the HSP System which comprises:

- assessing and recording a Client's DEX SCORE, and
- recording a Client's responses to questions on Employment, English language and Settlement Grants.

Detailed guidance on Client reporting under the HSP is provided at Attachment B.

(a) Clients who cannot be contacted to conduct exit interview

The Service Provider must make all reasonable efforts to contact Clients to conduct the exit interview. If these efforts are unsuccessful, the Service Provider must seek approval from the Department to exit the Client by sending a Task to HSP NATO Policy in the HSP System. Before doing so, the Service Provider should ensure all outstanding claims against the Client have been processed. The Task should document the efforts made by the Service Provider to contact the Client.

Where HSP NATO Policy is satisfied that the Service Provider has made all reasonable efforts, they will change the Client's status to 'Finalised – Unplanned Exit' to exit the Client in the HSP System.

Claiming instructions:

Reference ID: G03

Claim point: On completion of a Client's exit interview and finalisation of case management plan

Basis of claim: Per Client, according to Tier

Maximum no. of instances: 1

Other: Once a claim for G03 has been made, the Client will automatically be exited from the HSP System.

Associated HSP System task cards:

- Submitting Client reporting

7.2 Unplanned exits

There may be circumstances where unplanned exits might occur, including when Clients:

- disengage from the HSP
- travel outside of Australia
- display uncooperative or inappropriate behaviour
- are unable to achieve their Foundation Outcomes.

7.2.1 Clients who disengage

There will be occasions where Clients disengage from the HSP, for example when they:

- leave Contract Regions without providing new contact details
- do not wish to have further contact from the Service Provider
- decline HSP Services
- cannot be contacted by the Service Provider.

The Service Provider must make all reasonable efforts to re-engage with disengaged Clients. If these efforts are unsuccessful, the Service Provider must seek approval from the Department to exit the Client from the HSP by sending a Task to HSP NATO Policy in the HSP System. Before doing so, the Service Provider should ensure all outstanding claims against the Client have been processed. The Task should document the efforts made by the Service Provider to re-engage with the Client.

Where HSP NATO Policy is satisfied that the Service Provider has made all reasonable efforts, they will change the Client's status to 'Finalised – Unplanned Exit' to exit the Client in the HSP System.

7.2.2 Clients who travel outside of Australia

It may be appropriate to exit Clients who travel out of Australia. The Service Provider should determine this on a case-by-case basis, taking into account the Client's reason for travel, how long the Client expects to be outside of Australia and the length of time they have been in the HSP.

The Service Provider must seek approval from the Department to exit a Client from the HSP who has travelled outside of Australia by sending a Task to HSP NATO Policy in the HSP System. Before doing so, the Service Provider should ensure all outstanding claims against the Client have been processed.

Where HSP NATO Policy is satisfied that the Client should be exited, they will change the Client's status to 'Finalised – Unplanned Exit' to exit the Client in the HSP System.

7.2.3 Clients who display uncooperative or inappropriate behaviour

Service Providers may exit a Client from the HSP, or cease providing some HSP Services, where a Client displays uncooperative or inappropriate behaviour.

Uncooperative behaviour may include refusing to vacate a property, refusing to consider suitable long-term accommodation, and refusing to attend meetings with the Service Provider. Examples of inappropriate behaviour may vary from verbal aggression to physical threat.

To seek approval from the Department to exit a Client who displays uncooperative or inappropriate behaviour, or cease the provision of an HSP Service to them, the Service Provider should send a Task to HSP NATO Policy in the HSP System. Before doing so, where approval to exit a Client is being sought, the Service Provider should ensure all outstanding claims against the Client have been processed. The Task should briefly detail the Client's behaviour and what actions the Service Provider has taken to address it.

Where HSP NATO Policy is satisfied that the Client's behaviour justifies exit or cessation of a Service, the Service Provider must:

- inform the Client about what alternative services are available to assist them
- where the Service being ceased relates to sourcing accommodation, make appropriate referrals for the Client to community housing providers
- provide the Client with written notification of the cessation of HSP Services, and
- attach a copy of the notification to the Client record in the HSP System.

Where HSP NATO Policy approves the exit of a Client, they will change the Client's status to 'Finalised – Unplanned Exit' to exit the Client in the HSP System.

7.2.4 Clients who are unable to achieve their Foundation Outcomes

The Department recognises that there will be a small number of Clients who are unable to achieve their Foundation Outcomes within the expected duration of the HSP. While there will be some circumstances where it is suitable to extend the provision of the HSP beyond 18 months (or 6 months in the case of SIS) Clients cannot remain in the HSP indefinitely.

To seek approval from the Department to exit such Clients, the Service Provider should send a Task to HSP NATO Policy in the HSP System. Before doing so, the Service Provider should ensure all outstanding claims against the Client have been processed. The Task should briefly detail the reasons why the Client is unable to achieve their Foundation Outcomes.

Where HSP NATO Policy is satisfied that the Service Provider has made all reasonable efforts to assist the Client achieve their Foundation Outcomes, they will request that the Service Provider conducts the exit interview (ensuring that the Client is referred to other available supports, such as SETS providers and mainstream services, as required).

8. Other issues

8.1 Client transfers

Clients are free to relocate anywhere in Australia. However, the Department strongly recommends that Clients remain in their initial settlement location during their early settlement period to allow coordinated delivery of the HSP and to establish links with their local community.

Soon after their arrival in Australia, Service Providers should inform Clients that if they choose to move to another settlement location:

- HSP Services they have already received will not be duplicated (except under exceptional circumstances)
- they are responsible for all costs associated with their relocation, including any costs incurred through breaking a rental lease, travel and household goods removal.

8.1.1 Processing Client transfers

A Service Provider may become aware of a potential transfer to a new Contract Region when a Client:

- informs their current Service Provider that they intend to move to a new location or have already moved
- informs a transit Service Provider that they wish to settle in their transit location or a different location and not travel on to their original settlement location
- approaches a Service Provider in a new location.

(a) Roles and Responsibilities

The Service Provider in the initial Contract Region should:

- discuss with the Client the possible challenges of moving and the potential impact on HSP Service eligibility
- for UHMs, notify Home Affairs by emailing s. 47E(d) within 24 hours of becoming aware of the UHM's intentions to move
- assess if exiting the Client from the HSP is more appropriate than transfer (i.e. the Client has met their Foundation Outcomes)
- submit any outstanding claims in the HSP System
- attach the Client's case management plan to the Client record
- update the Client's contact details for the new location in the HSP System (if known)
- transfer the Case to the new Service Provider in the HSP System.

The Case must be transferred in the HSP System as soon as possible to allow the Client to start receiving HSP Services in the new location.

The Service Provider in the new Contract Region should:

- where a Client has already relocated, contact the initial Service Provider and request it transfer the Case in the HSP System
- develop a new case management plan for all Clients in the Case (only applicable if the transfer results in a new lead Service Provider, see 4.1 – Clients who transfer settlement location)
- on a needs basis, provide remaining HSP Services to the Client
- only provide duplicate services in exceptional circumstances, approved by the Department through a Service Cap Increase request (see 8.5).

For specific guidance regarding transferring Clients and On-Arrival Accommodation (I09), Initial Accommodation Support (I10) and BHG (F04), see 3.1.5(a) and 3.1.5(b) and 5.1.6(a).

8.1.2 HSP-funded Client transfers

If the original referral to a settlement location proves to be inappropriate due to Departmental error, the Department may consider assisting the Client with transfer costs. Errors may occur when information captured during the visa process was not available to the Department when determining the initial settlement location.

If the Service Provider believes that a Departmental error may have occurred, and the Client wants to be supported to move to another settlement location, it should contact HSP NATO Policy via a Task in the HSP System. The Task should detail the circumstances of the Case relevant to the potential error.

If approved, HSP NATO Policy will request the Service Provider arrange the Client's transfer to the new settlement location. The Department will reimburse the Service Provider for associated costs. Travel for the Client must be undertaken in economy class and Service Providers should seek the lowest practical fare.

To be reimbursed, Service Providers should submit an F25 claim (see 5.11).

Associated HSP System task card:

- Transferring a Case to another Settlement Location

8.2 Merging Cases

Service Providers can only merge Cases in the HSP System after the Clients have arrived in Australia.

Cases should only be merged where all the Clients intend to reside together in the same accommodation on a permanent basis.

If the Cases to be merged are from the same Contract Region, the Service Provider can initiate the Case merge in the HSP System.

Prior to initiating a Case merge in the HSP System, the Service Provider must update the relevant Client records in the HSP System and process any outstanding claims.

Once the merge in the HSP System is complete, the original Cases are closed and a new HSP Case is created with an adjusted Band size. The new Case will record the HSP Services delivered for each Client.

If the Cases to be merged are from different Contract Regions, the Service Provider must contact the Service Provider in the Contract Region where the other Case belongs and request the Case be transferred through the HSP System. After the Case is transferred, the Service Provider can then merge the Case in the HSP System.

Associated HSP System task card:

- Merging Cases

8.3 Splitting a Case

Service Providers can only split a Case in the HSP System after the Clients have arrived in Australia.

A Case should only be split where Clients intend to live separately on a permanent basis. This may arise through:

- adult family members moving out of their family home
- large families needing to be accommodated in two houses
- relationship breakdown.

Only Cases involving Clients who still require HSP Services may be split. Clients who voluntarily separate are not eligible to receive duplicate HSP Services, unless in exceptional circumstances (i.e. situations including domestic or family violence) approved by the Department through a Service Cap Increase request (see 8.5). If a Client has met their Foundation Outcomes, the Service Provider must exit them from the HSP