

AMES Australia HSS client Journey



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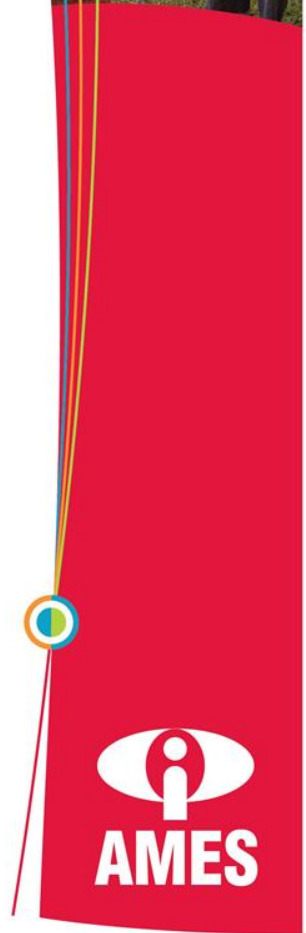
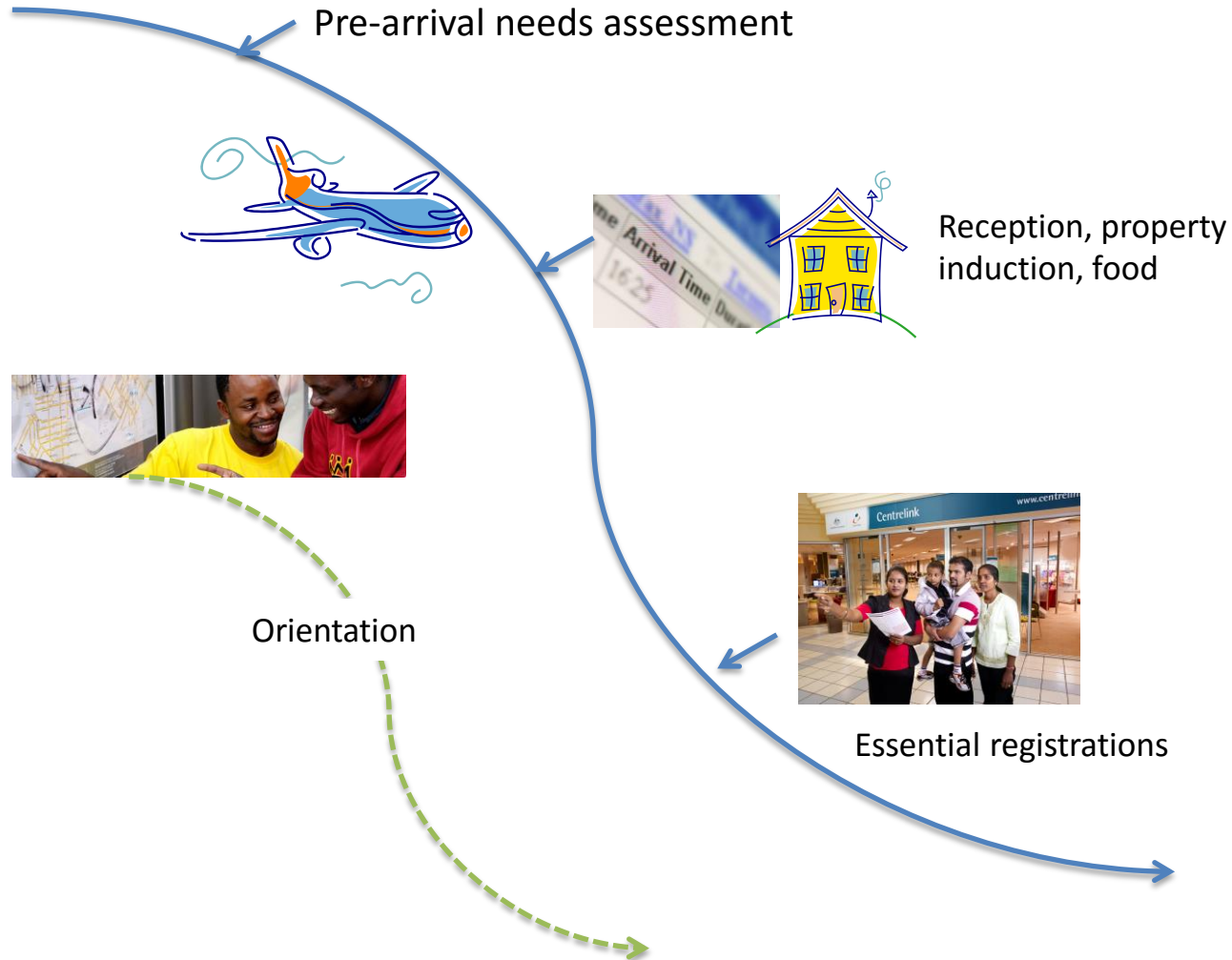
AMES client pathway

- On Arrival Reception and Assistance
- Household Orientation
- Essential Registrations
- Accommodation Services
- Basic House Hold Package (BHG)
- Community Guides
- Settlement Orientation Program

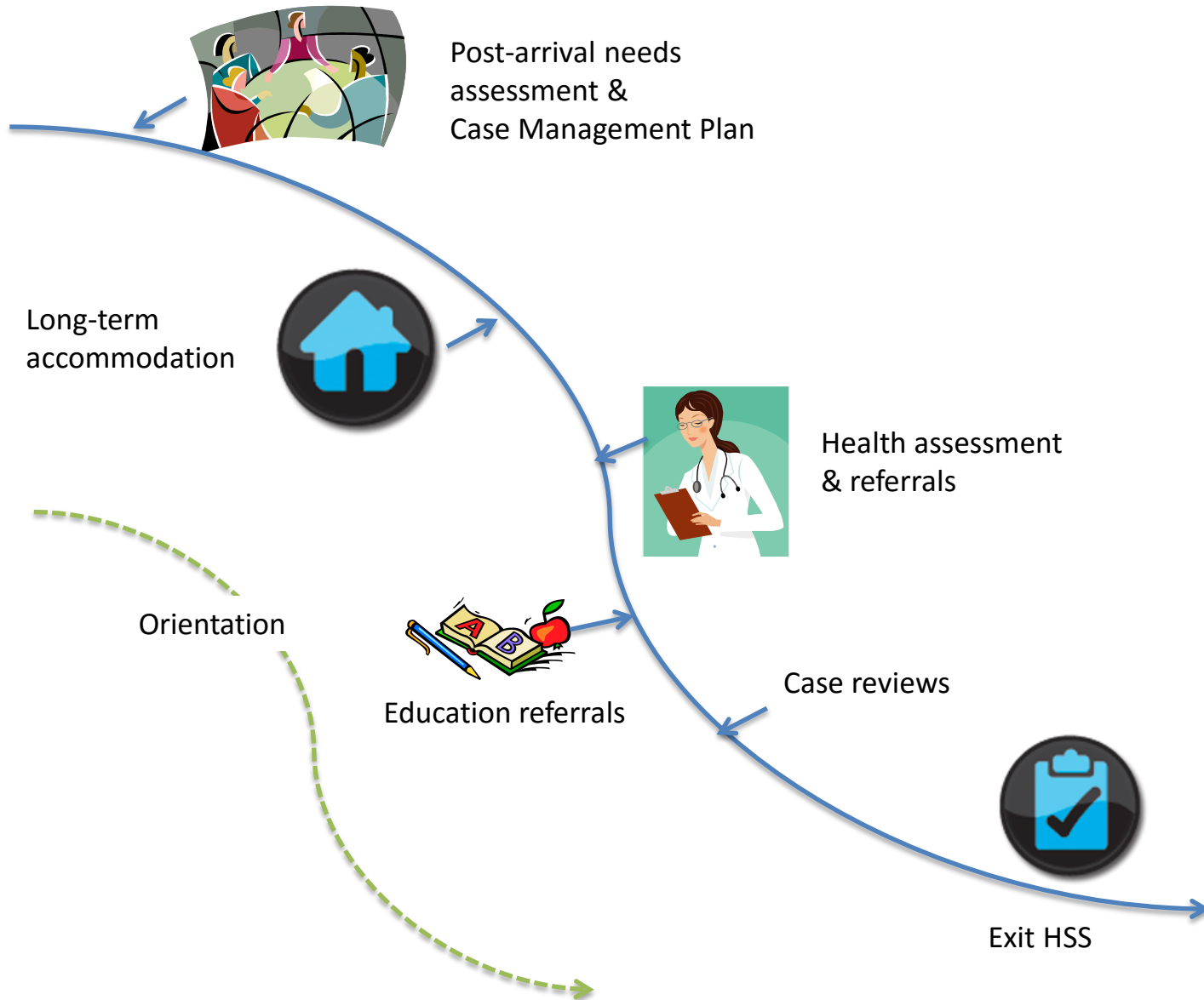


AMES HSS - Client Journey

HEMS referral



AMES HSS - Client Journey



On arrival Reception and assistance

Reception

- Reception, property induction, and initial food assistance are provided by Redback Settlement Services (RBSS), AMES Australia Consortium Partner.
- RBSS meet and assist them through immigration and customs.
- RBSS will use language support to determine whether clients require immediate medical attention or emergency clothing/footwear etc at the airport.
- If there are immediate medical or clothing needs, RBSS ensures that these needs are met as soon as possible or within 24 hours of arrival.
- RBSS transports the entrant to their on arrival accommodation (STA/LTA).



On arrival Reception and assistance

Initial food assistance

- Culturally appropriate food and groceries package is provided according to the size of the family sufficient to last 7 days (eg. South East Asia, Middle East, West Africa, Horn of Africa).
- Where a client is settling with a link or proposer a supermarket voucher may be provided.

Mobile Phone

- A mobile phone is loaned to the entrant for 6 weeks.
- A \$30 pre-paid simcard is provided to the client



Household Orientation

Stay safe

- Home safety and security training is provided on arrival to all entrants being placed in STA or LTA by RBSS.
- Case Managers ensure that the client has understood this training when they do the Welcome Visit.
- Case Managers ensure that clients are instructed on basic maintenance and cleaning tasks



Essential Registrations

Centrelink and Medicare

- Registration or referral to Centrelink is ensured within 3 business days of the client's arrival.
- AMES Australia has worked with Centrelink to implement a shortened registration system for HSS clients.

Pre-arrival

- AMES Australia sends referral to the Centrelink Multicultural Services Officer (MSO)
- Complete Medicare application form
- Arrange for CG, Volunteer, proposer or CMSW to take client to Centrelink for initial registration

On-arrival

- Confirm arrival with Centrelink (via email or text)
- Apply for Tax File Number
- Receive notification of Centrelink appointment (via email)
- Assist client to apply for Medicare card and obtain temporary Medicare card number
- Complete necessary forms

On-going

On-going support with further appointments and information as required

Update change of address and phone number when required



Essential Registrations

Bank

Bank registration is required within 3 days of the client's arrival and should be done before the Centrelink appointment.

Pre-arrival

- Arrange for CG, Volunteer, proposer or CMSW to take client to bank on day of or day after arrival

On-arrival

- Arrange for client to go to bank with CG, CMSW or proposer
- Assist client to open bank account and obtain account details and statement of bank balance
- Assist client on using an ATM

On-going

On-going support with using an ATM as required



Accommodation Services

Accommodation services are provided by AMES Australia

- Case Managers assess the need for Short Term Accommodation
- Accommodation has 2 teams: STA team and LTA team
- STA team manage and maintain the AMES rented properties
- LTA team assist client to source and secure LTAs including:
 - LTA search
 - Accompany clients to property inspections
 - Fill and lodge rental application forms
 - Support clients in securing bonds from DHS
 - Comprehensively explain and accompany clients in signing lease agreements
 - Assess approved property to order Basic House Hold Goods (BHG) based on clients needs assessment
 - Provide full support in completing the condition report
 - Conduct comprehensive Tenancy Training in first language
 - Follow up maintenance request (If any)
 - Support exited clients with ongoing follow up in order to sustain REAs relationship



Basic Household Goods (BHG)

- All HSS clients are eligible for a Basic Household Goods Package according to their needs
- The BHG is a starter package and includes items that clients require in order to function in their new house
- The BHG is only able to be ordered for a client if they are in their Long Term Accommodation.
- Housing Workers and/ or Case Managers order BHG for the client after assessment



Community Guides

Working with Community Guides

Community Guides are

- from the same background as clients and share the same language and culture.
- from refugee backgrounds and most have gone through the initial settlement process themselves. Due to this experience, Community Guides have a wealth of knowledge about the issues that refugees face and on how to navigate service system in Australia
- able to help clients understand their new community
- recognised as respected and valued members of AMES Australia staff who work with several Case Managers at a time
- paid staff who understand and respect the beliefs, religion and culture of clients
- required to attend training before commencing work
- aware of emergency procedures through formal training
- not available to interpret for service providers

Community Guide's responsibilities include:

- Assist clients to achieve settlement competencies such as using public transport, paying bills, and making and attending appointments
- Accompanying clients to appointments that clients cannot get to independently
- Communicating with Case Manager regarding client welfare and concerns or observations.
- Reporting details of tasks undertaken to ensure case management is complete and comprehensive.

Community Guides speak tens of languages such as: Arabic, Farsi, Dari, Hazaragi, Tamil, Burmese, Nepalese, Karen, Kurdish, Oromo, and etc



Orientation

Orientation Program aims to:

- **Provide clients with practical skills and knowledge**
- **Build their self-confidence and develop understanding of key information and processes.**
- **Assist clients to achieve the core competencies and facilitate their induction into the Australian society**

Focuses on clients' competency development, and not on information delivery.



Core Competencies

Orientation sessions are carefully planned to achieve these learning outcomes (core competencies) :

- I. Finding information and accessing services**
- II. Making an appointment**
- III. Independently use Public Transport**
- IV. Money management and Shopping**
- V. Housing and Tenancy issues**
- VI. Employment and education**
- VII. Australian law**



Principles

The following principles underpin the design of the Orientation Program:

Needs-based

- The content and delivery style of orientation sessions are tailored to individual client needs, learning capabilities, and existing areas of proficiency.

Youth-focused

- Particular attention is given to the needs and learning styles of young people.

Outcomes-based

- The Orientation Program focuses on developing clients' skills and knowledge.

Accessible

- The Orientation Program is made accessible to clients, keeping in mind a range of issues such as choice of language/s and teaching styles.



Tailored orientation

Planning and delivering tailored orientation

Needs Assessment

- Within two weeks of arrival in Australia, a case manager conducts a detailed needs assessment with the client or family group and develop a case management plan.

When to start

- It is expected that most clients will commence the Orientation Program within 2-6 weeks of arrival.

Clients eligibility

- All HSS clients aged 15 and over are eligible for the Orientation Program
- Client participation in the Orientation Program is voluntary, but must be actively encouraged

Language/s

Sessions are provided in a language understood by client/s.

- In some cases, clients may be sufficiently proficient in Western life skills that the Orientation Program may seem unnecessary. It is ensured that all clients are assessed and provided orientation appropriately to achieve expected core competencies.
- Orientation sessions should be tailored to build upon the existing level of proficiency.



Orientation Program Coordination

Orientation Staffing Structure

1. Orientation Coordinator
2. Community Guides Administrators
3. Community Guides
 - Trained community Guides (presenter)
 - Trained community Guides (language support)
4. Program Support Officer

Session Types

1. Group Orientation Sessions
 - Multilanguage
 - Single language
 - Excursion
 - Orientation Tours
2. Individual Orientation Sessions (home visit)

Sessions schedule

- 3 class room sessions and one excursion
- Monthly Orientation tour

Stakeholder Engagement

- a. Foundation House
- b. Vic police
- c. Real Estate Agents
- d. Centrelink
- e. Health providers
and
- f. Several others...



Assessment of competency and reaching goal

Assessment

- Orientation Program is outcomes-based
- Assessments may include activities such as role plays, observations, simulated situations, and client quizzes.
- Client progress and achievements against core competencies are recorded in the client's case management plan.

Completion of Program

- Clients will have completed the Orientation Program once they have demonstrated proficiency in each core competency.
- Orientation is a process that starts with the client's arrival. It is expected that most clients will complete the Orientation Program within 6–12 months of arrival.



The End....!

