

Community Refugee Sponsorship Australia (CRSA)
presents the

Group Preparation Guidebook

for Community Supporter Groups participating in the
Community Refugee Integration & Settlement Pilot (CRISP)



The CRISP is funded by the Australian Government Department of Home Affairs.

“... this is an opportunity to help, to meet [refugees], and to get that rewarding interaction ... The more kindness you show people, the more they will carry that forward ...”

For further information contact:

crisp@refugeesponsorship.org.au

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1. What is the CRISP?

a. Background

The Australian government has appointed Community Refugee Sponsorship Australia (CRSA) to co- design and administer a new Australian community sponsorship program for refugees, known as 'CRISP' (Community Refugee Integration and Settlement Pilot).

This program enables groups of everyday Australians (including those in regional communities) to welcome refugees into their local area from 'day one' of their Australian journey and provide them with practical resettlement and integration support, in line with other community sponsorship programs operating successfully around the world.

The vision for the CRISP is inspired by the successful community refugee sponsorship program operating in Canada since the late 1970s, which has enabled more than 325,000 refugees to build a new life in Canada, in addition to those resettled under the government-funded resettlement program. Similar schemes are now being implemented in many countries around the world, including the United Kingdom, Ireland and New Zealand.

b. Benefits of a community-led approach

Experiences of community sponsorship of refugees overseas have shown that it can:

- Boost the social and economic participation of refugees in their new host country, through increased social capital and access to social and professional networks
- Support social cohesion in local communities by bringing otherwise disconnected groups of people into close, meaningful and ongoing contact with one another
- Help people learn the language of the host community by providing opportunities for newcomers to practice a new language in natural, conversational settings with established members of the local community
- Support refugees to settle in more diverse geographic communities (and not just in large metropolitan areas) by providing a model for settlement support that doesn't rely on professional migrant service organisations having staff 'on the ground' in each location
- Provide a rewarding experience to the volunteers involved by enabling them to apply their skills in new ways, make new local connections and become more active citizens

In addition, this model provides another policy tool that governments can potentially use to expand the scale of refugee resettlement, supplementing purely government-funded resettlement efforts.

c. Key features

The CRISP works with refugees who are identified overseas by the United Nations High Commissioner for Refugees (UNHCR) as being in most urgent need of

resettlement, and who are then referred to the Australian government for resettlement. Programs like this are sometimes referred to as **'sponsor a stranger'** programs, in comparison to other program types where supporter/sponsor groups identify the refugee they wish to sponsor/support.

Community Supporter Groups (CSGs) will provide 12 months of practical settlement and integration support to refugee participants, from their date of arrival to Australia. CSGs will comprise five or more adults, who can be based in a community anywhere in Australia, provided they can demonstrate capacity to provide appropriate support to a refugee household settling within or near to that community.

CRSA will mobilise, train, approve, support, and monitor CSGs and match them with refugee households referred into the program.

d. Summary of roles and responsibilities

Community Supporter Groups will support refugee households throughout their first 12 months in the country (see 'Community Supporter Group Responsibilities' below).

Refugee Participants will consider and articulate to the CSG their needs, challenges and aspirations, and take an active role in soliciting appropriate support from the CSG.

Community Refugee Sponsorship Australia (CRSA) will:

- Mobilise, screen, and train CSGs
- Match refugee participants with CSGs
- Monitor and support CSGs, helping them to troubleshoot issues that may arise

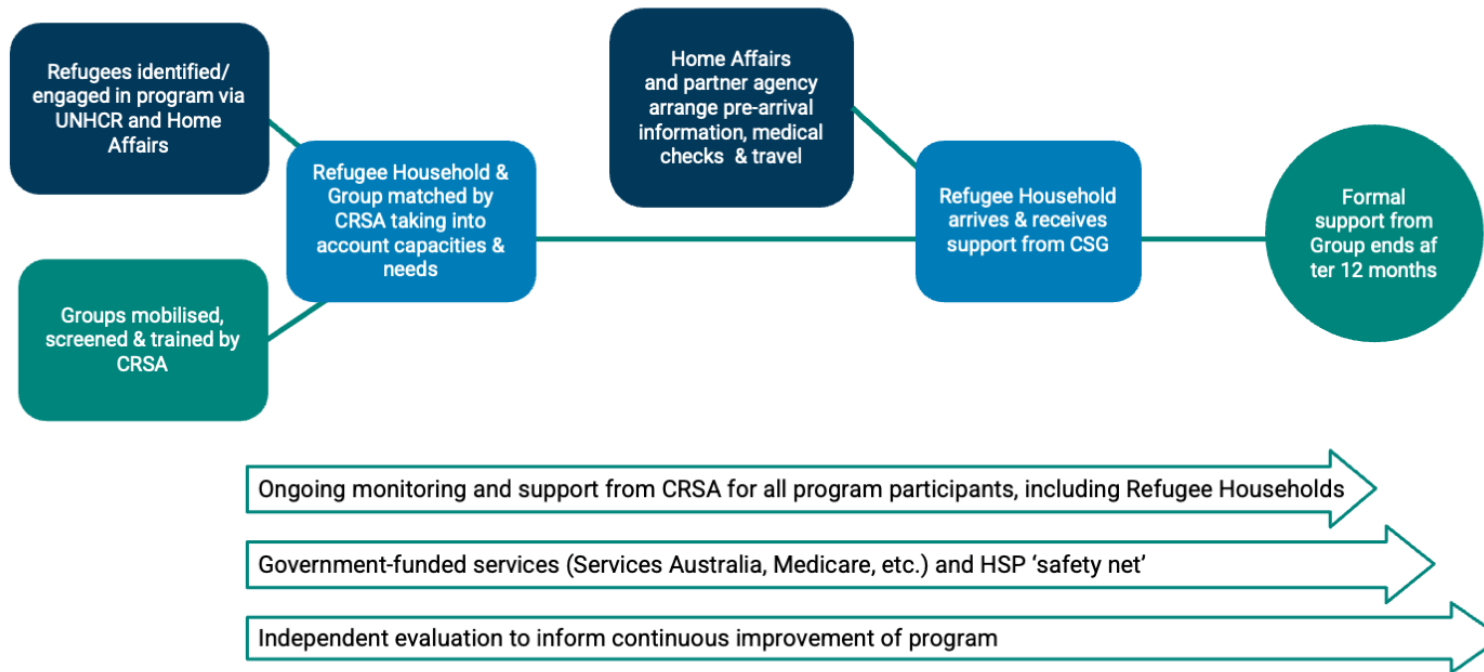
The Australian Department of Home Affairs will:

- Identify refugee participants, via the UNHCR
- Issue visas and arrange travel, via the International Organisation for Migration (IOM)
- Provide access to key services (e.g., Centrelink, Medicare, English classes, translation services)
- Provide access to the Humanitarian Settlement Program if refugees need to exit the CRISP

Supporting Community Organisations (e.g., clubs, community or faith organisations, businesses, local governments that have made a formal commitment to support and participate in the CRISP) may assist in:

- Supporting the promotion of the CRISP
- Supporting the formation of local groups
- Supporting fundraising and administration of local groups

e. CRISP process overview



2. Eligibility for involvement in the CRISP

a. Eligibility criteria for Refugee Participants

Refugee participants will be:

1. Identified by UNHCR as being in need of protection and referred to Australia for resettlement
2. Selected by the Department of Home Affairs for involvement in the CRISP
3. Have no known family links in Australia

b. Eligibility criteria for Community Supporter Group members

Members of a Community Supporter Group must:

1. Be able to form a local group of at least five adults who are Australian citizens or permanent residents (see 'Community Supporter Group Composition' below)
2. Be willing and able to provide clear background checks (National Criminal History and Working with Children Check or equivalent)
3. Have no serious criminal record or active adverse immigration proceedings on record (e.g. visa cancellation, citizenship revocation, etc.)
4. Be willing to abide by a national [Code of Conduct](#) containing minimum behavioural standards
5. Be willing and able to raise funds to meet the anticipated financial commitment
6. Be willing and able to commit the necessary time to:
 - a. Undertake program training (approximately 6 hours)
 - b. Develop a settlement plan for an allocated refugee household
 - c. Provide consistent settlement and integration support to a refugee household (estimated minimum 10 hours per week per group, with more intense support required in the first few weeks), for a period of 12 months from the date of arrival in Australia
 - d. Provide feedback to an independent evaluator at intervals throughout the experience
 - e. Engage in occasional peer learning opportunities with other CSGs (not compulsory).

3. Community Supporter Group responsibilities

a. General commitments

CSGs will need to:

- Oversee pre-arrival preparations while refugee participants remain offshore
- Meet refugee participants at the airport on arrival

- Provide transit assistance (if required) from point of international arrival to local airport
- Provide transport from airport and organise transit accommodation if required
- Provide or source temporary, on-arrival accommodation
- Assist refugee participants in securing long-term housing
- Provide a 'welcome pack' on arrival including a week's worth of food and a smart phone
- Provide income support until Centrelink income support is in place (within 2 weeks)
- Assist with registration for essential services (bank, Medicare, Centrelink, etc.)
- Assist with enrolment in education (school, English classes, TAFE, etc.)
- Assist with orientation to local community (public transport, shops, etc.)
- Assist refugee household to connect with a local GP and other healthcare as required
- Provide or source basic household goods (furniture, appliances etc.)
- Support refugee participants to achieve their settlement objectives during their first 12 months in Australia (e.g., help identifying suitable job and training opportunities, preparing a resume, making friends, engaging in sports and hobbies, etc.)
- Help refugees make friends, build networks, and develop social capital, by leveraging the group's social and professional networks.

b. Financial commitments

The financial commitment for CSGs will depend on a range of factors, including:

- The size and composition of the refugee household they're matched with
- Whether transit accommodation is required between arrival in Australia and the household's final destination (mostly relevant for CSGs in regional areas)
- Whether the group can provide initial 'free' temporary accommodation
- Whether the CSG is able to source quality donations of new or second-hand household goods and appliances.

As a guide we estimate the quantum of the financial commitment via fundraising efforts to be between \$5,000 and \$25,000, depending on the size and composition of the refugee household, and the amount of support that groups can provide 'in-kind' or donated. When you prepare your group's application to be part of the program, you will be asked to provide a rough budget for your support of a refugee household, taking into account any free or donated resources that your group expects to have access to (e.g. free temporary housing or quality donated household goods). We suggest that you base this budget on the largest household that your group could feasibly support.

To develop an estimated budget for your group, please see the budget template at the end of this Guidebook (Appendix B), which contains our estimates and examples from current CSGs.

4. Applying to join the CRISP

STEP ONE: FORM A COMMUNITY SUPPORTER GROUP

a. Form a Community Supporter Group

CSGs should comprise a minimum of five adults (18 years or over), who are Australian citizens or permanent residents. The following principles should be considered in forming a group.

- **Skillsets and Expertise of Group Members**
Relevant professional or language skills, volunteer experience and local networks would be a great asset to your group, but don't worry if you can't think of anything specific that you can offer – you will tap into your knowledge and strengths and develop new capabilities along the way. A foundational concept of community sponsorship, which has been proven in similar programs around the world, is that ordinary people can provide meaningful support to refugees in their local communities.
- **Proximity of Group Members**
We recommend that group members reside within a reasonable proximity from each other (a 30- minute drive or thereabouts) and come from at least three different households to maximise the diversity of support for refugee participants and minimise the risk that the CSG will be unable to continue if a family/household is affected by an unforeseen event. If you are an individual in need of a group, we may be able to help you connect with others in your area, please email info@refugeesponsorship.org.au advising of this. We also encourage you to join the [Form a Group Facebook page](#).
- **Other Group Attributes**
We are looking for groups that have a positive, 'can-do' spirit and who submit a well-thought-out Settlement Plan detailing their group and community profile and capacity.

Once you have formed a local group of at least five adults, appoint a Group Coordinator to take responsibility for acting as the primary point of contact for communication with CRSA, and a Deputy Coordinator who can step in for the Group Coordinator where needed.

It is recommended that all group members [attend an information session](#), or [watch a recording](#) where attendance is not possible, to ensure that the background, key stakeholders, and core requirements of the CRISP are understood before making the commitment to welcome refugees under the program.

STEP TWO: APPLY FOR BACKGROUND CHECKS

b. Apply for background checks

This program involves CSGs engaging in unsupervised and self-directed activities with refugee households. Accordingly, we need to satisfy all stakeholders that each group member is of good character with no relevant criminal history.

Each group member will need to provide a [National Criminal History \(AFP\) Check](#) and a [Working with Children Check or equivalent \(WWCC\)](#). Please apply for background checks as soon as possible to leave sufficient time for processing.

i. How to apply for a National Criminal History Check (AFP Check)

You can apply for a National Police Check through your state Police Force or online through a national provider (e.g. [CrimCheck](#)).

When completing your application, please select the below criteria:

Check Type: Volunteer

Role/Position: Support Volunteer

Place of Work/Company Name: Community Refugee Sponsorship
Australia

Address: Level 22/120 Spencer St, Melbourne VIC 3000

Police checks are done at a point in time, they do not have an expiry date, therefore we cannot accept checks run more than six weeks prior to the date of application to the program. While participating in CRSA's programs, you will be asked to obtain a new police check every 2 years.

We will only be accepting valid police checks that meet the above requirements.

ii. How to apply for a Working with Children Check (WWCC) or equivalent

The process for applying for a WWCC varies by state/territory. You should apply for a volunteer check, which is generally free.

If you are in NT or WA, you will need a non-profit organisation to help you submit your WWCC application. We strongly encourage you to find a local organisation (e.g., sporting club, charity, community organisation or place of worship) to sponsor the check. As a last resort, you can email our CRISP team at info@refugeesponsorship.org.au to arrange for CRSA to sign your WWCC application.

If you are in QLD you will also need a sponsor, however CRSA can be linked to your application. To be linked to CRSA's Blue Card Organisation portal, email your

full name, blue card number and D.O.B to info@refugeesponsorship.org.au.

If you already have a valid WWCC for the state/territory from which you will be participating in the CRISP you do not need to obtain a new one.

For application details by state/territory [please follow this link](#).

STEP THREE: FUNDRAISING

c. Fundraising

The financial commitment involved in supporting a refugee household can range from approximately \$5,000 to \$25,000 and will vary depending on a range of factors (see 'CSG Financial Commitments' above), CSGs will need to submit an indicative budget and demonstrate via a bank statement that they have raised a minimum amount of 50% of their budget before they will be matched with a refugee household. See the budget template in Appendix B of this document.

i. Proof of Funds

Bank Account

There are different options for setting up a bank account based on the set up of your Community Supporter Group.

Bank Account in the name of the CSG

This option is the most straight forward for CSGs that choose to incorporate.

For CSGs that don't incorporate, the banks listed below do allow unincorporated groups to open accounts:

- [Beyond Bank](#) allows unincorporated groups to open an account. Further information can be found on their website, or by contacting the bank.
- [Bendigo Bank](#) allows unincorporated groups to open an account [using this link](#). Groups need to open an enquiry first before they can start an application for a group account.
- [Great Southern Bank](#) allows unincorporated groups to open an account, provided each individual member opens/creates a membership with the bank first. Once each group member creates a membership/account, the group can apply for an entity membership/ account as a group, which the whole group will have access to.

If a bank requires groups to have an ABN to open an account, you can apply for one via the Australian Business Register website.

Bank Account in the name of 3 CSG members

This option is the most straight forward for CSGs that choose not to incorporate

Bank Account of an affiliated community organisation (e.g. place of worship, Rotary Club)

This option is the most straight forward to CSGs affiliated with, or auspiced by, a community organisation.

Proof of Funds

CSGs will need to provide a bank statement alongside their Settlement Plan showing they have 50% of their estimated budget. If the bank account is held by an affiliated community organisation, CSGs will need to include an accompanying letter from the organisation advising on the amount that has been quarantined for the CRISP. Groups who are fundraising through the Shout for Good platform can use their fundraiser as their Proof of Funds provided that they also have a bank account open and ready to receive the funds once release by ANHCA.

ii. Fundraising timelines

On average, groups have been able to achieve their fundraising amount over 2 – 3 months of fundraising. However, your group is the expert in your community and may need more or less time depending on where you're up to with promoting your CSG's intention to welcome a refugee household to your community.

As you can imagine, it would be very disappointing for a refugee household to be matched with a group and anticipating travel to their location, only to learn that the group was not able to adequately support them. It's important that we only match refugee households with groups that are ready and able to provide the support they need.

Undertaking fundraising activities in your local area is a great way to engage your local community in your refugee sponsorship endeavour. It can create a sense of community excitement about the refugee household due to join the community, which can be invaluable throughout their settlement journey.

iii. Organisations that can support your CSG with Fundraising Australian Neighbourhood Houses and Centres Association (ANHCA)

CRSA's primary fundraising partner is the Australian Neighbourhood Houses and Centres Association (ANHCA). Through CRSA's partnership with the ANHCA, CSGs can gain access to tax deductible gift receipts for their donors.

ANHCA is using the digital platform 'Shout for Good' (backed by ANZ) to provide a simple vehicle for CSGs to raise money online.

Please visit anhca.org/communityrefugeesponsorshipaustralia to read their Fundraising Guidelines and email jarrah@anhca.org to notify ANHCA of your intention to fundraise via Shout for Good before setting up your Shout for Good fundraising page.

You can [view a list of CRISP Community Supporter Groups currently fundraising through ANHCA](#) at the bottom of ANHCA's Shout for Good charity profile page.

Rural Australian for Refugees

Rural Australians for Refugees (RAR) can provide fundraising support to CSGs based in rural and regional areas.

Please follow this link to find a RAR group in your area.

<https://ruralaustraliansforrefugees.org.au/find-a-group>

Pride Foundation Australia

Pride Foundation Australia can provide fundraising support to CSGs in the LGBTQIA+ community.

To explore this option please contact info@pridefoundation.org.au.

iv. Promoting your fundraiser

CRSA has created a [media and promotions toolkit](#) to help you get started with promoting your fundraiser online and in your local community.

There are many great resources available to support your group with ideas and practical tips for promoting your fundraiser including:

- [Fundraising Blog](#) by the Fred Hollows Foundation
- [Promoting your Fundraiser](#) by Save the Children
- [Eventbrite All Access](#) by Eventbrite which has useful tips for promoting fundraising events.

v. Using respectful messaging when fundraising

Please ensure that your group respects the privacy and dignity of refugee newcomers during any fundraising activities. While it may be tempting to include personal details about the household you plan to support, please do not share anything beyond very general information (for example, where household is from and the general household composition). A good way of thinking about this is to imagine how you'd feel if personal information about your household was being shared for fundraising purposes.

Please also avoid using 'deficit' narratives. The CRISP program is intended to build on the inherent strengths and capacity of refugees, who come from a wide range of backgrounds. As such we hope that in your fundraising you avoid contributing to a deficit narrative around refugees, who may have faced difficult situations but bring a wealth of skills and positive attributes. Whilst groups may feel that it assists fundraising to focus on the past challenges of a refugee household, this approach lacks respect and should be avoided.

vi. Managing donor expectations

Ensure the messaging you use when communicating with donors realistically manages any expectations they might have around how funds will be spent.

For example, instead of using specific language such as 'we will use the funds to provide support to a refugee household for 12 months' consider using more general language that allows for some flexibility such as 'we will use the funds to

provide support to a refugee household for up to 12 months' or 'we will use the funds to welcome a refugee household to our community.'

More general language will help to manage donor expectations in your community in the event that the period of support ends prior to the 12-month mark (e.g., a refugee household decides to relocate elsewhere in Australia within 12 months of their arrival).

vii. Fundraising tools

Online fundraisers

Online fundraising is an increasingly popular way to raise funds. There are several fundraising sites that can be used, such as GoFundMe or Chuffed.org, and social media platforms that you can use to promote your fundraiser.

As mentioned above, ANHCA in partnership with CRSA is allowing groups to fundraise in the name of ANHCA for the CRISP program through 'Shout for Good', a digital platform backed by ANZ Bank.

If you wish to explore this option, please visit anhca.org/communityrefugeesponsorshipaustralia and email jarrah@anhca.org to notify ANHCA of your intention to fundraise on their behalf before setting up your Shout for Good fundraising page.

In-kind donations

In-kind donations from your local community are a great way to reduce costs when setting up accommodation, furnishings, and household needs for the refugee household you will be supporting. Online marketplaces such as freecycle.org, [Facebook Marketplace](https://www.facebook.com/marketplace) and [Gumtree](https://www.gumtree.com.au) are also an easy way to find free or affordable items.

Grants

If you are applying for a grant from your local council or a local club, it's important to consider whether it has any terms and conditions that your group will need to be aware of and comply with. Complications could arise if the funds are tied to a specific region or Local Government Area or if they must be spent on a specific activity.

Potential donors in your local community

Local businesses, organisations, clubs, associations, faith groups, schools, universities, and individuals may be interested in supporting newly arrived refugees in their area but are unsure how to help. You can give them the opportunity by asking them to support your work by providing financial or in-kind donations.

Be prepared before approaching donors and carefully consider how you will handle offers of non-monetary support, such as in-kind donations or job opportunities for the refugee household you will be supporting. Consider being specific in your approach - if you require venue space, technical help or catering to support your fundraising efforts don't be afraid to ask.

Local fundraising events

Local fundraising events are another great way to connect with individuals, groups and organisations in your local community who might be interested in supporting your CSG's work. Raising awareness of your initiative through an event can also help to broaden the 'welcome' that refugee participants receive when they arrive.

viii. Insurance for fundraising events

If a fundraising event is held by a group that has signed their settlement deed, CRSA's umbrella insurance policies may cover the event.

To confirm coverage groups should provide the below details to CRSA via info@refugeesponsorship.org.au to be shared with the insurers who will confirm coverage.

Details required include:

- Name of program group
- Date of event
- Location of event
- How many attendees will there be?
- Ages of the attendees
- Does the venue or any third-party service providers (e.g., caterers or performers) have their own public liability insurance?

More information may be requested by the insurers. The insurers can take up to 10 business days to respond so the sooner the enquiry is received and submitted the better.

CRSA's umbrella policies do not cover fundraising events held by local groups before they sign documents confirming their involvement in the program (e.g., Settlement deed). Groups are responsible for considering and managing these events including obtaining any permits or insurance as your group deems appropriate.

If your group has not yet signed their settlement deed and requires cover for a fundraising event, affordable options can be found through the following providers:

- [Local Community Insurance Services](#)
- [AON Small Event Insurance](#)
- [Action Entertainment Insurance](#)

ix. Fundraising regulation by state and territory

For more information on fundraising obligations that may apply to you under various Australian State/Territory fundraising laws and regulations, please visit:

- Australian Capital Territory - Access Canberra – www.accesscanberra.act.gov.au

- New South Wales - NSW Fair Trading - <https://www.fairtrading.nsw.gov.au/>
- Northern Territory - Licensing NT - <https://nt.gov.au/industry/licences/licensing-nt-online>
- Queensland - QLD Office of Fair Trading - <https://www.qld.gov.au/law/fair-trading>
- South Australia - Consumer and Business Services - <https://www.cbs.sa.gov.au/>
- Tasmania - Office of Consumer Affairs and Fair Trading - <https://www.cbos.tas.gov.au/home>
- Victoria - Consumer Affairs Victoria - <https://www.consumer.vic.gov.au/>
- Western Australia - Department of Mines, Industry Regulation and Safety WA, Consumer Protection Division - <https://www.commerce.wa.gov.au/consumer-protection>

You can also find helpful information regarding the fundraising obligations that may apply to your organisation or group on Justice Connect's Not-for-profit Law website at:

<https://www.nfplaw.org.au/free-resources/fundraising-and-holding-events/fundraising>

STEP FOUR: COMPLETE THE APPLICATION PROCESS

d. Complete the Application process

The Group Coordinator should commence the application process by submitting an [Intention to Apply](#) via our website.

On submitting an **Intention to Apply**, the Group Coordinator will receive an email with:

- The **Settlement Plan and Group Profile** document and
- A link to the **Individual Application** that each group member will need to submit.

The **Settlement Plan and Group Profile** helps CRSA understand your group's make-up, location, and capacity. This will allow us to ensure your group meets the criteria for the program and helps us to facilitate a successful match and positive experience for both your group and the refugee household your group is matched with. Once we receive your completed applications, we will work with you to address any gaps.

The **Settlement Plan and Group Profile** will include detailed questions about:

- Each of your group members (e.g., name, contact details, occupation)
- Your group and community's profile, resources, and capacity
- Your financial capacity (including free or donated resources)

It is advised that you spend some time as a group discussing these elements to

ensure you cover all the required areas for the application and are on the same page about your shared endeavour.

The Group Coordinator should send the link for the **Individual Application** to each group member so they can enter their contact details and upload their Police and Working with Children Checks. Once complete, the **Settlement Plan and Group Profile** should be sent to crisp@refugeesponsorship.org.au with the **Proof of Funds**.

5. Learning, resources and support provided by CRSA to CSGs

GETTING STARTED

CRISP Information Session

This one-hour session provides an overview of CRISP program including how the program works, its role in Australia's broader refugee settlement program, how individuals and groups can get involved as well as providing examples of how other everyday Australians are making a difference in their local communities through the CRISP.

To register for an upcoming session or watch the pre-recorded session [register here](#).

We recommend that interested individuals and groups attend an information session before submitting an [Intention to Apply](#).

INITIAL TRAINING AND GROUP PREPARATION

Online self-paced modules

3 self-paced modules which each take approximately 1 hour to complete (so approx. 3 hours total)

- Module 1: Foundations of Community Sponsorship
- Module 2: CRISP Roles & Responsibilities
- Module 3: Child Safety

The online self-paced modules are hosted on TalentLMS. Each group member will need to complete all three modules individually. You will receive details on how to log in and access these once your group has submitted your application

(including your group's [Intention to Apply](#) and each group member's Individual Application) to participate in the CRISP.

Group Workshop

The group workshop focuses on bringing the 'soft skills' of community sponsorship – values, interpersonal communication and group dynamics - to life through practical application. This is an excellent opportunity for groups to start getting to know how they will work together, navigating their own personal expectations, values and skills.

The group workshop is approximately 3 hours and is hosted online via zoom. Groups are encouraged to attend the same workshop on individual devices for best engagement and participation. Groups can check upcoming dates for workshops on [our website](#).

You'll be able to register for a workshop once your group has submitted your application (including your group's [Intention to Apply](#) and each group member's Individual Application) to participate in the CRISP.

Group Planning and Preparation

After your group has completed the group workshop and before being matched with a household your group will be asked to submit:

- **Settlement Plan & Group Profile** including an estimate budget (see Appendix B of this document for budget examples)
- **Proof of funds**

Once we receive your completed planning documents, we will work with you to address any gaps before moving forward to matching your group with a refugee household.

The [Settlement Guidebook](#) incorporates the training materials that support CSGs to take a holistic approach to settlement planning for the refugee household they are matched with.

ACCESS TO ONGOING LEARNING AND RESOURCES

Community of Practice (CoP)

CRSA facilitates a national Community of Practice (CoP) for groups in the CRISP. This national network is a space for group members to share, learn and support one another as they support newcomers and includes access to CRSA's monthly peer forums and online community hub.

- **Peer Forums**

Monthly online meetings where Community Supporter Groups around Australia come together to share questions and learnings and to hear from experts in fields of relevance to refugee settlement.

An email with the online meeting link will be sent out before each forum.

- **Community Hub**

CRSA's Community Hub is an online space that provides:

- A platform for CSG members to share questions, information and advice.
- A range of resources related to refugee settlement and community sponsorship.
- Recordings of our online Peer Forums; and
- Our monthly CRISP newsletters.

Each group member will receive an invitation to join our Community Hub via email when they submit their Individual Application Form.

SETTLEMENT COACHING THROUGHOUT THE PROGRAM

Support from your CRSA Community Liaison Officer (CLO)

Once your group is matched with a Refugee Household, you will be allocated a CRSA Community Liaison Officer (CLO). Your CLO will arrange an online meeting with your group a few weeks before the Refugee Household's scheduled arrival to talk through your plans, answer your questions and ensure nothing has been missed.

Your CLO will be your primary point of contact within CRSA for the 12-month period of support. Your CLO will contact your group, and the Refugee Household you welcome, periodically throughout the 12-month period of support, and will be available for you to contact during business hours for advice, settlement coaching and troubleshooting.

Support from CRSA

The CRSA team is available during business hours (Monday - Friday, 9am - 5pm, AEST) for:

- Settlement coaching and guidance
- Troubleshooting
- Feedback and complaints
- Critical incident reporting

The CRSA team can be contacted on:

- Telephone: 1300 317 411

- Email: crisp@refugeesponsorship.org.au

KEY DOCUMENTS

Group Preparation Guidebook (this document)

The Group Preparation Guidebook (this document) provides important information about applying and preparing for the CRISP.

Settlement Guidebook

The [Settlement Guidebook](#) which incorporates training materials supports CSGs to take a holistic approach to settlement planning for the refugee household they are matched with.

- **Chapter One- Introduction:** Provides the foundational concepts of community sponsorship and the broad policy guidelines for the CRISP.
- **Chapter Two - Settlement Planning:** Assists Community Supporter Groups (CSGs) to develop a Settlement Plan for the Refugee Household they welcome.
- **Chapter Three- Possible Challenges:** Explores some common challenges and outlines the support CRSA provides to CSGs, and how CSGs are encouraged to respond in a range of potentially challenging circumstances.
- **Chapter Four - Appendices:** Includes additional information on ideas introduced throughout the Settlement Guidebook. The appendices can also be read to better understand some of the foundational concepts that underpin the CRISP.

KEY ONLINE PLATFORMS

CRSA's Website

CRSA's website provides:

- Information about CRSA and what we do including programs, advocacy and partnerships
- Global and local news, events and updates from the Community Sponsorship movement
- Key Resources and FAQs for CSGs and others wanting to get involved

Access via: <https://refugeesponsorship.org.au/>

Community Hub

CRSA's Community Hub is an online space that provides:

- A platform for CSG members to share questions, information and advice.
- A range of resources related to refugee settlement and community sponsorship.
- Recordings of our online Peer Forums; and
- Our monthly CRISP newsletters.

Each group member will receive an invitation to join our Community Hub via email when they submit their Individual Application form.

Access via: <https://communityhub.refugeesponsorship.org.au/> once you have received an invitation

Talent LMS

Talent LMS is the learning management system that hosts CRSA's 3 self-paced modules:

- Module 1: Foundations of Community Sponsorship
- Module 2: CRISP Roles & Responsibilities
- Module 3: Child Safety

Each module takes approx. one hour to complete. Each group member will need to complete all three modules. You will receive details on how to log in and access these once your group has submitted your application (including your group's Intention to Apply and each group member's Individual Application) to participate in the CRISP.

Access via: <https://refugeesponsorshipaustralia.talentlms.com/plus>

Shout for Good

Through CRSA's fundraising partnership with Australian Neighbourhood Houses and Centres Association (ANHCA) Community Supporter Groups (CSGs) involved in the CRISP can use the Shout for Good platform as a tool to raise funds they anticipate requiring when welcoming and supporting a refugee household through the CRISP program.

Using the 'Shout for Good' platform is a convenient way for CRISP CSGs to collect donations online and enables Australian-based donors to make donations that are tax- deductible even if the CSG raising funds is not an incorporated entity or a registered charity. People who donate through this platform will be instantly issued with a tax-deductible receipt for donations of more than \$2.

To use the platform for this purpose, CSGs can set up a fundraising page as a 'Donor' via Shout for Good and select Australian Neighbourhood Houses and Centres Association (ANHCA) as the charity the funds they raise will be donated to. CSGs participating in the CRISP will be eligible to have any funds they have

raised through this set up released as a grant to them by ANHCA. ANHCA will consult with CRSA to confirm a CSG's participation in the CRISP prior to funds being released and CSG's will also be required to comply with ANHCA's Fundraising Guidelines when spending the granted funds.

More information on using Shout for Good to raise funds through this partnership is available via [ANHCA's website](#).

Access Shout for Good via: <https://shoutforgood.com/>

6. Group Preparation Checklist



Group Preparation Checklist

You've got a group together... what's next?

Use the below checklist to keep track of your progress towards the Community Refugee Integration and Settlement Pilot (CRISP). *Please note this is not a linear process, we just ask that these steps are all completed before groups are matched.*

- REGISTER GROUP MEMBERS
 - Submit Intention to Apply
 - Complete individual applications
 - Complete background checks
- FUNDRAISING
 - Set up group bank account
 - Fundraise 50% of estimates budget
 - Provide proof of funds
- TRAINING
 - Complete online self-paced modules
 - Register and attend group workshop
- SETTLEMENT PLANNING
 - Complete 'Settlement Plan & Group Profile'
 - Submit to CRSA via crisp@refugeesponsorship.org.au
- MATCHING
 - Complete the steps above
 - Be ready to welcome an arrival within 3 months
 - Sign Settlement Deed (formal acceptance of a match)

7. Appendices

Appendix A: Risk Management and Insurance information for CSGs

IMPORTANT NOTE: The information contained in this document about risk and insurance is not legal advice but rather a tool to help local groups involved in CRSA's programs ('program groups') form a general understanding of how CRSA's programs approach the question of 'risk' and the existence of certain umbrella insurance policies arranged by CRSA.

Copies of policy schedules and wording can be found at the links below:

- [General and Products Liability policy schedule](#)
- [Professional Liability policy schedule](#)
- [General and Products Liability policy wording](#)
- [Professional Liability policy wording](#)

Please note only Section 1 of the Professional Liability policy applies to program groups

We encourage groups to familiarise themselves with these policies, noting that like all insurance policies they contain conditions and exclusions and do not cover all potential risks. Notably, the policies provide cover liability to third parties and not personal injuries or other losses that may be suffered by program group members in the course of their involvement in programs administered by CRSA.

1. Principles of independence and autonomy

CRSA's programs recognise the independence, agency and autonomy of all individuals involved in CRSA's programs (all 'program participants'), whether they be members of local groups providing support to refugee newcomers ('program groups'), or refugee newcomers themselves. CRSA does not seek to direct, regulate, control or be responsible for the day-to-day activities of or interactions between individuals involved in CRSA's programs.

It is up to each individual program participant to decide whether to participate in any activity proposed by any other program participant and those organising an activity should check this with all relevant individuals before proceeding with the activity. If any program participant feels that a proposed activity is not safe or suitable for them or their dependents then they should make this known to the person proposing the activity and, if their concerns cannot be

allayed, decline to participate in that activity. On this basis, if any program participant does elect to participate in an activity or allow any of their dependents to participate in an activity, then they may be treated as having accepted responsibility for the risk of any harm or loss that be caused to them as a result of that activity.

2. You may already be insured for many day-to-day risks

Many program group members involved in CRSA's programs will already have personal insurance policies that may offer a level of protection if unfortunate incidents arise during activities that they engage in as part of a program group offering support to refugee newcomers, for example, home and contents insurance and/or comprehensive car insurance.

Home and contents insurance policies, for example, may provide cover for legal liability to third parties and comprehensive car insurance policies may provide cover for legal liability to third parties for property damage caused by the use of an insured vehicle. We strongly encourage all program group members to check their personal and home and contents insurance policies to ascertain what they are and are not covered for.

3. CRSA insurance

CRSA has extended its insurance to offer some additional protection to program groups. To add an additional layer of protection, CRSA has secured umbrella insurance policies which will cover active mentor/community supporter groups involved in the Group Mentorship Program ('GMP') and the Community Refugee Integration and Settlement Pilot ('CRISP') for the duration of their 6–12-month period of participation in the relevant program:

1. General and Products Liability (\$20 million cover for any one claim, with a deductible of \$1,000 per claim, to be borne by the program group).
2. Professional Liability (\$10 million cover for any one claim, \$20 million in aggregate)

These policies cover the activities of CRSA and individuals/entities who form program groups involved in CRSA programs, as notified to the insurers by CRSA.

If CRSA has confirmed in writing your group's involvement in a program administered by CRSA then CRSA will notify its insurers of your group's involvement in the program, and you don't need to do anything further to be covered by these policies. **However, you must let CRSA know as soon as possible of any incidents that might trigger a claim.**

The primary purpose of these umbrella policies is to provide a level of cover in connection with the practical activities of local groups during the period when they are providing support to the refugee household. These policies do not extend to the activities of groups who are only at the stage of preparing to be involved in one of our programs. Please note program groups are not covered under CRSA's Work Health and Safety Policy or workers compensation insurance.

4. Activities connected to insurance cover

CRSA has provided the following list of activities to its insurers in connection with arranging this insurance cover.

Activities not on this list will likely not be covered by the relevant policy.

1. Meeting refugees on arrival in Australia at the airport and providing them with transport to their temporary accommodation
2. Securing or providing temporary accommodation, income support and basic needs on arrival for refugee households
3. Assist refugee household in registering for essential services like Centrelink, Medicare, Adult Migrant English Program, National Disability Insurance Scheme
4. Assisting refugee household in identifying and securing suitable long-term accommodation and acquiring basic household goods
5. Engaging in a wide range of self-directed, practical, day-to-day activities to assist refugee newcomer households in achieving personal goals related to their settlement and integration in Australia including (but not limited to):
 - a. finding suitable employment
 - b. having their overseas qualifications recognised
 - c. identifying and securing long-term accommodation
 - d. enrolling and participating in educational opportunities (primary, secondary, tertiary, vocational)
 - e. practicing English
 - f. learning to drive and understanding Australian road rules
 - g. establishing small businesses
 - h. accessing available services
 - i. establish and expand social and professional networks
6. Undertaking fundraising activities to raise funds to support the work of the group and/or the needs of the refugee household
7. Engaging in informal social activities and outings in connection with the above goals

Program groups that are connected to a formal entity like a local club, school, church, or business may also be able to seek insurance cover through the policies held by that entity. We also note that [Rural Australians for Refugees \(RAR\)](#) can offer public liability cover for groups that are based in areas other than Melbourne, Sydney and Brisbane.

5. Consider and mitigate risks

CRSA has in place a number of mechanisms to support the integrity of the CRISP and to ensure that program groups have access to resources to help them provide effective support to refugee participants. However, in planning and undertaking day-to-day activities, it is ultimately up to each individual program group member to consider the risks associated with program group activities and how best to mitigate or manage the risks associated with such activities (including the role of insurance). Refugee participants should also be informed about their own independence and agency in deciding what activities they and their dependents will participate in.

Many activities that program participants might engage in may be low risk (e.g., a picnic in the park or trip to a museum), but some might be higher risk. For those which pose more risks, there may be obvious common-sense measures and precautions that can be taken to minimise risk (e.g., supervising people while swimming at the beach, and only swimming at patrolled beaches between the flags). Taking out additional insurance cover may also be worth considering in some circumstances (e.g., if arranging a large community event with pony rides), noting that third party suppliers may also carry insurance to cover members of the public using their premises or equipment.

6. Practical examples to consider

CRSA's policies provide cover for local program groups for claims against them. They do not provide cover to refugee participants for their own loss.

The following table contains some practical scenarios for potential claims against community support groups (CSG) for consideration. We rarely hear about incidents like this but just like in any other facet of life, things can occasionally go wrong.

Scenario	Would CRSA's umbrella insurance policies be likely to cover CSGs in this scenario?	If not, what alternative insurance may be available?
Refugee participant is injured while visiting or staying as a guest at a CSG member's home	Yes (also possible cover under home and contents insurance)	
Refugee participant is injured while renting a CSG member's property	Yes (also possible cover under home and contents insurance)	
Third party is injured at a community or fundraising event organised by a CSG	Yes	
Refugee participant or CSG member is injured at a CSG's community or fundraising event	Yes	
Refugee makes a claim against a CSG based on advice or assistance provided by that CSG	Yes	
Event venue is damaged by third parties during a community or fundraising event organised by a CSG	Yes	
Refugee participant is injured while staying as a guest at a third party's home	No	Third party's Home and contents insurance
Refugee participant is injured while renting a third party's property	No	Third party's Home and contents insurance

Refugee participant is injured as a result of a refugee participant driving a CSG member's car	Yes (also possible cover under compulsory motor vehicle personal injury insurance)	
Refugee participant is injured while CSG member is driving their own car	Yes (also possible cover under compulsory motor vehicle personal injury insurance)	

Appendix B: Budget Template

Do not complete this form. The indicative budget is completed as part of the Settlement Plan. This document is to provide an overview of the likely financial commitment of your group.

Please review this budget after being matched with a refugee household to ensure it covers the size and composition of your matched refugee household.

		Your Estimate <i>(Based on the largest household that you think your group could support and your group's access to 'free' / donated resources)</i>		
Item	Our Estimate	Cost per Household	How much can be sourced 'for free'	Total Estimate
<p>Transit Support <i>*Only likely to apply in regional areas where refugees may need to transit from an international airport to a regional airport.</i></p> <p><i>Consider the costs to your group of at least one group member travelling to meet the refugee family at your nearest international airport and then accompanying them on their flight to your location. The Department of Home Affairs will cover the cost of refugees' flights to their final destination.</i></p>	<p><i>Cost will vary by location – group to estimate</i></p>			

<p>Temporary Accommodation on Arrival</p> <p>Consider the cost of providing up to six weeks temporary accommodation while you support the refugee family to find longer-term housing. You may have access to 'free' accommodation through your personal networks. Otherwise, consider the cost of renting a serviced apartment, AirBnb accommodation etc</p>	<p>Up to \$6000 per household + \$1,500 per child</p>			
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<p>Your Estimate (Based on the largest household that you think your group could support and your group's access to 'free' / donated resources)</p>						
Item	Our Estimate	Cost Per Single Adult	Cost Per Additional Adult	Cost Per Additional Child/Children	How much can be sourced 'for free'	Total Estimate
<p>Temporary Income Support on Arrival</p> <p>Factor in basic income support until Centrelink payments commence (assume this will take up to two weeks)</p>	<p>\$500 per adult per fortnight + \$200 per child</p>					

<p>Essential Goods on Arrival Allow for at least one week of groceries, toiletries and other personal items, two sets of good quality seasonal clothing and at least one smartphone with sim card and initial data package</p>	<p>\$1,000 per household + \$500 per additional adult + \$300 per child</p>					
<p>Furniture and Basic Household Goods Consider essential furniture, whitegoods and household equipment</p>	<p>\$5,000 per household + \$1,000 per additional adult + \$750 per child</p>					
<p>Other Contingencies May include emergency healthcare (eg. dental, optical), purchase of a laptop or other electronic device, etc.</p>	<p>\$600 per adult + \$300 per additional adult + \$300 per child</p>					
<p>Total</p>						

Appendix C: Budget Examples

Sample #1	Cost per Adult	Per Adult, Additional I	Per Child, Additional	Notes including how much can be sourced 'for free'	Estimated Total
Airport Reception	0				0
Transit Support	400			May hire minibus	400
On-Arrival Housing	3,000			Long-term house from outset; average local rent: \$500/wk	3,000
On-Arrival Income	500	500	200		1,200
On-Arrival Essentials	750	250	250	Some donated, some new	1,250
Furniture				Usually mostly donated	1,000
Other Contingencies	300	300	300	No interest loan for laptops	900
Total	4,950	1,050	750		\$7,750

Sample #2	Cost per Adult	Per Adult, Additional	Per Child, Additional	Notes including how much can be sourced 'for free'	Estimated Total
Airport Reception				No cost to group	0
Transit Support				Petrol + parking for 2 vehicles	300
On-Arrival Housing					6,000

On-Arrival Income	500	500	200 x 3		1,600
On-Arrival Essentials					1,000
Furniture					5,000
Other Contingencies	600	600	300 x 3		2,100
Total	1,100	1,100	1,500		\$16,000

Sample #3	Cost per Adult	Per Adult, Additional	Per Child, Additional	Notes including how much can be sourced 'for free'	Estimated Total
Airport Reception				No cost to group	0
Transit Support				Not required	0
On-Arrival Housing				Serviced holiday apartment	10,000
On-Arrival Income				Large family (6+ people)	3,000
On-Arrival Essentials				Purchase new	3,000
Furniture				Mostly new; some donated	5,000
Other Contingencies					4,000
Total					\$25,000