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Summary of HSP, CRISP and CSP programs

	Humanitarian Settlement Program (HSP)	Community Refugee Integration and Settlement Pilot (CRISP)	Community Support Program (CSP)
Visa subclasses eligible for each program	200 – Refugee 201 – In-Country Special Humanitarian 202 – Global Special Humanitarian (excluding CSP entrants) 203 – Emergency Rescue 204 – Woman at Risk	200 – Refugee 201 – In-Country Special Humanitarian 204 – Woman at Risk	202 – Global Special Humanitarian
Is the case referred to Australia by the UNHCR?	May or may not be UNHCR referred	Must be UNHCR referred	Not UNHCR referred
Links in Australia	May or may not have links in Australia	Only cases with no family links in Australia are considered	May or may not have links in Australia
Proposer in Australia	Only subclass 202 visa applications require a proposer. Small numbers of subclass 200, 201, 203 and 204 holders may have proposers under split family provisions.	No	Yes – by Approved Proposing Organisation (APOs) supported by Australian Supporters of the entrant - family, community or business
Who provides settlement support?	Settlement service providers, contracted under the Humanitarian Settlement Program (HSP). For clients with proposers, the proposer has responsibilities to help them settle in Australia.	Community Supporter Groups (CSGs)	APO in consultation with Australian supporter

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Access to Government Assisted Passage	Yes, except applicants granted a subclass 202 Global Special Humanitarian visa. The proposer and applicant are responsible for the applicant's travel to Australia.	Yes	No – APO / Australian supporter responsible for making travel arrangements
Access to HSP	Yes	No (unless exceptional circumstances)	No
Access to Specialised Intensive Services (SIS)	Yes	Yes	Yes
Access to Government income support	Yes	Yes	Not in the first 12 months - Assurance of Support required as part of visa application. (Assurer is the Australian Supporter)
Access to Settlement Engagement and Transition Support (SETS)	Yes	Yes	Yes
For more information	https://immi.homeaffairs.gov.au/settling-in-australia/humanitarian-settlement-program	https://immi.homeaffairs.gov.au/settling-in-australia/helping-refugees/get-involved/community-refugee-integration-settlement	https://immi.homeaffairs.gov.au/what-we-do/refugee-and-humanitarian-program/community-support-program

Key Settlement Responsibilities

Settlement Activity	Who is responsible for settlement activities under each model?		
	HSP	CRISP	CSP
Ensure settlement support providers are of good character, have financial capacity to provide settlement support, etc.	N/A	Community Refugee Sponsorship Australia (CRSA)	Approved Proposing Organisation (APO)
Development of a settlement plan	HSP Service Provider	Community Supporter Group (CSG)	APO in consultation with Australian supporter
Ensure settlement support services can be delivered in the settlement location	HSP Service Provider	CSG	APO in consultation with Australian supporter
Source / secure accommodation	HSP Service Provider	CSG	APO in consultation with Australian supporter
Airport pickup and provision of initial orientation around settlement location, including registration for services (e.g. Medicare, Centrelink)	HSP Service Provider or proposer	CSG	APO in consultation with Australian supporter
Development of a case management/settlement plan	HSP Service Provider	CSG	APO in consultation with Australian supporter and entrant
Induction on services such as health care, banks, public transport, translating and interpreting services, education (including Adult Migrant English Program), childcare, etc.	HSP Service Provider	CSG	APO in consultation with Australian supporter
Provide support and information on rights and responsibilities in Australia (including workplace rights and safety, residential tenancy rights, etc.)	HSP Service Provider	CSG	APO
Monitoring the performance of settlement supporter providers	The Department	CRSA and the Department	APO and the Department
Taking all reasonable steps to ensure integration in the community	HSP Service Provider	CSG	APO in consultation with Australian supporter and entrant