

## **SETS Community of Practice**

### **Communique: First meeting of the Client Processes and Standardisation**

#### **Videoconference – 28 July 2020**

On 28 July, the SETS Community of Practice (SETS CoP) held its first meeting for members of the Client Processes and Standardisation sub-group, with guest Sandra Wright (CEO, Settlement Council of Australia (SCOA)).

#### **Terms of Reference and Interaction Rules**

All attendees agreed with the updated SETSCoP Terms of Reference and Interaction Rules, with no amendments required.

#### **Area of focus**

Firstly, the National Settlement Services Outcomes Standards (NSSOS) framework was explained and the work that SCOA will be doing in the coming year on the NSSOS was shared.

Attendees discussed value in developing a standardised tool for SETS, based on the NSSOS. The tool could assist with reporting of more qualitative data by capturing the clients' journey and being able to highlight particular areas of concern for clients.

There was a discussion on whether the tool should focus solely on specific areas such as Employment, English and Education, however the majority saw benefit in creating a more holistic tool that could capture client progress across all settlement domains.

#### **Next Meeting**

The next meeting will focus on collectively workshopping and starting to develop a tool that can be shared broadly among the SETSCoP.

#### **Resources shared**

- [SETSCoP Terms of Reference and Interaction Rules](#)
- [National Settlement Services Outcomes Standards \(Settlement Council of Australia\)](#)