

## **SETS Community of Practice**

### **Communique: First meeting of the Data, Evaluation and Outcomes sub-group**

#### **Videoconference – 23 July 2020**

On 23 July, the SETS Community of Practice (SETS CoP) held its first meeting for members of the Data, Evaluation and Outcomes sub-group.

#### **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**

Most of the meeting was dedicated to determining the sub-group's focus. There was consensus in the value in focusing on:

- sharing of best practice
- collective DEX troubleshooting and seeking clarity from Department of Home Affairs (DHA) or DEX helpdesk as required
- Looking at measurements and evaluations external to DEX, to track outcomes and impact for both client services and community capacity building (CCB).

Some providers shared of the data management systems they are using in parallel to DEX, while others shared of some evaluation measures they have developed.

#### **Challenges with DEX and reporting**

Attendees shared some of the ongoing challenges they face with DEX reporting and using the DEX protocols. A few providers mentioned receiving the "DEX and reporting considerations raised through SETS Community of Practice" document from Department of Home Affairs earlier in the day, which provides responses to questions filtered through SETSCoP about DEX, from providers. Many were yet to see the document, prior to this meeting.

#### **Other business**

A few providers shared issues with some Humanitarian Settlement Program (HSP) clients being exited from HSP and referred to SETS, prior to meeting their milestones.

Additionally, some attendees expressed concern about clients who are ineligible for SETS (i.e. those who arrived to Australia over 5 years ago) needing support during this time.

Attendees saw value in sharing of contact details to facilitate more localised collaborations.

It was agreed that the next meeting focus on peer-training and collectively problem solving DEX issues, in addition to presenting client management databases that some providers are using. Any issues not resolved collectively or through reference to the DEX protocols, will be raised with the Department of Home Affairs or the DEX Helpdesk.

**Resources shared**

- [SETSCoP Terms of Reference and Interaction Rules](#)
- [DEX and reporting considerations raised through SETS Community of Practice \(Department of Home Affairs\)](#)
- [The Data Exchange Protocols \(Australian Government\)](#)
- [Program Specific Guidance for Commonwealth Agencies in the Data Exchange \(Australian Government\)](#)
- [DEX website](#)
- [DEX training materials](#)