

## **SETSCoP**

### **Communique: Second meeting of the Client Processes and Standardisation sub-group**

#### **Videoconference – 17 November 2020**

The Client Processes and Standardisation sub-group had their second meeting on 17 November. The meeting focused sharing current resources and an interactive discussion by attendees on what standardised tools should be a priority to develop.

#### **Standardised tool**

A settlement provider presented and walked attendees through their casework guide. The comprehensive guide has supported them in ensuring standardised service delivery across their organisation and broader, to their consortium. The guide provides a clear example of how the National Settlement Services Outcomes Standards (NSSOS) framework can be reflected in a casework guide.

Sub-group members agreed that priority should be given to the development of a standardised intake assessment form for SETS, that reflects the settlement domains outlined in the NSSOS and also takes into consideration DEX requirements.

It is envisaged that the collective development of the intake form by sub-group members, will support the future development of any outcome focused measures.

#### **Next meeting**

The next meeting will focus on collectively workshopping the development of an intake assessment form, to be shared with SETSCoP more broadly. Prior to the next meeting sub-group members will share their current intake assessment tools.