

SETSCoP

Communique: Second meeting of the Service Linkages

Videoconference – 19 November 2020

The service linkages sub-group held their second meeting on 19 November.

Review of service linkages

Attendees discussed the key themes identified in the collated service linkages table which included:

- 100% of service linkages shared by providers were current linkages
- 81% of services linkages were referrals out of SETS
- Many of the challenges with services were due to resourcing and demands, particularly in the context of the COVID-19 pandemic.
- Linkages that were deemed of greatest importance to SETS services by providers include services that focus on mental health, employment, housing, education and Centrelink.

Building potential linkages

There was an acknowledgement that opportunity for the sub-group lies in building potential service linkages and linkages that lead to referrals in to SETS.

Attendees outlined opportunities for referrals in to SETS and better relationships with:

- maternal child health services
- hospitals
- schools
- employment services
- HSP providers

Additionally, there was discussion on supporting the referral pathway from HSP and how to ensure clients are aware and linked on exit from HSP. Attendees shared that a smoother transition between HSP and SETS, would limit the number of clients engaging with SETS when in a crisis situation or not accessing SETS as unaware of eligibility.

Ideas around potential linkages and a focus on referrals in, will be collated from providers prior to the next meeting.

Next Meeting

The next meeting will focus on discussing ideas shared by sub-group members and formulating a narrative around SETS support, that HSP providers could use to support the referral pathway in to SETS.