

# 2020 Annual Impact Report

SETSCoP is a national collaboration of 112 settlement service providers across Australia, who support vulnerable migrants and refugees under the Settlement Engagement and Transition Support (SETS) program.

The core purpose of SETSCoP is to support SETS providers in the sharing of best practice and expertise for effective settlement and in working collectively to address identified issues and concerns.

[setscop.org.au](https://setscop.org.au)



Held **80 individual consultations** with SETS service providers across Australia - including **37 on-site visits**.



Mapped key focus and development areas and designed the **SETSCoP model** comprising **14 national sub-groups**.



Developed a platform for **sharing resources, best practice and innovation** with members and stakeholders, including regular communication through **COVID-19**.



Established a **SETSCoP Secretariat**. Provided ongoing administrative support including facilitating the four-monthly meetings for each sub-group.



Facilitated greater **collegiality, collaboration and peer learning** among SETSCoP members.



Enhanced the digital presence by developing the **SETSCoP website**.



Contributed **input and advice** to the development of the **MYAusCOVID-19** mobile app.



Provided a platform for settlement organisations' executive management through a **CEO forum and steering groups** to address strategic issues for the settlement sector and support opportunities.



Facilitated **employment roundtables** to identify and resolve high level employment support issues, to drive sustainable employment outcomes.



Provided **64 weekly updates** (including 33 COVID-19 focused updates) and built a **subscription base of 590 participants** and growing.



Hosted regular **expert webinars** to encourage best practice in key areas of focus and themes for settlement.



Provided the Department of Home Affairs with **feedback** on key program considerations, operational issues, best practice and policy learnings.



## Resources

- Template guide note for frontline SETS staff supporting clients during the COVID-19 pandemic
- Summary of services for migrants on temporary visas during COVID-19 pandemic
- Settlement sector resilience: Navigating COVID-19 and beyond
- Settlement Service Providers' Guide to Working Effectively with Employers
- Business Hub with tools and templates to support organisational capability

## Webinars

- COVID-19 Briefing with a Public Health Expert
- COVID-19 Risk Management and Business Continuity Planning
- Gender Impacts of COVID-19
- Mental health and re-traumatisation risks for migrants and refugees in the context of COVID-19
- Migrant and refugee experiences of domestic and family violence during COVID-19
- COVID-19 and the rise of racism
- Applying the MYAN National Youth Settlement Framework 2020 to service delivery
- Supporting LGBTIQ+ refugees and vulnerable migrants in settlement
- Employment services
- Access to 1800RESPECT for migrant and refugee communities
- Rural Settlement: Positive Stories of Migrant and Refugee Women
- Multicultural and settlement servicing of Services Australia

## SETSCoP COVID-19 response



Created a focused newsfeed product of COVID-19 with **33** biweekly updates.



Created a forum dedicated to COVID-19, focusing on **COVID-19 best practice and innovation**. Established a fortnightly meeting schedule which included **39 meetings to date**.



Designed a calendar of expert **COVID-19 webinars** to support sector expertise, which includes **6** expert webinars with on average **100 attendees**.



Developed a **six-week virtual wellness retreat** program for frontline settlement staff with **263 participants**.



Supported the sector by developing **COVID-19 focused resource templates** and reference sheets.



Facilitated the sharing knowledge and experiences across SETSCoP through circular **communiques**.



Introduced a dedicated **COVID-19 section** on the SETSCoP website.

Facilitated by



Migration Council  
AUSTRALIA



SETS CoP