

SETSCoP

Communique: NT/WA Best Practice and Innovation Meeting

Videoconference – 2 February 2021

On 2 February, the SETS Community of Practice (SETSCoP) held its tenth videoconference for SETSCoP Members in WA and the NT to share their best practice and innovation.

Service delivery

Many attendees mentioned that service delivery largely remains focused on case work in regional areas. Areas where the effects of the COVID-19 pandemic have remained limited, continue to provide face-to-face services. Attendees in WA mentioned they are currently adapting their services to allow them to adhere to new COVID restrictions established by the state government.

2021 Planning

Attendees mentioned that they continue to improve their service delivery model. The limited number of new arrivals provides settlement services with an opportunity to focus on existing clients. The areas service providers will be focussing on in 2021 are:

- Supporting clients into employment;
- Establish innovative practices;
- English language capacity building for clients;
- Impact of post-settlement issues;
- Digital literacy and online classes.

Some service providers will focus on youth and build cooperative partnerships in different capacities. An important part will be tailoring support to the needs of young clients.

Housing

Finding affordable and suitable housing for clients remains challenging. Most rental properties, if there are any available, are either not affordable or not suitable for newly arrived migrants and refugees. Some households consist of six to seven members, which makes most housing not suitable. Due to the limited availability of immediate solutions some clients end up homeless.

Attendees identified communication with real estate agents as one of the challenges related to finding suitable accommodation for clients. Clients have difficulties understanding documents relating to their rental properties, as well as other information that is related to them. Attendees mentioned that some real estate agents only make limited use of translators which increases the risk of miscommunication and misunderstandings. It is challenging for service providers to provide additional support needed for clients to meet

and understand their rental obligations. Clients often request additional support due to their limited understanding of the rental rights in Australia.

Attendees confirmed this is a long-standing issue, but the situation has been exacerbated by the COVID-19 pandemic.

Outcome

Settlement providers agreed on the value of sharing best practice relating to common challenges. As such, the next meeting will focus on housing, unless another concern is identified as a priority.

Resources Shared

[Business Hub, SETSCoP](#)