

SETSCoP

Communique: Third meeting of the Client Processes and Standardisation sub-group

Videoconference – 16 March 2021

On 16 March, SETSCoP held its third meeting for members of the Client Processes and Standardisation sub-group. The meeting focussed on the development of a standardised intake assessment form for SETS.

Standardised Tool

Continuing on from the previous meeting, another settlement provider shared their intake form to prompt discussion and thought around the development of a standardised SETS form. The discussion outlined what information should be gathered in the form and how the form could be structured. Reflecting on the example forms, participants emphasised the importance of gathering information on employment, housing, language support, financial status, health and wellbeing and legal issues.

Attendees agreed that the intake form should reflect the settlement domains outlined in the National Settlement Outcomes Standards (NSOS) and highlighted the value of a standardised form to support the intake assessment process and the tracking of client progress.

Next Steps

Prior to the next meeting, a draft of the standardised intake assessment form will be shared with participants of the sub-group for their feedback.

Resources shared

[National Settlement Outcomes Standards \(Settlement Council of Australia\)](#)