

SETSCoP

Communique: Fourth meeting of Client processes and standardisation sub-group

Videoconference –20 July 2021

On 20 July, SETSCoP held its fourth meeting for members of the Client processes and standardisation (CPS) sub-group.

Template intake form

The first part of the meeting focused on discussing the final version of the SETS template intake form. Providers noted its usefulness, with one provider having already implemented the draft tool with their SETS team. Feedback received included that the document was a lot more comprehensive than tools currently used and that there could be value in using the form as a living document, that can be filled throughout the trajectory of a casework client.

Providers made one final suggestion to add to the form. They suggested that a resource for identifying child safety concerns be included. Any mandatory or state-based resources can be added by providers prior to distributing to their SETS teams.

Next steps

Attendees discussed the next steps and possible areas of focus for the CPS sub-group. Some suggestions for areas of focus include the development of:

- a SETS case notes guide or tip sheet
- casework standards
- a SETS evaluation tool
- a screening tool to identify low and medium clients.

Additionally, providers noted that there would be value in having a brief session on how to use the STAR-MH, mental health screening tool with clients.

Resources shared

[NSW mandatory reporter guide](#)

The template SETS intake form can be found in the [Business Hub](#) under the **Templates** section.