

## SETSCoP

### Communique: Fourth meeting of Service linkages sub-group

#### Videoconference –22 July 2021

On 22 July, members of the Service Linkages (SL) sub-group attended their fourth meeting.

#### Template SETS information sheets

Initially, attendees discussed the information sheets that were developed by the group to enhance collaboration and referrals in from other stakeholders. Context around the information sheets and the Business Hub was provided to attendees who had only recently joined the sub-group.

#### AMEP Reform

Attendees mentioned experiencing some challenges in collaborating with AMEP providers. The Reform of the AMEP was then discussed. Attendees were hopeful that the suggestions provided through the SETSCoP submission would be considered. Attendees provided their support for incentivised collaboration between AMEP providers and SETS providers and a more client-centred approach that is based on individual outcomes. There was general consensus that closer partnerships with AMEP providers would enhance client outcomes.

#### Next steps

Attendees discussed next steps and possible areas of focus for the Service linkages sub-group. They shared some key areas where the development of stronger relationships would be valuable. This includes:

- **Housing:** Participants saw value in the information sheet that has been developed and discussed how strengthening relationships with real estate agents and other housing providers can be enhanced through ongoing communication, collaboration, and support.
- **Partner or family visa holders:** Attendees agreed that there is a systems gap where many who are eligible for SETS and are on partner or family visas are not aware of the supports available to them. There was a suggestion to develop information sheets for migration agents and community hubs who can identify those who are eligible and require assistance through SETS.
- **Family and domestic violence services (FDV):** In light of the additional funding for providers of SETS – Client Services that focuses on women’s safety, attendees noted that it would be beneficial to explore how relationships with FDV services could be enhanced.

Before the next meeting information sheet templates for migration agents and community hubs will be developed and shared with SETSCoP members. The next meeting will focus on service linkages to FDV services and how these relationships can be strengthened between SETS providers and specialist services at both a local and national level. Additionally, SETSCoP will look at some training for frontline settlement staff that promotes holistic and person-centred approaches.

## Resources shared

[SETSCoP Submission to the Reform of the AMEP](#)

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