

SETS Community of Practice

Communique: Operations Subgroup Meeting

Videoconference – 4 November 2021

On 4th November, SETS CoP facilitated the first meeting of the new Operations subgroup.

Case note template

Attendees discussed the case note template and guide to be developed by this subgroup. Attendees agreed that the template should include the following information:

- Date
- Who has written the note
- Headings for each section
 - Presented with
 - Issues
 - Actions
 - Outcomes

Attendees agreed that the case note guide should include advice such as:

- Do not include other client's details in the note
- Do not use acronyms and slang
- Be factual and do not include personal opinions
- Be brief

Case plan review template

Attendees discussed the case plan review template to be developed by this subgroup.

Participants suggested sharing existing templates used by SETS providers with the SETSCoP Manager, so that their content and format can be considered and used to inform a group discussion about the development of a template to share broadly.

Some providers use a goal driven review, while others use a domain driven review, assessing all aspects of the National Settlement Outcomes Standards (NSOS) framework.

Attendees agreed that the main points to include are aims/goals, progress made and what has been achieved.

DEX data

Attendees discussed some queries they have in relation to recording DEX data:

- There can be difficulty getting detailed information from community leaders to record in DEX, affecting the numbers of unidentified attendees, so some providers have instead included that information in their written report. Providers wanted to clarify grant managers receive both their narrative reports as well as the DEX data, particularly for their CCB funding
- Many of the community leaders that SETS providers are working with arrived more than 5 years ago, but the leaders are supporting new communities. Providers are receiving queries about this
- When clients are raising issues such as citizenship, it is not clear how to categorise this within the DEX SCORE system, as the categories do not easily align
- It is difficult to get information from individuals during online group sessions, meaning that unidentified percentages are above 'acceptable' levels
- There can be difficulty getting accurate date of arrival from some clients, as some clients do not remember or have records of this. Further, it is not always appropriate to ask some of the community leaders participating in CCB activities this detail and doing so could damage the relationship.

DEX and community capacity building (CCB)

Due to the challenge of using SCORE for community leaders and not being certain on whether to SCORE individuals or community groups, participants suggested using the indicators of social capital, which covers bonding, bridging and linking social capital. These can be aligned to the NSOS also. Research has shown the link between wellbeing and social capital. See

https://www.arts.unsw.edu.au/sites/default/files/documents/The_Glue_that_Binds_Final_Report.pdf

Attendees suggested the following areas for further discussion and training:

- Strategies for group evaluation, particularly when clients can't read or write
- How to access DEX reports that provide information on aspects of client support month by month, such as health, housing or DFV
- Clarity about whether administrators can access reports on the case loads of individual case managers within DEX
- How to easily use Snapshots within DEX or export DEX information
- Clarity about when the 5 years after arrival cut off is enforced (e.g. is it at the exact date, the end of the reporting period that the 5 years falls within or the end of the relevant financial year?)