

SETS Community of Practice
Communique: Health and Housing Service Linkages Subgroup Meeting
Videoconference – 9 March 2022

On 9 March 2022, SETSCoP held its first meeting for 2022 of the Health and Housing Service Linkages subgroup. The focus of this group is to discuss Best Practice strategies used and discuss trends and issues identified through the delivery of health and housing support provided to SETS clients. Attendees comprise SETSCoP members from around Australia with an interest in health and housing related supports for refugees and migrants.

This meeting focused on further development of a Best Practice Guide for housing support for SETS clients. This is in response to the large number of SETSCoP members who highlighted the difficulty in finding within budget and suitable for their SETS clients.

Challenges highlighted

Some SETS clients have large families and finding houses that are big enough for them is difficult. In addition, some clients are people with a disability, who request accessible housing. Due to the large demand in the housing market, many of the SETS clients' applications are not considered, as others have a higher income or are able to offer payment of rent in advance. Some areas which are affordable for clients are not sufficiently accessible by public transport, therefore, the clients are very hesitant to move into these areas.

Best Practice Strategies

A range of strategies used by providers was discussed including:

- Working with real estates, housing investors and landlords by inviting them to a forum or event, where they can hear more about the refugee journey and learn about the support provided through SETS workers for clients
- Provision of 'Rental ready' or 'Successful tenancy' information sessions and classes, which provide information about rights and responsibilities of tenants and landlords and some information on maintenance for your house
- Consulting with state government departments and housing networks to identify key issues for SETS clients and work towards solutions
- Provide clients with a support letter to use when they submit their rental application, which includes information about services and support provided
- Regular contact with key real estates to find out what they are looking for in applications submitted
- Information sessions on how to use realestate.com and One Form, so that clients can develop their profile, including how to search on realestate.com with a budget limit
- Referrals to external services who can provide housing support or crisis accommodation if required
- Identifying specific cultural or individual needs clients have, to ensure the house meets their / their family's needs
- Sharing on social media short videos in-language talking about housing processes and policies.