

SETS Community of Practice
Communique: Operations Subgroup Meeting
Videoconference – 2 March 2022

On 2nd March 2022, SETSCoP facilitated the first Operations subgroup meeting for 2022. The focus of this group is on data, evaluation and client processes collected and used by SETS providers to record the service provided and outcomes. Attendees comprise SETCoP members from around Australia with an interest in improving internal operational processes to deliver stronger outcomes for refugees and migrants.

This meeting focused on further development of a case note guide to be shared with SETSCoP members. There was some discussion regarding the way in which different providers currently develop and record case notes. This included that some providers have automatic data points collected and databases used, though it was noted that other providers do not have the same systems in place.

It was decided that the guide be broken up into the below sections:

- Must include – general details about the meeting, note taker and any changes for the client, if interpreters or bi-lingual staff provided service and if other people came to the meeting, as well as the issues and actions
- May include – if referrals were made, where these were, if outcomes have been achieved linked to previous meetings, if other service providers are involved in the situation, emergency contacts, if there are risks or concerns these are highlighted, links to any incident forms or assessments conducted, any other important upcoming appointment dates and any updates or corrections made
- What to do – be factual and not provide personal opinions, describe what has happened briefly in a simple, clear way, keep records of client documents, such as ID or essential records, such as Centrelink
- What not to do – do not include other client's details, don't use acronyms or slang or include information that is not relevant to the work done with the client
- Things to know – note that case notes can be used as legal evidence, as well as the notes evidencing the support that was provided and any further actions required, case notes should be recorded as soon as possible, it is essential not to include opinions regarding risks, only facts and any risks noted should be linked to a risk assessment.

Issues raised

The issue of processing times for renewing ImmiCards was raised. Some providers have been told they do not need to be renewed, however, current ImmiCards are being requested by education facilities and when a client is getting a driver licence.

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/immicard>