

**SETS Community of Practice**  
**Communique: Operations Subgroup Meeting**  
**Videoconference – 14 July 2022**

On 14<sup>th</sup> July 2022, SETSCoP facilitated an Operations subgroup meeting. This meeting focused on key operational challenges faced by SETS providers.

**Key challenges:**

**Evaluation** of services with individual clients is challenging, due to the need to make sure that it is appropriate in timing and when to ask clients, ensuring it's conducted in the right language and in a sensitive way. Providers are concerned that clients may not give honest answers, as they may not understand the reasons for the evaluation and may be concerned that negative responses may have impacts upon their relationship with service providers, ability to access future services or their visa status. Some providers have found that anecdotal evidence collected within groups has been more effective than one on one evaluation. Providers use various formats to collect feedback, including Microsoft Forms, asking staff outside of the team to call clients and ask questions.

Concerns that when inputting data to **DEX** for client who are nearing 5 years after their arrival, they are marked in the system as being ineligible for services. Many providers are delivering group activities to a mix of clients who have been in Australia less than five years, as well as more than 5 years. This means the number of non-identified clients is larger than the requested percentage of overall clients reported in DEX.

Many service providers find it difficult when there are numbers of people seeking support **beyond five years** if they are unable to continue to service them through other programs internally, or in some case there are no mainstream services that clients can be referred to. Inquiries include requests for support regarding citizenship, immigration and DFV. In some areas services providers have sought to build the capacity of mainstream services to support diverse clients, however, many mainstream services continue to refer any inquiries from diverse people back to SETS service providers for support.

The amount of time that SETS service providers spend supporting clients to **complete forms** and advocate for clients trying to access **NDIS support** is significant.

Due to the **housing crisis**, providers are spending significant amounts of time supporting clients into housing, due to the cost of living, shortage of houses etc. Issues relating to landlords and real estate agents not doing repairs and houses on the market not in liveable condition requires working with legal centres to get support for clients facing landlord breaches.