

SETS Community of Practice
Communique: Community Capacity Building Subgroup Meeting Videoconference –
1 December 2022

On 1 December 2022, SETSCoP facilitated the meeting of the Community Capacity Building (CCB) subgroup. This group works to share best practice in the delivery of SETS and collaborate in the development of resources to support this work. The discussions focused on the support provided to communities and the current challenges.

Example of CCB supports delivered

Providers hosted a webinar in Western Australia to provide information on health services available. Providers are planning to deliver a series of forums to present information on how to access health services and identify steps forward on how some of the systems can be changed and accountability improved.

Providers hosted a program for community leaders in which 19 community leaders participated from 12 communities. The forum provided an opportunity to listen to issues and to identify that most community leaders do not understand how to access resources and how government works in Australia. Providers are organising state parliament visits for community leaders to have an insight on how the levels of government in Australia work and their different roles and responsibilities.

Current Challenges

Providers reported that besides employment, housing has continued to be a major issue and that it would be helpful to combine voices and organise talks to real estate agents and the ministerial department. Providers advised that staff members on the frontline are feeling exhausted, overwhelmed, and frustrated as resources available are at capacity and vulnerable people are living in unsafe houses, in the streets, couch surfing or staying in garages.

Providers discussed how CCB activities often must take place outside of usual working hours between 9am-5pm, as most people in communities have to work full time, have more than one job, do volunteering work or study during these times.

Some organisations mentioned that providing transport has been helpful to ensure that community members that attend events reach their home safely after events. Other organisations have worked with their local councils to provide services in locations where community members are already studying or accessing services (i.e. TAFE, polytechnics).

Providers raised that community leaders are the main contact point for many people in the community and are providing case work support in some cases. These community leaders are often contacted by community members after hours when they are not connected to providers. Providers identified that it would be helpful to build the capacity of these community leaders in terms of defining when their role begins/ends.

Suggestions from SETSCoP in 2023

The group identified that the following resources would be useful:

- Webinars or sessions with the participation of the Department of Housing for providers to share the needs of communities and current issues.
- Webinars or sessions on topics such as: burnout, barriers and limits, boundaries, data and regulation and Dex reports.
- Webinars on supporting communities in the online space and social media.

Providers to email further suggestions for topics to be considered for SETSCoP in 2023 to secretariat@setscop.org.au

Shared resources

Recent webinars available

Cyber-security webinar for frontline SETS staff:

<https://vimeo.com/774032445/d8f2c40f4c>

Information session on CRISP (CRSA):

<https://vimeo.com/770988784/b62ef1dc7c>

E-learning

<https://www.myauslearning.org.au>

2022 Outcomes:

Grant writing webinar and Governance webinar series

<https://setscop.org.au/community-capacity-building/>

Governance Business guides

<https://setscop.org.au/resource-type/governance-of-not-for-profits/>

Migrant and Refugee Health Partnership

<https://culturaldiversityhealth.org.au>

Competency Standards Framework Culturally responsive clinical practice: Working with people from migrant and refugee backgrounds

<https://culturaldiversityhealth.org.au/competency-standards-framework/>