

SETS Community of Practice
Communique: Operations Subgroup Meeting
Videoconference – 28 November 2022

On 28th November 2022, SETSCoP facilitated an Operations subgroup meeting. This meeting focused on key operational challenges faced by SETS providers and suggestions for SETSCoP activities in 2023.

Key challenges:

Services providers shared concerns that people who arrive as a **dependent with a primary visa holder** do not receive information about their eligibility for settlement support, in particular, SETS support. Additionally with larger numbers of clients currently transitioning from HSP into SETS, providers are working closely with HSP providers. When there are strong relationships, this is helpful, however it was suggested that in future settlement service models the two programs (HSP and SETS) could be combined into one to provide more seamless support.

SETS providers discussed the continued requests for support for clients who have been in Australia for **longer than 5 years**. Many service providers **do not record this support into DEX**, due to the requirements and the feedback received from the Department of Home Affairs ('the Department'). Some providers allow a mixture of SETS clients attending group sessions alongside clients who are now ineligible for SETS, due to being in Australia for longer than 5 years. Some providers are able to capture information about these clients in their internal Client Relationship Management (CRM) systems and at times these additional numbers of clients are shared in written reports to the Department.

Some providers **record** a small number of **ineligible clients as "unidentified clients"** if attending groups alongside eligible clients. Also, providers acknowledged that there are some ineligible clients that are recorded as unidentified, due to their need for support, due to the crisis they are facing, for example domestic and family violence.

SETS providers raised the complexity of the **strong relationships between SETS providers and AMEP providers** and occasionally sessions are delivered in partnership. The eligibility for these two programs are very different, which makes it difficult for providers to know how to record data on these sessions.

Some SETS providers noted that when **recording information for Community Capacity Building (CCB)** services there is some leniency from the Department, due to the understanding that many community leaders receiving support have been in Australia for more than 5 years. However, feedback from grant managers may say there are "significant" numbers of clients over 5 years, despite there being low numbers reported in DEX.

Providers also shared the **challenge of communicating to clients who are no longer eligible** for SETS support, despite their inability to engage with mainstream service providers, due to various barriers, such as a lack of English language, inability to use digital devices or lack of understanding of the service system and challenge to find culturally responsive services. This is made more challenging if the staff member is from the same community as the client, as there are expectations that they will provide additional support and personal relationships, as well as being seen regularly in the community at events or regular gatherings. The discussion included the need to communicate to clients who are

ineligible for services if this is the case in order to free up the time and availability of case workers for eligible clients who also need support.

Shared Resources:

Cyber-security webinar for frontline SETS staff: <https://vimeo.com/774032445/d8f2c40f4c>

Information session on CRISP (CRSA): <https://vimeo.com/770988784/b62ef1dc7c>

Previous answers from the Department of Home Affairs to questions about DEX:
<https://setscop.org.au/dex/>