

Communique:

Summary:

- The SETSCoP subgroups contribute to the overarching purpose of the community of practice: *To advance good practice through shared experience, strengths and knowledge – in turn maximising the impact of SETS for refugees, vulnerable migrants, and communities.* The subgroups aim to: 1. Be a space to share new ideas and promote innovation; 2. Provide a forum of participation, networking, and collaboration; and 3. Co-design solutions to settlement issues
- The SETSCoP Health, COVID-19 & Mental Health Subgroup will meet three times in 2023
- The group discussed gaps in access to health and mental health support and other specific barriers that SETS clients face
- The subgroup aims to produce a directory of first-language mental health practitioners to be used as a referral guide by SETS providers

Updates:

- SETS providers were informed of staff mental health and burnout prevention body of work that SPG has been undertaking, including the upcoming [SETS Staff Mental Health & Burnout Prevention](#) workshop on May 29 with Dr Amy Imms

Discussion points:

- Challenges in SETS access to health and mental health support:
 - Gaps in services
 - Mainstream services at capacity and long waitlists to access health and mental health practitioners
 - Stigma and taboos as barriers for clients to ask for help or to recognise issues
 - Difficulties with referrals and access to mental health practitioners that speak the required language and work with Medicare
 - Access to health services depending on type of visa
 - Difficulties in finding/accessing the needed health practitioner for children/teenagers subsequently putting stress and affecting the mental health of parents
 - The importance of mental health practitioners working with youth to be in a reasonable age range
 - The ins-and-outs of mental health often a foreign concept (psychologist, psychiatrist, speech pathologist, allied health professional, occupational therapist, etc)
- Rising cost of living making it much harder to access health and mental health services
- Some SETS providers shared how programs and activities including language groups, women and children's groups, swimming classes and/or driving classes have provided the opportunity to build rapport with clients and these have become safe spaces for clients to disclose that they are experiencing domestic family violence or are struggling with mental health
- A provider mentioned that their financial literacy group or women had a section of content on managing money with a partner
- A provider shared that they were running information sessions in groups for only women and only men and also had a program called healthy relationships available for both women and men
- SETS providers expressed interest in understanding more about the work trauma centres are doing (ASSETS, QPASST, Melaleuca, and non-SETS centres such as Foundation House, who many in Victoria partner with)



SETS CoP

Resources/outcomes/solutions:

- SETS providers discussed the idea of creating a directory for In-Language Mental Health Practitioners (including those that work with Medicare)
- Some providers highlighted that, in some cases, using an interpreter can present challenges. The directory could be beneficial because even telehealth would offer opportunities for direct communication in-language
- Directory to include a brief explanation on the different types of mental health providers (psychologists, psychiatrist, counsellor, etc)
- Vincent Hu from Chinese Community Services (Victoria) is sharing his list of Chinese-speaking referrals as a starting point

Next meeting: Scheduled for Wednesday 5 July 2023. Nick Ross to share calendar invitation.

- Potential presentation: Update on the SPG, Migrant & Refugee Mental Health Partnership, Refugee Trauma & Recovery Program & UNSW 'Factors that protect and promote refugee mental health' systematic review
- 10 minutes for a provider presentation on their health/mental health programme, to spur discussion within the group. There will be space for anonymised debriefs in these meetings
- Potential presentation: Maggie from Bundaberg House to talk about their recent work with community & community leaders to map mental health challenges
- Potential presentation: Houla from Arabic Welfare to talk over their gambling and screen addiction work

Attendees (18):

Nicholas Ross (SPG)

Maria Rosales (SPG)

Katie (CatholicCare Tasmania TAS)

Maggie (Bundaberg House QLD)

Vincent Hu (Chinese Community Services VIC)

Houra (MIC East VIC)

Preethi (CMY VIC)

Sana (SECL VIC)

Say Htoo (Wyndham VIC)

Micheline (AMWCHR VIC)

Kimberley (JSS VIC)

Roula (Arabic Welfare VIC)

Lydia (SECL VIC)

Hiyah (Whittlesea VIC)

Hiba (Whittlesea VIC)

Massoumeh (Communicare WA)

Mykayla (Multicultural Australia QLD)

Nicole (Multicultural Australia QLD)

Julia (GSMS Albany WA)

Tashkah (Ballarat CHS VIC)

Contact:

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