

Communique:

Summary:

- SBS presented on the SBS Settlement Guide. The opportunity for partnership was explored, including for SETS clients to access information through the SBS Settlement Guide as well as enhanced understanding of SETS to eligible clients and the broader community.
- Discussion on connecting with potential eligible clients, overcoming information barriers
- Subgroup outcomes to work towards include an Orientation Pack to SETS for newer SETS staff as well as an accessible directory/map for SETS providers, which would be helpful for referrals when clients move

SBS Settlement Guide & Potential Partnerships:

- SBS presentation on SBS settlement guide, resources available and potential partnership capacities. SBS extended the offer to SETS providers to reach out bilaterally or through the SETSCoP Secretariat.
 - [SBS Settlement Guide Presentation Slides](#)

Subgroup discussion points:

- Temporary visa holders in complex situations (experiencing domestic violence, mental health issues, etc) very afraid to reach out and ask for support. These vulnerable groups are feeling very isolated and are lacking access to the services they need. It would be good to explore how to reach these groups.

Resources/outcomes/solutions:

- SETS providers discussed the idea of creating a concise starter pack for new staff in SETS providers which includes information on SETS more broadly, explanation of the settlement ecosystem, diagram of types of visas and the services that are accessible depending on the type of visa
- Creating an interactive map that locates service providers using postcode

2022 Outcomes reshared:

- [Case note guide](#)
- Cyber security webinars by KordaMentha: [Webinar for CEOs](#) and [Webinar for Frontline Staff](#)
- DEX Information & Training Session (facilitated with support from the Department of Home Affairs and run by the Department of Social Services in 2023)
- [DEX Q&A's series](#)

Next meeting: Scheduled for Thursday 6 July 2023. Nick Ross to share calendar invitation.

Attendees (18 SETS):

Nick Ross (SPG)

Maria Rosales (SPG)

Lisa (SBS)

Roza (SBS)

Idilko (SBS)

Diana (MRC Tas)

Abood (54 Reasons VIC)

Armita (SECL VIC)

Carmen (Assyrian Resource Centre NSW)

Fazlinda (AMWCHR VIC)

Diana (Albury Wodonga VRB VIC/NSW)

James (MiCare VIC)

Kelly (Accoras QLD)

Lara (Arabic Welfare VIC)

Maree (SSI QLD)

Mariam (AMWCHR VIC)

Jessica (MIC East VIC)

Sandra (Community Northern Beaches NSW)

Soumita (Multicultural Australia QLD)

Suraj (Multicultural Australia QLD)

Jantina (SSI QLD)

Elisangela (LCMS, Bendigo, VIC)

Jacqui (MercyCare WA)

Contact:

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