

Communique:

Discussion points

- **Small group updates** – The subgroup divided into breakout rooms to share updates, experiences, innovations and best practice.
- **HSP transitions** – SETS providers discussed the transition from the Humanitarian Settlement Program (HSP) to SETS, including the need to further work with HSP providers around assessments.
- **SETS clients' migration issues** – SETS providers are encountering elevated demands for support regarding migration issues, including overseas travel and family sponsorship. Migration supports are often time intensive. Some SETS providers work with migration agents to address these needs.
- **Mainstream services** – There is an ongoing need to improve engagement with mainstream service providers (Medicare, Workforce Australia, etcetera).

Outcomes, resources and solutions

- **SETS Induction Package** – The subgroup is working towards a collective Induction Package for newly commencing SETS staff. The package aims to be accessible and easy-to-navigate.
 - The subgroup discussed the idea of country profiles of clients for SETS workers.
 - The subgroup discussed a number of inclusions for the Induction Package to be integrated into the first working draft: Overview of citizenship process and migration process, mapping out resources available to SETS staff, identifying information sessions available to SETS staff, where to find in-language resources.
- **Map of SETS providers** – An interactive visual map of SETS providers would be helpful, particularly for referrals when SETS clients are moving. The list of SETS providers can be challenging to quickly navigate.
- **DEX** – A follow-up information and training session on DEX would be helpful. The subgroup discussed issues with SCORE. The subgroup noted for a follow-up session, it would be useful to again give specific agenda items as a follow-up to the first session, which covered DEX 101 and is now available on video.
 - SETS DEX training video link (13 April 2023): <https://www.youtube.com/watch?v=rxQS3RshJ7M>

Next meeting - The final subgroup meeting for 2023 is scheduled for Wednesday 18 October.

Attendees (15 SETS):

Nick Ross (SETSCoP Secretariat - SPG)

Maria Rosales (SETSCoP Secretariat - SPG)

Diana (MRC Southern Tas)

Ella (MRC Northern Tas)

Linny (Multicultural Australia QLD)

Hiyah (Whittlesea Community Connection VIC)

Loan (STARTTS NSW)

Mariam (AMWCHR VIC)

Carmen (Assyrian Resource Centre NSW)

Fazlinda (AMWCHR VIC)

Rachel (MiCare VIC)

Karen (Australian Refugee Association SA)

Ruwanthi (SECL VIC)

Jacqui (MercyCare WA)

Ann (MSCA)

Kelly (Accoras QLD)

Hiba (Whittlesea CC VIC)

Contact

The SETSCoP Secretariat welcomes any further discussion, feedback and inputs. If you would like to get in touch or would like to register interest in future SETSCoP Subgroup Meetings, please reach out to the Secretariat at:

secretariat@setscop.org.au