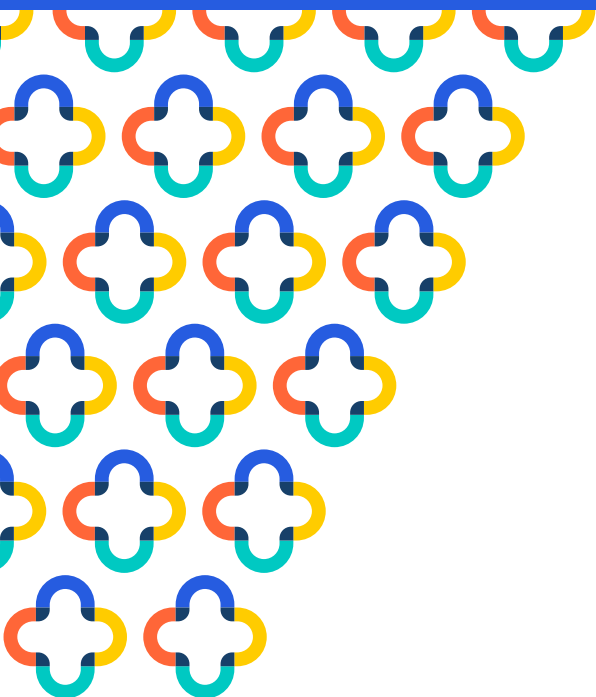
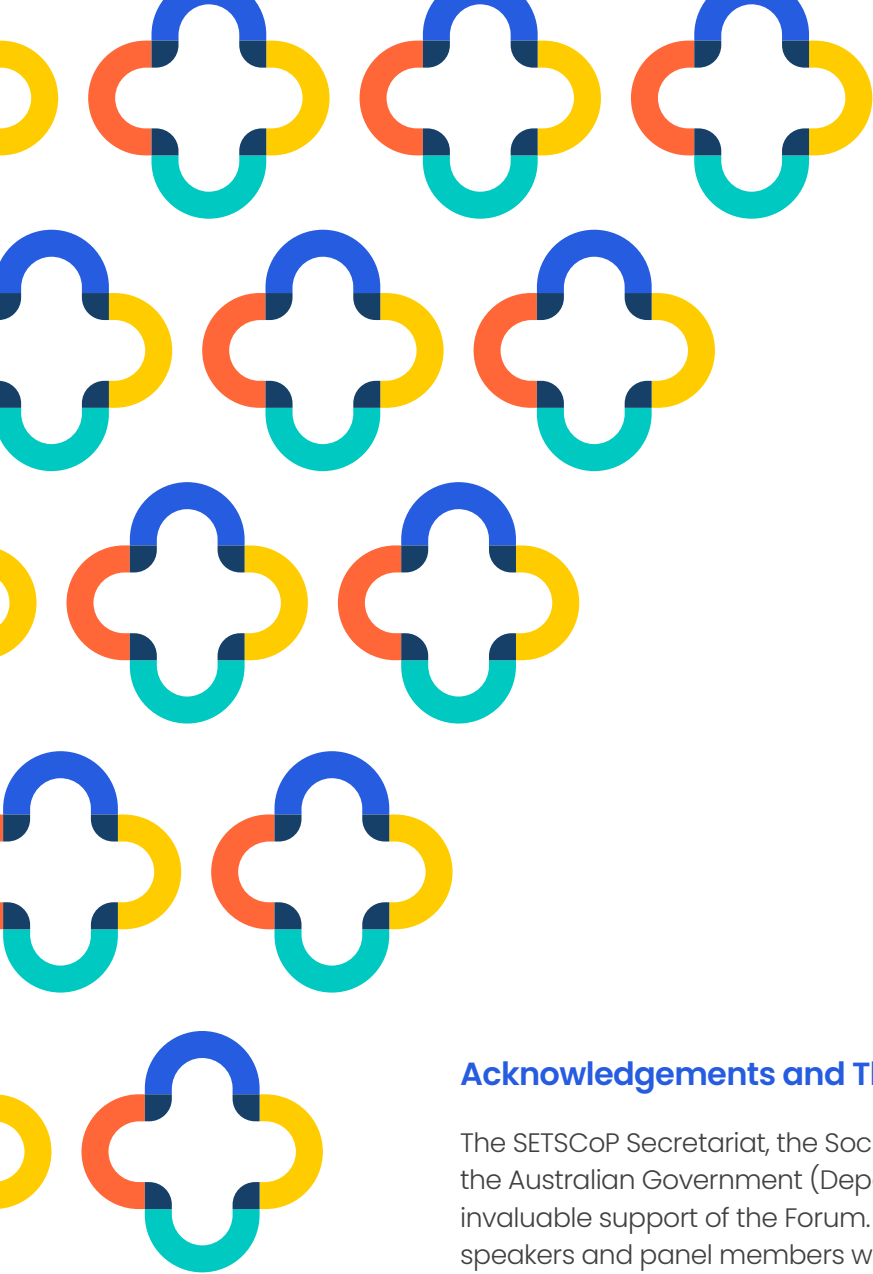


National SETSCoP Member Forum 2022 Summary Overview





Acknowledgements and Thanks

The SETSCoP Secretariat, the Social Policy Group, extends thanks to the Australian Government (Department of Home Affairs), for their invaluable support of the Forum. Gratitude also goes out to the speakers and panel members whose insightful contributions enriched the Forum's discourse. The Social Policy Group also express gratitude to the SETS providers and staff whose collaboration at the Forum and beyond has been a key driving force in positive settlement outcomes. Thank you.



The SETSCoP is a community of practice (CoP) bringing together service providers who support refugees and vulnerable migrants under the Settlement Engagement and Transition Support (SETS) program. SETSCoP is facilitated by the Social Policy Group in partnership with settlement service providers to enable sharing and learning, and improve outcomes for people supported through the SETS program and the wider community.



The Social Policy Group (SPG) is a national, non-government, not-for-profit body with specialist expertise in social policy and program design with a focus on population diversity, social and community cohesion, gender equality, community participation and inclusion, systems' responsiveness, and community outreach and engagement.



Executive Summary: Speakers and Forum Workshop Outcomes

The Settlement Engagement Transition Support (SETS) Community of Practice (CoP) 2022 National Member Forum was held on 31 August in Old Parliament House, Canberra. The forum brought together over 130 participants from across the SETS program and settlement stakeholders in the event.

Panel events and speakers

Engaging with government – Industry professionals including Paris Aristotle AO (CEO of Foundation House), Prof Nareen Young (UTS Jumbunna Institute), and Eamonn Fitzpatrick (Managing Director of Fitzpatrick Advisory) discussed effective strategies for engaging with and influencing government, emphasising the importance of developing long-term engagement plans, being solution-focused, and forming relationships beyond just Ministers and Members of Parliament. Key actions for the sector include investing in relationships with local members, ministers, staffers, and bureaucrats, framing issues in a solution-oriented manner, and sharing positive stories to enhance engagement.

Self-efficacy as an enabler of settlement report –

The Hon. Andrew Giles MP, Minister for Immigration, Citizenship and Multicultural Affairs, launched the research report *Self-efficacy as an Enabler of Settlement*, highlighting its potential to inform service design and delivery, emphasising the importance of adaptable settlement services and the sector's role in aiding society-wide objectives. Additionally, a panel including the two report authors, David Keegan (CEO HOST International) and Prof Angela Nickerson (UNSW), alongside David Wilden (First Assistant Secretary of the Refugee, Humanitarian and Settlement Division, Department of Home Affairs), Jamila Padhee (CEO QPASTT) and Mohammed Yassin (Spectrum Migrant Resource Centre) discussed the integration of self-efficacy into settlement service models, stressing the importance of trusting newcomers' capabilities while also focusing on opportunity generation.

Engaging with government – The panel highlighted effective engagement with the philanthropic sector for securing funding beyond government grants, including discussions on funding strategies and proposal development. The panel was facilitated by

Catherine Brooks (Senior Advisor at Wendy Brooks & Partners), and comprised of leaders in philanthropy including Vedran Drakulic OAM (CEO of Gandel Foundation), Kirsty Allen (The Myer Foundation) and Christine Darcas (Melbourne Women's Fund and Pro Bono). Key strategies include aligning with funders' priorities, building relationships through organizational leaders, and creating high-value proposals that demonstrate alignment with donor motivations, emphasizing the need for relationship stewardship to maintain support.

Future Economic Outlook and New Opportunities for Employment

The Forum received insights from Alan Oster, NAB's Chief Economist, on Australia's current economic outlook, discussing low unemployment and labour shortages, with opportunities for increased immigration as a potential solution. Additionally, a panel of employers and workforce experts, including Ingrid Fraser (Australian Chamber of Commerce and Industry), David Higgon (Multiplex) and Poppy Browne (Multicultural Australia) discussed the workforce crisis, noting opportunities for migrants and refugees through increased demand for skills and supported employment placements, suggesting a focus on building networks with employers to support employment pathways for SETs clients.

SETS Workshops and Solutions

The SETSCoP Forum included a workshop on key issues and solutions in settlement, with experienced shared from across the CoP.

The workshop was divided into five major issue areas: housing; funding; eligibility; employment; and gender. The issue areas were identified over the course of the SETSCoP Forum.

This outcomes report summarises the major points of discussion during the workshop. This workshop outcomes report summarises the major points of discussion during the workshop – outlining the key challenges and solutions in each issue area, along with cross-cutting themes which emerged from across the different groups.

Key issues and solutions

Housing – Pre-existing housing issues have been exacerbated through the recent rent and cost of living increases in 2022. Two major challenges are the issues of **discrimination** and the **lack of housing availability**. SETSCoP members highlighted that longer-term, systemic policy solutions are needed across all three levels of government to improve settlement housing outcomes. More research is needed on the link between the housing shortage and other settlement aspects, such as health and integration. There is also an opportunity to **identify successful local models** (including cooperatives and targeted rental assistance packages) which can be replicated more broadly.

Differences and commonalities across SETS

There are **many shared issues and experiences across the SETS Community of Practice**, but forum participants across the five workshop groups noted that it is important to highlight specific contextual differences such as those in **regional Australia**. SETS providers and clients in regional Australia face more pronounced housing shortages, less mainstream service providers and referral options (particularly a lack of culturally-responsive services), as well as higher costs of living.

Funding – The competitive funding model in settlement can lead to fragmentation in the sector. The more settlement becomes an "industry", the higher the risks that settlement providers lose touch with people and communities. **Flexibility is key in funding**: The settlement landscape is dynamic and fast-changing, with flexible funding important in being able to scale-up services to meet specific needs in specific locations. Funding can also take better account of **differing levels of vulnerability** requiring increased support, **secondary settlement**, and **a need to focus at different times on client services and community capacity building (CCB)**.

Eligibility – **Visa types, date of arrival and associated restrictions** impact settlement outcomes. SETS providers are also seeing the adverse mental health effects of people being in visa "limbo" for protracted periods of time. Policy solutions revolve around adjustment to visa classes and settings, including work eligibility and skilled pathways, with benefits to refugees, vulnerable migrants, and the broader community.

Five-year period limitations – A plurality of SETSCoP stakeholders found that the **five-year limit for settlement services was restrictive** and detrimental to long-term settlement outcomes. A standardised tool to collect and collate data on those presenting after the five-year limit and sharing this evidence with settlement stakeholders such as the government would help inform the overall settlement model.

Employment – There are multiple structural, sectoral and individual barriers to strong employment outcomes. This includes issues with **skill recognition, gaps in SETS provider understandings of the wider employment ecosystem, and discrimination in the employment process**. Solutions include fast-tracking skills recognition through in-job training and supplementary education, shifting beyond “box-ticking” employment outcomes to better recognise job-fit and retention, and more active engagement with business, unions and government during employment programme design and implementation.

Gender – **A broader, whole-of-family lens is needed for domestic and family violence (DFV) which extends beyond the “nuclear family”** to better understand violence in extended families. Challenges and solutions in female voice and representation were discussed, including female leadership programmes to overcome male-community leader biases. The settlement sector must move beyond patriarchal and “I know what is best” attitudes to approaches which recognise women’s agency and are more consultative and collaborative. Women’s voices should be central in SETS programming, a gender-lens should be used across all programmes, and programmes should be increasingly co-designed with communities and women themselves.

Solutions synthesis

The report summarises solutions across the different workshops in a **solutions synthesis**.

Workshop outcomes and next steps

Updating the SETSCoP structure – The workshop will inform the structure of SETSCoP moving forward, including an update of the sub-groups to best serve the community of practice and participating members.

Sharing understanding of key issues – Increasing capacity with data, research and evidence across the SETSCoP will support members to continue to share experiences, emerging issues, best-practice, and solutions with settlement stakeholders.

Practical outcomes for the SETSCoP – There are ongoing opportunities to develop and disseminate resources, information, research, practical tools, webinars, e-learning courses, and training which address Community of Practice needs in the settlement space.



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Acronyms and Abbreviations

CCB	Community capacity building	IPV	Intimate partner violence
CoP	Community of practice	SETS	Settlement engagement transition support
DFV	Domestic and family violence	SETSCoP	Settlement engagement transition support community of practice
HECS	Higher Education Contribution Scheme	TPV	Temporary protection visa

1. Panels and keynote speakers

The SETSCoP Forum heard from speakers and panels on a range of issues related to settlement.

Engaging with Government:

The Forum heard from a panel including experienced industry professionals and public affairs specialists including:

- Paris Aristotle AO, CEO of Foundation House
- Prof Nareen Young, UTS Jumbunna Institute
- Eamonn Fitzpatrick, Managing Director of Fitzpatrick Advisory

The panel discussed working with, navigating, and influencing government. The Panel discussion was facilitated by Ms Carla Wilshire OAM, CEO of the Social Policy Group. The discussion included strategies for approaching and engaging with government, best practice for communicating with ministerial offices, and advice on how to formulate your 'ask' when contacting government. Tips from the Panel included that before you approach government with an ask, develop your strategy for engaging with government in full – who specifically do you want to engage with and why, what is your pathway into their office, and how will you approach that pathway? The Panel also emphasised the value of forming relationships with people in government other than a minister or MP, such as the bureaucrats in a relevant policy area or staffers and advisors of relevant politicians' offices.

Key areas of action for the Sector:

- Develop long term engagement plans for working with Government which includes connecting with local members, Ministers and staffers and the bureaucracy. Invest in relationships.
- Be solution focussed in engagement with Government and officials wherever possible, ensuring that issues are connected and framed in a manner which .

- Consider opportunities to share good news stories to build engagement.

Self-efficacy as an Enabler of Settlement Report:

The Forum had the pleasure of hearing from the Hon. Andrew Giles MP, Minister for Immigration, Citizenship and Multicultural Affairs, who launched the research report *Self-efficacy as an Enabler of Settlement*. The Minister welcomed the use of the self-efficacy lens on the delivery of settlement services and noted that the research offers new insights and strategies which can help service design and delivery going forward. The Minister emphasised the importance of settlement services being fit for purpose and continuing to grow and adapt to new challenges as they arise, as well as the importance of the sector in allowing him to perform his job effectively. The Minister ended his address by noting that the focuses of the new government are to improve settlement, increase migration, and improve productivity, all of which are goals the settlement sector can assist in.

In addition to the launch of the report, there was also discussion on how to effectively embed self-efficacy into settlement service delivery models by a dedicated panel. The panel consisted of -

Report authors:

- David Keegan, CEO HOST International
- Prof Angela Nickerson, UNSW

Alongside:

- David Wilden, First Assistant Secretary of the Refugee, Humanitarian and Settlement Division, Department of Home Affairs
- Jamila Padhee, CEO, QPASTT
- Mohammed Yassin, Spectrum Migrant Resource Centre

The panel discussed the value in trusting that newly arrived people can and do have the skills and tools necessary to succeed. This means working with them as responsible people and asking them what they want and what they feel they need to succeed, rather than creating an environment in which they are not trusted. The panel noted, however, that any focus on self-efficacy should be in partnership with a focus on opportunity-generation for new arrivals, as they cannot always create their own opportunities and may rely on the system to help. Self-efficacy is an important approach to settlement and can be used to empower new arrivals. Further discussion on self-efficacy will occur in the upcoming SETSCoP webinar.

Key areas of action for the Sector:

- Consideration of the application of self-efficacy research into organisational and system service models.

Alternate Avenues for Funding: Philanthropy

Another focus of the day was effective engagement with the philanthropic sector as a means of securing funding outside of government grants. The Forum heard first from a panel of leaders in the philanthropic space.

The panel was facilitated by:

- Ms Catherine Brooks, Senior Advisor at Wendy Brooks & Partners

The panel included:

- Vedran Drakulic OAM, CEO of Gandel Foundation
- Kirsty Allen, The Myer Foundation
- Christine Darcas, Melbourne Women's Fund and Pro Bono.

The panel discussed best practice for engaging with philanthropic organisations and seeking funding. Sourcing funding from philanthropic organisations is valuable as it can address funding gaps that government cannot or will not generally fund. Finding funders who have priorities that align

with your organisation's mission and developing a relationship with those organisations through your organisation's leaders, particularly the Chair of the Board, were discussed as good first steps to engage with the sector.

In addition to the panel discussion, the Forum was also given a workshop presentation by Catherine Brooks which focussed on creating funding strategies and developing proposals. Understanding the motivations of the donors you would like to target is very important – why do they donate, and how do your funding goals align with that motivation? Showing the funder that your organisation has credibility and is led by people with experience is critical, so it is important that organisations are connecting with funders and that their leadership is developing relationships with them. An effective funding strategy will start with relationship building, and then move on to proposal development. A high-value proposal which includes both data and stories about the need will emphasise the value of the work that will be funded as it aligns with the funder's priorities and motivations. Catherine also emphasised the need to steward relationships with funders and show appreciation for their support in order to maintain the relationships.

Key areas of action for the Sector:

- Developing a strategy to engage with the philanthropic sector which considers information shared as part of the Forum.

Future Economic Outlook and New Opportunities for Employment:

The Forum heard from Alan Oster, Chief Economist at National Australia Bank (NAB), who gave an address on the current economic outlook for Australia and the global economy. This presentation gave attendees the opportunity to learn from an expert what the current economic indicators tell us about the possible economic outcomes for the future and consider how they may affect their settlement work. A key takeaway from this presentation was that at present, Australia is experiencing very low unemployment, which has

led to a labour and skills shortage, which increased immigration could help to alleviate.

The Forum also heard from a panel of employers and workforce experts, including:

- Ingrid Fraser, Australian Chamber of Commerce and Industry
- David Higgon, Multiplex
- Poppy Browne, Multicultural Australia

The panel discussed the current workforce crisis Australia is experiencing, and how this might create opportunities for migrants and refugees. The panel noted that a workforce and skills shortage can create these opportunities for migrants and

refugees in two primary ways: it can create greater demand for new arrivals to come to Australia and join the workforce, and it can lead to greater encouragement for people to gain new skills and qualifications they may not otherwise have had access to so that they can relieve demand for those skills. A model for supported employment placements was presented as a best practice example for demonstrating to employers the skills.

Key areas of action for the Sector:

- Focus on building networks with employers and employer groups to support pathways to employment for SETs clients.



2. Overview of the National SETSCoP Forum Workshops 2022

The Settlement Engagement Transition Support (SETS) Community of Practice (CoP) 2022 National Member Forum was held on 31 August in Old Parliament House, Canberra. The forum brought together over 120 participants from across SETSCoP and other settlement actors in the inaugural annual event.

The forum included a workshop on settlement and “key issues and how we can solve these”, alongside keynote addresses, discussions panels, speakers and presentations. The workshop on key issues and solutions allowed attendees to explore challenges and solutions on key areas identified throughout the Forum discussion, with a view to bringing ideas to the sector and government for action.

The workshop had participants divided into five core area groups, based on the key issues which forum attendees identified at the forum. These were:

1. Housing
2. Funding
3. Eligibility
4. Employment
5. Gender

The groups workshoped major issues and solutions. This report summarises the key outcomes from the forum workshop component. The report presents the outcomes across the five core areas, along with cross-cutting issues that were discussed in multiple groups. The report also details proposed next steps for SETSCoP based on the forum workshop outcomes.

KEY ISSUES IN SETTLEMENT SERVICES



3. Key issues and developing solutions

3.1. Housing: Tackling discrimination and housing availability

- Two major housing **challenges** were the issues of **discrimination** and **housing availability**.
- Workshop participants highlighted that **longer-term, systemic and policy solutions** are needed. This includes policy solutions across all levels of government and the opportunity for research on successful models in settlement housing which can be replicated more broadly.

Housing remains a pressing topic in settlement and has taken on heightened importance with recent rent and overall cost of living increases in 2022. The major headlines that emerged from the housing workshop group were the issues of **discrimination** and **housing availability**. SETS providers identified challenges both in securing appropriate housing as well as remaining in housing, with workshop participants seeing a rise in eviction notices being served to SETS clients.

Forum participants reported discrimination and biases to be a major issue in housing SETS eligible clients. SETS providers reported a rise in eviction notices, with many attributed to miscommunications, misunderstandings, and language barriers. Workshop participants noted that SETS providers are often forced to act as intermediaries between client tenants and the realtor or landlord, with the realtors rarely utilising interpreters. Similar challenges exist for clients applying for housing. SETS providers cited levels of discrimination against particular community and ethnic groups, as well as discrimination against single-parent families, particularly single mothers. Discriminatory perceptions also exist regarding larger families – which combines with a lack of housing stock for families with many members.

The lack of availability of low-cost and social housing was highlighted as a major factor in housing more generally. SETS clients often wish to move to areas where similar cultural groups live and where they can access services, leading to higher demand for housing in those areas.

SETSCoP members noted that longer-term, systemic and policy solutions are needed, with limited availability of smaller-scale solutions. SETS providers noted that policy solutions need to occur across all levels of government – local, state, and national. Suggestions included further exploration of housing cooperatives and more targeted rental assistance packages. SETS providers also identified a need for data, research and evidence both for a) the impact of housing shortages on different aspects of refugee and migrant's lives (such as on physical and mental health), as well as b) successful local models in settlement housing which can be replicated more broadly.

3.2. Cross-cutting theme: Differences and commonalities across SETS Providers

SETS providers across the five working groups noted that issues in specific contexts needed to be better emphasised. **Regional areas** in Australia often experience more pronounced housing shortages. There are also less mainstream service providers and referral opportunities in regional Australia vis-à-vis urban areas. Regional SETS providers noted that operational costs for service provision can also be higher than for their urban counterparts. Despite these differences, commonalities were also apparent during the workshop: Issues and potential solutions for the issue of housing, were cutting across states, different types of service providers, and locations, with this being the most report key issue at the forum. There were numerous shared experiences, as well as opportunities for resources across SETS, but with the imperative for understanding the diversity within the community of practice.

work rights and tend to work at cash in hand jobs; placing them at risk of workplace injury and not being able to make claims.

The time in “limbo” is also extensive for many people. SETS providers gave the example of people who applied for visas in 2013 and still have not been interviewed, which has flow-on effects to mental health and suicide.

Solutions discussed revolved around adjustments to the visa classes – with changes in visa settings a potential foundation for better settlement outcomes. SETS providers discussed advocacy to convert TPV and bridging visas to skilled pathways visas – which albeit still temporary, would begin to provide pathways to better settlement outcomes. An alternative proposal was easing visa restrictions on the existing visa classes, such as granting working rights. The workshop group emphasised that pathways out of the current visa limbo would prove beneficial to both migrants themselves as well as the broader community.

3.5. Cross-cutting theme: Five-year cut-off limitations

The limitation of the five-year cut-off for SETS eligibility was a cross-cutting theme across all five workshop groups. SETSCoP members found that people experiencing vulnerabilities often presented after the five-year cut-off period but could not be supported, despite a variety of pressing needs. There is also secondary settlement with people moving from one area to another. This included many people moving to regional areas. People who had relocated present to SETS providers with a variety of issues (including housing or employment), but could not be supported through the SETS program if they had been in Australia longer than five years. The gender group highlighted that women often presented after the 5-year eligibility period seeking support as they are experiencing domestic and family violence (DFV) and that the current linear process did not recognise structural issues which emerged over time such as the understanding and trust-building needed for disclosure of DFV or the dynamics of changing family-relations across time.

Two major solutions were to collect better data on the issue (to enhance understanding) and to share SETS experiences with government to help improve the settlement model (to share understanding).

An initial solution is to collate better data on the issue. The current reporting on settlement needs presentation may be distorted as data on people presenting past the five-year cut-off period is not being collected and submitted consistently by SETS providers. Standardised data collection and collation would help gain a better understanding of the issue. Another solution is enhanced advocacy to help shape change to the current settlement model, including the problematic five-year limit. SETS can input their experience and knowledge to improve this model: Demonstrating the needs existing past the five-year limit; a “review before exit” rule; and extended programming windows, including one based on individual vulnerabilities.

3.6. Employment and settlement

- **Issues** within employment fall within three categories: **1) Seeking employment, 2) underemployment, and 3) job security.**
- **Multiple barriers to strong employment outcomes** were identified as **structural, sectoral, and individual.**
- These included issues with **skill recognition (structural), potential gaps in settlement provider understanding of the entire employment ecosystem (sectoral), and lack of English proficiency and employment referees (individual).**
- **Contributions to strong employment outcomes** were discussed including the resilience of migrants and refugees, as well as the importance of social enterprises, home-based work and collectives.
- **Solutions** were categorised under **policy solutions, improvements in sectoral practices, and programmes.**

The workshop group on employment worked to systematically breakdown employment into constituent parts. The group noted that there are three issues within employment: 1) Seeking

employment; 2) underemployment; and 3) job security. The workshop group discussed structural barriers, sector barriers and individual barriers in employment.

The employment group identified multiple structural barriers to positive employment outcomes.

Underemployment, difficulties moving beyond casual work, insecure and cash-in-hand work, and exploitation in the gig economy were all signalled as issues. The difficulties around skill recognition were one concern that meant people would take lower-skill and lower-paid jobs.

Having prior skills recognised in Australia requires time and money, including the cost of textbooks and the time burden away from paid work and care responsibilities to attend education and training.

Other structural issues included the waiting period for unemployment benefits meaning that migrants would either take or stay in lower-paid and lower-skilled jobs rather than take time in looking for work. This combines with JobActive and other employment service providers often providing limited appropriate supports for migrants and refugees. Seasonal workers too lacked opportunities to expand their English language skills and pursue other employment pathways.

One structural barrier is the **lack of mentoring** in the workplace for refugees and vulnerable migrants. This includes formal mentoring such as specific programmes to encourage leadership and teamwork within the workplace. It also includes the lack of informal mentoring, such as networking and commonalities to build rapport.

The workshop group also outlined several sector barriers. Participants noted that there are opportunities to ask better questions to support clients in their employment pathways, including skill recognition, training, and identifying sectors and jobs. This would go beyond “box-ticking”, towards truly supporting employment outcomes and self-efficacy, but this requires time and better resources. Settlement service providers may not always be aware of the entire ecosystem of employment and training, with the risk of too much emphasis placed on certain sectors such as aged care, construction

and hospitality without full consideration of the wider employment landscape.

Individual barriers included lower English language proficiency and the lack of Australian workplace referees on resumes. A barrier that was both individual and structural included biases and racism in employment, including in the recruitment process (for example, the need to change or Anglicise names).

Contributions to strong employment outcomes included:

- > The resilience of migrants and refugees in seeking employment
- > Higher levels of English language proficiency, especially industry-appropriate vocabulary
- > Recognition of the importance of social enterprises, home-based work and collectives
- > Community ties and referrals.

The employment workshop group discussed **systemic and policy solutions to improve employment outcomes and refugees.** The group highlighted funding pathways between existing education with skills recognition and workplaces, funding tertiary and vocational studies for migrants in key industries, and opening Higher Education Contribution Scheme (HECS) to more migrants and refugees sooner. Another policy solution included fast-tracking skills recognition: Those with foreign qualifications could receive in-job training and supplementary education.

The workshop group also tackled **how the settlement sector could improve practices and what programs that sector can implement in this area.** This includes a sectoral shift to move beyond “box-ticking”, with recognition that finding a job does not mean it is a good fit or that it will be retained long-term. Another practice discussed was to have business managers working alongside case managers, with advice boosting employment outcomes. SETS providers put forward a series of practices revolving around enhanced engagement with business, unions and government, including:

- > Actively engage with employers to connect them to a skilled workforce and supporting them to recruit and train appropriate workers
- > Acknowledge sectors and employers with existing diversity programmes
- > Help develop a mentoring system for refugees and migrants
- > Increase advocacy for systems changes and funding
- > Make submissions to the Workforce Australia enquiry
- > Be “in the room” and supporting the governmental design of employment programmes so that migrant and refugee needs are addressed.

On the programme side, the CoP can draw upon existing models where longer-term placement are bookended by pre-placement and post-placement support for both the SETS client and the employer.



3.7. Gender in settlement

- **Better understandings of the broad range of domestic and family violence (DFV)** is needed, beyond the narrower confines of intimate-partner violence (IPV) and the “nuclear family”
- **Females often experience greater barriers to interacting with SETS providers and services than men**
- **The sector needs to move past patriarchal approaches** and attitudes of “I know what is best”
- **SETS providers presented a number of existing programmes in gender** from across the community of practice
- Solutions centred on **making women’s voices central in SETS programming; using a gender lens across all programmes; and co-designing programmes with women and communities themselves.**

The forum workshop group on gender identified a collection of gender issues in settlement, especially regarding domestic and family violence (DFV).

There exists a range of domestic violence: Intimate partner violence (IPV) continues to be important, but a whole-family lens is needed to understand violence outside the “nuclear” family, including extended families, in-laws, and sibling violence. DFV settlement workers noted that many people had not previously experienced domestic violence before arriving in Australia, meaning that it was important to understand changing roles and power balances in the migration process. An optimal approach is house visits to better understand family dynamics, but the large number of cases and referrals in SETS – and associated time and resource constraints – often precludes this method.

Another challenge is the **barriers to information between women and SETS providers, and vice versa**. Community leaders are often men and men can also often access SETS more easily than women. This means that SETS providers are often not hearing the voices of women, but instead of male community leaders. Women also face pressures from within communities against speaking about particular issues, including DFV.



Solutions in the flow of information include strategies to a) make women's voices central in SETS programming, b) integrate a gender-lens into all SETS programming, and c) co-design programmes with the community and across the settlement sector. This includes integrating women more fully in CCB programs. Linked to CCB are female leadership programmes – which enhances alternative voices to dominant male community leader communications. SETS can also better ensure survivor-focussed or gender-sensitive two-way communications. One part of this is providing alternatives to family-member interpretation, as well as education on rights to all women.

The gender workshop group also spoke about a needed shift from what was described as “I know what is best” practices, reproducing patriarchal approaches to women. Instead, the agency of women must be recognised with better consultation and provision of options.

An important highlight was the opportunity to build capacity across the sector in evidence and advocacy of women's issues. This includes in research and presentation of data – including SETS data, solutions, policies and reporting. This includes collaboration across SETS to address issues emerging from across different areas of the Community of Practice. This linked to further training and resources for DFV and women's issues.

The gender workshop group covered a number of examples of SETS programming from across the Community of Practice. This included:

- > A peace-building family programme, an eight-week conflict and abuse course run by bi-cultural workers, community leaders and different groups
- > Women's advocates running prevention training and interventions
- > Education on coercive control and affirmative consent, including in high schools, expanding past a narrow definition of violence
- > Support and training of women as leaders, including addressing domestic violence
- > Outside of domestic violence specifically, programmes to enhance female employment such as construction white cards and cleaning skills so that women could have the option and choice to work alongside their husbands.

The gender workshop group confirmed that strategic solutions included the application of a gender lens to all policy areas (for instance in employment, health, and housing); that SETS should continue to be more gender-responsive and flexible; and that women's voices should be captured at all levels of policy.

4. Solutions synthesis

Housing	Government	Longer-term, systemic policy solutions across all levels of government: National, state and local – to address the lack of housing availability, especially in areas of refugee settlement
	Providers	Further exploration of housing cooperatives
		Further exploration of more targeted rental assistance packages
		Work with real estate agents regarding education on settlement, addressing concerns about discrimination
	SETSCoP	Data, research and evidence on the impact of housing shortages on other aspects of refugee and migrant’s lives and settlement (including physical and mental health)
		Research on successful local models in settlement housing which can be replicated more broadly
Funding	Government	Ensure that funding is flexible, including the flexibility to scale up services to address dynamic and changing needs with contract periods (for instance for high numbers of secondary settlement to specific locations that were not originally recognised in funding contracts)
		Enhance the community capacity building (CCB) components of SETS and ensure that funding creates better linkages between CCB and social services
		Explore additional funding for certain levels of vulnerability that require more support, rather than a one-size fit-all approach. This invokes the notion of “triage” or “opt-in / opt-out”, with some specific complex cases requiring more resources than others
	Providers / SETSCoP	Share the SETS experience that funding for secondary settlement – people moving from one part of the country to another – is needed
		Advocate for funding that recognises unique contributions from different types of SETS providers: Both small and large providers, regional and urban providers, different types of agencies including ethno-specific agencies. This includes funding that minimises the risk of fragmentation in the sector and continuing to recognise the importance of “staying in touch” with people and communities

Eligibility	Government	Investigate adjustments to visa classes and/or their associated visa settings. This includes work and education eligibility under bridging and temporary protection visas (TPVs) and development of skilled (temporary) pathway visas to improve settlement outcomes
		Accelerate visa resolutions given the deleterious effects of “limbo” on people’s mental health
	Providers / SETSCoP	Share experiences of those presenting after five-years to help inform the settlement model, recognising that many refugees and vulnerable migrants are not eligible under the current settlement model
		Collect better data on the limitations of the five-year cut-off for settlement. This includes a standardised tool to collate data on who is presenting after the five-year period and their needs
Employment	Government	Accelerate skills recognition, for instance through in-job training and supplementary education for those with prior education, skills and qualifications. This should be designed to overcome the time and cost barriers to getting skills recognised
		Fund tertiary and vocational studies for migrants in key industries and sectors. Open the Higher Education Contribution Scheme (HECS) to more migrants and refugees, sooner
	Providers	Recognise the importance of social enterprises, home-based work and collectives
		Shift the settlement sector beyond “box-ticking” employment outcomes, recognising that finding a job does not equate to it being a good fit or being retained long-term
		Boost the number of business managers working alongside case managers so that advice can improve employment outcomes
		Draw on existing models of longer-term work placement with settlement providers providing pre-placement and post-placement support for both SETS clients and the employer
		Actively engage with employers to connect them to the skilled refugee and migrant workforce, supporting the business community to recruit and train appropriate workers
		Acknowledge sectors and employers with existing diversity programmes
		Help develop formal and informal mentoring systems within workplaces to support migrants and refugees
		Be “in the room” for the governmental design of employment programmes to help ensure that migrant and refugee needs are addressed. Make submissions to the Workforce Australia enquiry. And increase engagement with business, unions, and government to improve employment outcomes for refugee and migrants

Gender	Government	Work towards improved resources and funding so SETS providers can engage more in best-practice house visits in response to the large number of DFV cases and referrals
	Providers / SETSCoP	Better understand the changing roles and power balances during the migration process, recognising the heightening risks of DFV during and after migration
		Better understand the broad range of domestic and family violence (DFV) with a whole-of-family approach, including extended families, in-laws and sibling violence
		Implement female leadership programmes, so women, including female community leaders, can engage with SETS as an alternative to current situation of mostly-male community leaders
		Make women's voices central in SETS programming
		Integrate a gender-lens into all of SETS programming (such as housing, health, employment, etcetera)
		Co-design programmes with communities and women – integrating women more fully into CCB programmes
		Provide alternatives to family-member interpretation and provide education on rights to female SETS clients to better ensure survivor-focused and gender-sensitive communication
		Shift away from patriarchal "I know what is best" practices and instead recognise the agency of women, with better consultation and provision of options
		Build research capacity in the sector to support evidence and advocacy on women's issues. Better present SETS data, solutions, policies and reports.
Collaborate across SETS to address emergent issues from across the Community of Practice, including continued development and dissemination of training and resources for DFV and women's issues		

5. Workshop outcomes: Next steps

5.1. Sharing understanding of key issues

The workshop reinforced the value of the SETSCoP, with the community of practice building stronger connections across the settlement sector and bringing together SETS providers in collective action. The CoP offers a platform addressing the need to share common experiences, challenges, and solutions – both amongst SETS providers, as well as to other settlement stakeholders including government, mainstream service providers, and business.

One example was the five-year eligibility limit. SETS providers noted that there is a need to have a standardised tool to capture data on how many people present to or are referred to SETS, but are past the five-year limit. SETS providers noted that this could be part of a broader database on who the sector is providing services to and how long they have been in Australia. Knowing how many people require support beyond five-years across the SETSCoP as a whole would inform the model moving forward.

5.2. Updating the SETSCoP structure

The 2022 SETSCoP Forum Workshops and the forum more generally offered a range of experiences on different issue areas. The discussions will inform the restructure of the SETSCoP moving forward – updating the sub-groups to best serve the community of practice as a whole and participating members.

5.3. Practical outcomes for the SETS Community of Practice

The workshop demonstrated the ongoing opportunity to develop and disseminate concrete resources across SETS. This includes information sharing, practical tools, learning webinars, and training – including those based on discussions in the workshops. Further practical outcomes will be shaped by the workshop proceedings as well as ongoing engagement across SETSCoP, including work towards the workshop-identified solutions.



