

Meeting Summary Communiqué

Discussion points

- **SETS providers initiated a local ‘Housing Taskforce’** after discussions at the previous CoP Housing Subgroup Meeting.
 - SETS providers collaborated and approached the *Local Area Service Network for Homeless Services*, and then were put in touch with homeless service networks and agencies. While housing is at crisis levels, and homeless services are operating past capacity, positive outcomes included links between SETS and particular agencies where clients with urgent needs (e.g. DFV) could be highlighted for priority lists
 - The SETS providers are working with the networks to host a housing event in early 2024
- Dedicated project work focussing on **establishing relations with partners (homing and homeless services) and real estate agents** through a strategic partnership program.
 - Relationships with real estate agents are a good foundation for free interpreter services through TIS. Communications with real estate agents include the SETS provider visiting to help set-up the TIS registration, together with partnership building and information sharing about the benefit of SETS client-base for real estate agents.
- Attendance to the **Youth Housing Alliance Meeting**. The Victoria state-based meeting meets regularly across the year and the most recent meeting included a presentation on a youth housing model presented to government and service providers for further uptake.
- **Partnerships with state Department of Housing** managers and staff are particularly useful for SETS providers in sharing and resolving issues. This includes hosting forums with invitations to Department of Housing representatives, real estate agents and other services where the lived experience of people waiting for housing can be shared.
- **Membership of the local ‘Advance to Zero’ networks**. A SETS worker is receiving a recognition award as part of this initiative. Advance to Zero have networks in many regions and local areas across Australia. When SETS providers (and other organisations part of Advance to Zero) interface with people who become homeless, the provider seeks their consent to collect and share data to better understand the homelessness issue at both local and global scales. If the person is homeless for a longer period of time, there is a more significant intake-type tool to determine vulnerability, creating important data. As frontline workers, this type of work addressing systemic problems is important to protect frontline staff from burn-out as a form of self-care, advocating for systems change in addition to helping people on the ground. Members are able to access updates and useful infographics, and there are further networking opportunities related to housing.
 - <https://aaeh.org.au>
- Other networks include **complex care coordination networks** bringing together the Department of Housing, community housing, specialised community services and SETS providers to discuss complex cases (with client consent). These network meetings have been very useful to help resolve complex cases.
 - <https://qshelter.asn.au/what-we-do/sector-support/service-integration/>
 - **Action:** SETSCoP Secretariat to explore whether this could serve as a best practice case study and model
- The subgroup discussed a particular case of a notice to vacate being given to a SETS client so that the landlord could accommodate family. SETS providers shared local relevant resources.
 - <https://www.consumer.vic.gov.au/clubs-and-fundraising/funded-services-and-grants/tenancy-program-2021-24/tenancy-assistance-and-advocacy-program/tenancy-assistance-and-advocacy-program-providers>
 - <https://www.legalaid.vic.gov.au/community-legal-centres>
 - <https://tenantsvic.org.au/contact-us/>
 - <https://www.monashlawclinics.com.au/>



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- SETS providers shared challenges and good news stories. SETS providers discussed particular (anonymised) client cases at the intersection of housing and domestic & family violence.
- SETS clients face language barriers in searching for housing.

Subgroup outcome(s):

Housing partnerships with AMEP – The CoP Subgroup is working towards better addressing housing as part of AMEP.

- Private rental application information may often be given as part of orientation very soon after arrival in Australia, where housing application information may not be as relevant for practical learning.
- Despite free interpreting through the Translating and Interpreting Service (TIS National) for real estate, real estate agents are often reluctant to register or use TIS
- SETS providers have encountered privacy and consent barriers to delivering settlement modules regarding housing with AMEP
- There could be efficiencies for greater partnership between SETS providers and AMEP, either through SETS providers delivering housing application sessions at AMEP or AMEP embedding housing information and applications into their English curriculum as part of practical learning and useful to English language instruction.
- The SETSCoP subgroup will explore multiple ways to work towards this outcome:
 - Working with the Department of Home Affairs as funders of AMEP
 - Working with AMEP providers to highlight the needs, opportunities and evidence of good practice
- A practical outcome step is the development of a short Overview (Practice Brief) for SETS, AMEP and the Department of Home Affairs
- Content could include rental applications, navigating the private housing market (including online private rental applications), sustaining tenancies, rights and responsibilities, reporting maintenance issues, entry & exit condition reports, property search and booking inspections.
- SETS providers with strong working relationships with AMEP can work with the Secretariat to identify existing practices, potential opportunities and potential evidence to highlight more broadly. For instance, some SETS providers already conduct financial counselling, financial budgeting, and DFV information sessions in partnership with AMEP.

Next meeting: Will be scheduled for February / March 2024

Attendees (9 SETS staff, 8 SETS providers):

Nick Ross (SETSCoP Secretariat)

Maria Rosales (SETSCoP Secretariat)

Soe Soe (SECL VIC)

Maggie (Bundaberg House QLD)

Mohamed (CMY VIC)

Soy (SSI QLD)

Zac (SSI QLD)

Sarah (MiCare VIC)

Akol (CatholicCare Toowoomba QLD)

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