

**Communique:**

**Discussion points:**

- Extra funding to provide assistance to Pacific Islander community members and the complexities of this cohort of clients in terms of visas cancelled, etc. A desire for further clarity from the Department regarding expectations for SETS providers.
- Some SETS providers commented that they have been having issues reading and accessing certain information in the DEX reports and platform.
- SETS providers discussed the challenges around collecting and collating information and many data points for reporting, while noting that the reports do not capture the administrative and operations work and other time and organisational activities that are done to maintain programs.
- Increase in intakes and challenges and complexities of receiving and managing domestic family violence (DFV) cases with funding limitations and without case workers specialised in DFV.
- Complexities around reporting SETS work including client journeys and outcomes.
- Challenges with DEX reporting system including use of required filters and how/if this reflects properly the work that has been done, DEX SCORES and clients coming in and out at different times and points on their journeys.

**Outcome(s)**

- Discussion of topic areas relevant to the DEX Information and Training Session to help inform the session design.

**Next meeting:** To be scheduled for February - March 2024. SETSCoP Secretariat to send calendar invitation.

**Attendees (16 SETS):**

Maria Rosales (SPG)

Linny (Multicultural Australia QLD)

Hiya (Whittlesea Community Connection VIC)

Loan (STARTTS NSW)

Mariam (AMWCHR VIC)

Carmen (Assyrian Resource Centre NSW)

Lara (Arabic Welfare VIC)

Anileen (MSC Alice Springs NT)

Michelle (SECL VIC)

Jaquie (MIC East VIC)

Soumita (Multicultural Australia QLD)

Anne (Armenian Resource Centre NSW)

Diana (Albury Wodonga VRB NSW/VIC)

Severina (MiCare VIC)

Jacqui (MercyCare WA)

Fadi (Antiochian Orthodox NSW)

Joyce (Thriving Multicultural Communities QLD)

**Contact:**

[secretariat@setscop.org.au](mailto:secretariat@setscop.org.au)