

Meeting Summary Communiqué

Discussion points

- Regional SETS providers are continuing to interface with mainstream service providers, as well as assessing the role of SETS vis-à-vis mainstream services and networks
- Regional areas without CCB funding face heightened challenges in settlement work
- SETS providers that do have CCB funding are supporting community groups organising cultural events, including through partnerships and funding from local councils.
- Regional providers experience a lot of client presentations who have been in Australia longer than 5 years. They often need settlement support and cannot access it through mainstream services. This work goes largely unreported, because if it is reported, then it is flagged by DEX / contract managers. Many of these clients will not need to access SETS support for many years, but then present with major issues in their 6th, 7th, or 8th year after arrival.
- SETS providers seeking further information regarding feedback on DEX reporting (including SCORE). Further information on what can be improved would be useful, especially with new SETS staff in regional areas.
 - The SETSCoP Secretariat is working with the Department of Home Affairs and Department of Social Services to facilitate another DEX Training & Information Session, to be aligned with the current reporting period
- SETS clients in regional areas often have to travel to metropolitan cities to give birth. SETS providers support their clients with these challenges.
- SETS provider update on SETS clients needing information regarding tax, and support clients to the ATO 'Tax Help Program' as well as local neighbourhood houses: <https://www.ato.gov.au/Individuals/Your-tax-return/Help-and-support-to-lodge-your-tax-return/Tax-Help-program/>
- Discussion regarding Citizenship Tests and the need for further sensitivity regarding the process for those with mental health issues, including PTSD.

Outcome(s)

- *Further SETSCoP Wellbeing Events* – The subgroup discussed the benefits of further wellbeing sessions for SETS staff. This includes for bicultural workers and settlement staff with lived experience, taking into account culturally sensitive issues.
 - SETS providers shared facilitated sessions, training and resources that they are currently drawing on: This includes Blue Knot and state/territory FASSTT network agencies.
 - Benefit of smaller online group sessions, where people can be anonymous
- *Policy and practice paper* – The role of regional SETS providers in crisis response. To be developed further in early 2024.

Next meeting: To be scheduled for February – April 2024.

Attendees (7 SETS staff, 6 SETS providers):

Nick Ross (SETSCoP Secretariat)

Maria Rosales (SETSCoP Secretariat)

Daniel (MCWW NSW)

Luke (MCWW NSW)

Linny (Multicultural Australia QLD)

Martine (Bendigo CHS VIC)

Skye (North Coast Settlement Services NSW)

Diana (Albury-Wodonga VRB NSW/VIC)

Monica (SSI NSW)

Contact:

secretariat@setscop.org.au