Meeting Summary Communique

PRESENTATION: Effective CCB in Settlement Discussion Paper (Nick Ross – Social Policy Group)

- The Settlement CCB Discussion Paper proposes a guiding model and framework for the settlement sector to collaborate on.
- The Discussion Paper:
    - Works to define CCB in Settlement (with a critical lens)
    - Presents 8 factors in what makes settlement CCB important
    - Proposes an overarching approach, model and framework (based on social capital theory)
    - Outlines common challenges and methods to overcome them
    - Poses 3 discussion questions and a series of next steps for CCB in settlement
- Link to the subgroup presentation
- Link to the Discussion Paper (Working Draft 22 February 2024)

DISCUSSION AND FEEDBACK: Effective CCB in Settlement Discussion Paper

- Social capital could have clearer links across the different sections of the Discussion Paper
- The sector can progress with work around how we measure social capital. SETS providers do a lot of important work but can struggle to say, "this is the outcome.".
- CCB practitioners see bridging in their settlement programs: Seeking to create human connections between people, beyond just providing a service. Exploration of how SETS providers can create trust, how can people be made to feel comfortable (including reaching out to other services that might be appropriate or helpful).
- Creating safe environments is key for settlement and for settlement CCB
- Newly-arrived people appreciate initiatives by fellow community members. When newly-arrived people see community groups, organisations and initiatives, will often say "I didn't know this existed!" and be excited to get involved and participate.
- Discussion on the 'politics of care'. SETS CCB practitioners noted that in many cultures, relationships and reciprocity is key. People will often not approach a stranger for support. These perspectives challenge the way services are delivered in Australia. In many models where 'professionals' come in and then disappear, there are barriers to engagement and settlement outcomes in contrast to ways that emphasise reciprocity and exchange of care over time.
- Subgroup members provided reflections on the Afghan-Australian Community and Social Support (AACASS) Grant Program, noting the open and positive approach that allowed for elements of fun. This enabled better connections with communities, and rather than community members feeling as if they are 'burdening a service', fun activities remove the barriers around 'asking for help'. The program supported connection and feelings of belonging and fostered relationships between community members and organisational staff.
- CCB is important for reaching isolated community members.
- Caution is needed for CCB practitioners with the need for self-care, given how emotionally and physically tied settlement staff can be to situations and what is going on in communities.

Attendees (18 SETS Staff / 16 SETS Providers):

Nick Ross (Social Policy Group - SETSCoP Secretariat)

Abrar (Ballarat RMC, VIC)	Hannia (Stirling, WA)
Atem (STARTTS, NSW)	Hayley (South-Western HC Warrnambool, VIC)
Carla (SECL, VIC)	Helen (MiCare, VIC)
Carmen (Assyrian Australian Association, NSW)	Kate (South-Western HC Warrnambool, VIC)
Diana (MRC Tas, TAS)	Keirnan (Multicultural Australia, QLD)
Eh Su (Wyndham CEC, VIC)	Kritika (SSI, NSW)
Elisangela (Loddon Campaspe, VIC)	Lyla (Neighbourhood Hub Mackay, QLD)
Julia (GSMS, WA)	Mariana (Arabic Welfare, VIC)
	Rallian (Wyndham CEC, VIC)
	Sandra (Chaldean, NSW)