

Meeting Summary Communiqué

Relevant SETSCoP Updates:

1. **SETSCoP Staff Wellbeing Session** with Dr Ruth De Souza held on 6 February 2024 (38 participants). A follow-up session focussing on boundaries and expectations to be held on Wednesday 17 April 2024 with additional details to be released.
2. **CEO Forum on Managing Workforce Psychosocial Safety** upcoming on 19 March 2024. If meeting participants do not think their relevant CEO, executive or senior manager received correspondence, they can reach out to the SETSCoP Secretariat to update details.
3. **Mental Health Referrals Resource**, the subgroup co-designed outcome, has been published. We ask for subgroup members to share the resource within their organisations:
<https://setscop.org.au/wp-content/uploads/2023/11/SETSCoP-Mental-Health-Referrals-Resource.pdf>

Discussion points:

- The **removal of the 5-year limit** and how the impacts on SETS programming.
- The ongoing need for further **resources and directories** covering mental health services and practitioners, with additional information, using the SETSCoP Mental Health Referrals Resource as a launching point
- **Key issues in mental health referrals** include: Language barriers, cultural barriers, and stigma
- **Ukrainian SETS clients are facing visa issues**, with visa uncertainty impacting wellbeing
 - Discussion on how Ukrainians are often eligible to apply for Visa 866 (protection), with refugee legal services often providing support. However, there can be some reluctance to apply for this visa category and preference towards skilled visas, with associated issues in that visa pathway
- **Case study:** A SETS provider outlined how SETS clients would often not attend mental health supports after being referred there, due to fear, embarrassment, or stigma. The SETS provider worked with the local mental health community support service to come to the SETS provider premises, reducing the barrier clients faced to go to a different service and location. The services were also labelled as “wellness checks” to address stigma.
- SETS staff have seen people conduct **video appointments with psychologists from their countries of origin**. While this overcomes the multiple barriers to accessing services in Australia (including cost and language barriers), there could be issues related to settlement in Australia and gaps in psychologist knowledge about the issues SETS clients face in a new context.
- **Physical health issues are impacting people’s mental health**. There are long delays in accessing health services, such as public dental services and elective surgery, which has flow-on effects.
- **People on different visas have different levels of access and barriers to health and mental health supports**. This can cause issues, with ineligible clients asking “my friend can access this, but I can’t.” This reflects an individualistic and western-centric approach to mental health and health.
- **Additional issues** include a lack of specialist health and mental health services, especially in regional areas; the lack of interpreters; and interpreters misinterpreting specialist terms in health or mental health.
 - The CoP can explore further partnerships with the interpreting profession (TIS, NAATI) regarding interpreter capacity on specialist terms.
- Health and mental health professionals who have overseas qualifications or experience can struggle to get **skills recognised** in Australia, when they could be contributing in these areas.
 - The CoP can explore links regarding Skills Assessments and Recognition Pilots through the Department of Employment and Workplace Relations (DEWR): <https://www.dewr.gov.au/skills-assessment-pilots>
- Further investments could be made for **mental health information and skills**, which could act as steps towards addressing stigma in communities. This includes reference to past programs of mental health information sessions and education for community groups.



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Future ideas for the subgroup:

- Health referral pathways and communications/advocacy with different sectors and government agencies
- Continue prior sending of agendas and key topics/questions to address in breakout groups
- Include people with lived experience, including in regards to overcoming [mental health] community stigma
- Sharing resources and good practice
- Further space to share regarding day-to-day work issues, stress, challenges and obstacles
- Additional time for further in-depth discussion
- Include mainstream services and professional services to discuss topics, such as specific needs of SETS clients
- Present case studies and successful models to address specific settlement needs

Attendees (20 SETS staff / 16 SETS providers):

Nick Ross (Social Policy Group - SETSCoP Secretariat)

Asha (Jesuit Social Services VIC)

Carmen (Assyrian NSW)

Diana (AWVRB VIC/NSW)

Dina (Arabic Welfare VIC)

Elisa (MIC East VIC)

Hiba (Whittlesea CC VIC)

Hiyah Rahman (Whittlesea CC VIC)

Houra (MIC East)

Iman (MARSS ACT)

Julia (GSMS Albany WA)

Karen (SECL VIC)

Katie (CatholicCare TAS)

Lauren (54 Reasons VIC)

Lyla (The Neighbourhood Hub QLD)

Maggie (Bundaberg QLD)

Nicole (Multicultural Australia QLD)

Rallian (Wyndham CEC VIC)

Ruth (Multicultural Australia QLD)

Sandra (Chaldean)

Say Htoo (Wyndham CEC)

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