

SETSCoP Thematic Subgroup Meetings (FEB – MAR 2024): Summary Overview

The birds-eye view

SETSCoP – The Settlement Engagement and Transition Support Community of Practice (SETSCoP) is the platform that brings together SETS providers across the sector and the country, to collaborate, share good practice, and work together towards solutions to settlement issues.

Thematic Subgroup Meetings – The SETSCoP Thematic Subgroups, open to all SETS providers, meet three times per year. The February-March 2024 Thematic Meetings was the last round before the SETS program renewal from 1 July 2024. Each thematic subgroup works towards concrete outcomes co-designed to help individual SETS staff, SETS providers, policymakers, and the wider settlement sector.

Over the 10 Thematic Subgroup Meetings (Feb – Mar 2024 round), 50 SETS providers had staff attend one meeting or more (the full list of attending organisations is at the end of the Summary Overview).

Terms of Reference

More information about the SETSCoP can be found in the SETSCoP

Terms of Reference:

<https://setscop.org.au/wp-content/uploads/2024/04/SETSCoP-ToR-2024.pdf>

Contact

If you have any enquiries or want to discuss anything related to the Community of Practice, please reach out to the SETSCoP Secretariat:

secretariat@setscop.org.au

Thematic Subgroup	Subgroup 2023-2024 outcome(s) and status
1. Health & Mental Health	Mental Health Referrals Resource – Complete
2. Operations & Reporting	SETS Induction Package – Planned completion 31 May
3. Regional	Regional Settlement Disaster Response Policy & Practice Paper (Planned completion 31 May)
4. Youth	Youth Mobility & Transport Policy & Practice Paper (Planned completion 30 April)
5. Employment	Update to the Pre-Employment Checklist (Complete) Superannuation in settlement practice note (Planned: 16 May)
6. Community Capacity Building	Contribution to the Effective CCB in Settlement Discussion Paper (Complete)
7. Ethno- & Religious-Specific	Working from an ethno- & religious specific perspective (Planned completion 31 May)
8. Men's Groups & Prevention	Guide for engaging men and boys from diverse communities in DFV prevention (Planned completion 31 May)
9. Housing & Cost-of-living	Links with AMEP regarding integration of further housing information and applications into learning (Ongoing)
10. Domestic & Family Violence	Responding effectively to DFV in migrant communities guide (Planned completion 31 May)

Cross-cutting themes from across the subgroup meetings

Across the 10 thematic subgroup meetings, several common discussion points emerged.

1. **Creating safe spaces and initiatives** – One recurring theme was the importance of creating safe spaces and initiatives for community members to share their experiences and build trust, particularly in addressing sensitive topics such as domestic and family violence (DFV) and mental health.
2. **Settlement challenges and improving collaboration with mainstream services** – Challenges related to language barriers, discrimination, and lack of access to resources were prevalent. These shared challenges demonstrated the need for tailored support services and improved collaboration with mainstream agencies.
3. **Opportunities in networks and culturally-relevant interventions** – Opportunities identified included engaging local leaders and faith leaders, and developing culturally relevant interventions and referral pathways.
4. **Innovative approaches** – Co-location initiatives, after-hours support, and adaptive digital literacy skills programs were highlighted as effective strategies for improving accessibility and support for CALD communities.

Overall, there was a shared commitment to supporting the strengths of refugees and vulnerable migrants as well as addressing unique needs. The subgroup meetings also emphasised partnerships and collaboration to ensure comprehensive support.

1. Health & Mental Health

13 February 2024

Attendance: 20 SETS Staff (16 SETS providers)

[Link to Meeting Summary Communiqué](#)

Insights:

- **Shared example of the success of bringing mental health services to SETS provider premises, which can overcome barriers to access**, as SETS clients often will not go to external services due to stigma and discomfort with new and unknown services.
- **High costs and lack of in-language mental health supports** are leading to some clients to do telehealth with practitioners in home countries – but this has drawbacks in terms of understanding the settlement context.
- Recognition of the impact of **physical health issues on mental health** highlights the interconnectedness of the two domains.
- Varied access to health and mental health supports based on **visa status reflects systemic inequalities**.
- Need for further partnerships with interpreters to improve communication in health settings.

- **Language barriers, cultural barriers, and stigma** continue to hinder mental health referrals.
- **Recognition of overseas qualifications for health professionals** in Australia remains a challenge.
- **Inclusion of people with lived experience** will provide valuable insights, including in how to overcome community stigma.

Outcome:

Mental Health Referrals Resource – Complete <https://setscop.org.au/wp-content/uploads/2023/11/SETSCoP-Mental-Health-Referrals-Resource.pdf>

2. Operations, Reporting & Partnerships

14 February 2024

Attendance: 21 SETS Staff (20 SETS providers)

[Link to Meeting Summary Communiqué](#)

Insights:

- **SETS provider staff experiencing a busy period** and fatigue with multiple demands, grant applications, and reporting requirements.
- **Removal of the 5-year limit and changes to program eligibility** have significant impacts on programs and reporting. Calls for dedicated workshops and resources regarding removal of the 5-year limit and what it means for SETS providers.

- **Positive feedback on DEX training**, with requests for continued training and information support. Interest in further clarifications from government regarding DEX reporting issues discussed during the previous training.
- Overuse of interpreters and reliance on **children as interpreters** present challenges in communication with SETS clients.

Outcome:

The subgroup is co-designing a **SETS Staff Induction Package**. The package will complement staff induction materials at the organisational level. It will situate SETS within the wider settlement sector, provide an overview of frameworks and principles, collate resources, provide information about the SETSCoP, and answer common questions for staff beginning in the SETS program.

A working draft induction package and outline has been shared with the subgroup. Planned first draft completion: 31 May 2024.

3. Regional

15 February 2024

Attendance: 8 SETS Staff (8 SETS providers)

[Link to Meeting Summary Communiqué](#)

Insights:

- The inclusion of **Child Safety Standards** in grant applications and settlement operations underscores the importance of child safety within the SETS framework.

- **Collaboration on welcome packs for regional settlement.**
- Discussion on the role of **regional SETS providers in crisis and disaster response**. This includes dissemination of emergency response information to diverse communities through social media, SMS, and community networks.
- Contributions towards the Operations Subgroup Outcome: **SETS Induction Package**. Discussion on integrating Child Safety Standards.

Outcome:

Regional Settlement Disaster Response Policy & Practice Paper. The subgroup will outline how SETS providers play a crucial role in emergency response. (Planned completion 31 May).

4. Youth

**Co-facilitated with Multicultural Youth Advocacy Network (MYAN)*

19 February 2024

Attendance: 19 SETS Staff (15 SETS providers)

[Link to Meeting Summary Communiqué](#)

Insights:

- **MYAN experimenting with open consultation times** where youth can join online meetings, responding to consultation fatigue and shifting towards a more open-door approach where youth can discuss issues important to them.
- Engagement of **young people in advisory**

roles, such as in the AMEP advisory group, showcases opportunities for youth involvement in shaping government programs.

- The need to **reach marginalised young people who may be harder to connect with**, based on inclusivity and equity in youth engagement efforts.
- There are issues of heightened tensions around **perceptions of youth crime**.
- Lack of understanding of rights among young people, coupled with potential **racial profiling and intimidation, poses barriers to their engagement with authorities and services**.
- **The pressure of care responsibilities and work** often hinders young people's ability to engage with SETS providers and services.
- An increase in **homelessness, domestic violence, and intergenerational conflict** among young migrants and refugees points to complex social challenges requiring targeted support.
- **Sharing good practice tips for engaging young people**, including outreach strategies, the important first step of trust building, and safe online spaces.
- Contributions to **Operations Subgroup Outcome SETS Induction Package including training resources, visa eligibility information, and support mechanisms, along with a youth lens** to help SETS provider staff work better with young migrants and refugees.

Subgroup Outcome

The Youth Subgroup outcome is the **Mobility and Transport for Migrants and Refugees in Australia Policy and Practice Paper**. Planned first draft completion date: 30 April 2024.

5. Employment

21 February 2024

Attendance: 25 SETS Staff (23 SETS providers)

[Link to Meeting Summary Communique](#)

Department of Employment and Workplace Relations (DEWR)

Presentation: Local Jobs Program

- Introduction of the **DEWR Local Jobs Program**, a place-based initiative supporting tailored approaches to meet local workforce needs until June 2025.
- The program aims to provide tailored support to address local workforce needs, offering funding opportunities and collaboration through Employment Facilitators.
- SETS providers can use the Local Jobs Program resources and **connect with their relevant Employment Facilitators**.
- Presentation slides: <https://setscop.org.au/wp-content/uploads/2024/04/Local-Jobs-Overview-of-the-program.pdf>
- Link to Local Jobs webpage: <https://www.dewr.gov.au/local-jobs>

- Link to Employment Facilitators and map webpage: <https://www.dewr.gov.au/local-jobs/employment-facilitators>

Insights:

- Skilled professionals (doctors, engineers, etc.) face **hurdles in getting qualifications and experience recognised**, including the process, cost, and time.
- **Language tests like PTE and IELTS often pose barriers** for individuals with functional English, hindering qualification and employment opportunities.

Subgroup Outcomes:

- Update to the Pre-Employment Checklist with information on superannuation (Complete)
- Superannuation in settlement practice note (Planned completion 16 May 2024)

6. Community Capacity Building

22 February 2024

Attendance: 18 SETS Staff (16 SETS providers)

[Link to Meeting Summary Communique](#)

Social Policy Group Presentation: Effective CCB in Settlement

(Nick Ross, The Social Policy Group):

- **Settlement CCB Discussion Paper** proposes a guiding model and framework for the settlement sector to collaborate on.

- Link to presentation slides: <https://setscop.org.au/wp-content/uploads/2024/04/Effective-CCB-in-Settlement-DP-2024.pdf>
- Link to Discussion Paper (Working Draft 22 February 2024) for further inputs: <https://setscop.org.au/wp-content/uploads/2024/04/CCB-Discussion-Paper-Draft-22-Feb-2024-For-Inputs.pdf>

Outcome:

Contributing to the Settlement CCB Discussion Paper (complete)

7. Ethno- & Religious- Specific

5 March 2024

Attendance: 4 SETS Staff (4 SETS providers)

[Link to Meeting Summary Communique](#)

Insights:

- Communities are increasingly cautious about seeking support from organisations **perceived to be complicit in the conflict in Gaza / the Occupied Palestinian Territories**.
- Conflict in Gaza and the broader region is impacting communities' mental health, leading to **revisitation of trauma through media exposure and community discourse**.
- SETS youth in Western Sydney experience heightened rates of **bullying**, with concerns about youth crime and academic struggles, particularly among young boys.

- **Housing continues to be a major issue for refugees and vulnerable migrants**, with limited homelessness support programs, lack of short-term crisis housing, and perceived discrimination against SETS clients by some real estate agents.
- **Palestinians on three-month visitor visas are ineligible for settlement / SETS services, creating gaps in support for a vulnerable community.** While organisations are attempting to support displaced Palestinians through charitable donations and community goodwill, there are concerning gaps in funded services.

Outcome:

Working from an ethno- & religious specific paper in progress (draft for review in April – May)

8. Men's Groups & Prevention Programs

**Co-facilitated with Social Impact Studio*
6 March 2024

Attendance: 10 SETS Staff (8 SETS providers)
[Link to Meeting Summary Communiqué](#)

Insights:

- Successes include securing funding for respectful relationship trainings and the introduction of response teams at police stations
- Shared updates and learnings from men's groups programs by settlement organisations: Tailored programs for

specific communities are important, as is culturally-sensitive community engagement.

- Settlement workers have to overcome difficulties in community member engagement.
- Sharing resources from the SETSCoP subgroup meetings and Our Watch's 'Change the Story' resources to support the design and implementation of men's groups and prevention programs.

Outcome:

Guide for engaging men and boys from diverse communities in DFV prevention (Planned completion 31 May)

9. Housing, Cost-of-Living & Financial capacity

7 March 2024

Attendance: 15 SETS Staff (13 SETS providers)
[Link to Meeting Summary Communiqué](#)

Insights:

- Many SETS clients **lack the digital literacy skills and English language skills** necessary to navigate the online real estate systems.
- There is **limited availability of homelessness support and crisis accommodation.**
- Continued efforts necessary for real estate agents to use available **free interpreter services.**

- **Perceived discrimination** against SETS clients by real estate agents. This includes discrimination in applications but also failure to meet maintenance requests.
- **Clients' unfamiliarity with the private rental market and legal systems** further compounds challenges in securing adequate housing.
- **Potential benefits in recognition of good practice by real estate agents through awards** for those who demonstrate exemplary behaviour.
- **Establishment of housing roundtable forums** facilitate collaborative approaches involving key stakeholders, including those from the real estate sector, homelessness support services, relevant government departments, and settlement services.

Outcome:

The Housing subgroup is working towards increased housing components being integrated into the Australian Migrant English Program (AMEP), which will both support many SETS clients becoming more familiar with the English terms and digital literacy terms needed for housing as well as make English learning more practical. (Ongoing).

Contribution to Planned Settlement Peak Body Research & Policy Area:

A **Housing Models & Approaches Report** will research and collate successful models and approaches to support refugees and vulnerable migrants access housing, within the context of

practical programs settlement providers can undertake within the broader crisis in housing. The research will survey approaches in Australia as well as globally.

10. Domestic & Family Violence

**Co-facilitated with Social Impact Studio*

13 March 2024

Attendance: 29 SETS Staff (26 SETS providers)

[Link to Meeting Summary Communique](#)

Insights:

- Initiatives such as women’s circles and playgroups **provide safe spaces** for sharing and trust-building among community members, facilitating discussions on sensitive topics like DFV.
- **Collaborative efforts with local leaders and other service providers**, including faith leaders, are crucial for building trust and addressing DFV issues within communities.
- New skills workshops and practical programs, such as driving lessons for women, serve as **avenues for discussing DFV awareness, prevention, and accessing support services**.
- **Co-location initiatives and after-work hours** support are effective strategies for improving accessibility and reaching CALD community members.
- **Resources and toolkits available in languages** can enhance support for CALD communities and bridge gaps in DFV services.

- **Isolation, lack of family connections, and distrust the formal system** are recurring issues among community members, hindering their access to DFV support services.
- **Vulnerabilities of women on spouse-sponsored visas, lack of affordable housing, and limited access to funds and security** exacerbate DFV risks within CALD communities.

Outcome:

Preparation of a guide on responding effectively to DFV in migrant communities, covering culturally relevant assessment, intervention strategies, collaboration, and referral pathways, based on discussions and inputs from SETS providers.

SETS provider participants (Feb – Mar 2024)

- 54 Reasons (VIC)
- Albury-Wodonga Volunteer Resource Bureau (NSW/VIC)
- Anglicare Northern Territory (NT)
- Arabic Welfare (VIC)
- Assyrian Australian Association (NSW)
- Australian Muslim Women's Centre for Human Rights (VIC)
- Australian Refugee Association (SA)
- Ballarat Community Health (VIC)
- Ballarat Regional Multicultural Council (VIC)
- Bendigo Community Health (VIC)
- Bundaberg & District Neighbourhood Centre (QLD)
- CatholicCare Southern Queensland (QLD)
- CatholicCare Tasmania (TAS)
- Centre for Multicultural Youth (VIC)
- Chaldean League of NSW (NSW)
- Chinese Community Social Services (VIC)
- City of Stirling (WA)
- Communicare (WA)
- Cultura (VIC)
- Goldfields Legal (WA)
- Greater Southern Migrant Services Albany (WA)
- Jesuit Social Services (VIC)
- La Trobe Community Health (VIC)
- Loddon Campaspe Multicultural Services (VIC)
- MARSS (ACT)
- Melaleuca (NT)
- MercyCare (WA)
- MiCare (VIC)
- Migrant Information Centre East (VIC)
- Migrant Resource Centre Tasmania (TAS)
- Multicultural Australia (QLD)
- Multicultural Community Services of Central Australia (NT)
- Multicultural Futures (WA)
- MultiLink (QLD)
- Muslim Women's Association of South Australia (SA)
- MYAN NSW (NSW)
- Nambour Community Centre (NSW)
- North Coast Settlement Services (NSW)
- QPASTT (QLD)
- South East Community Links (VIC)
- South West Healthcare (VIC)
- Southern Migrant & Refugee Centre (VIC)
- SSI (NSW/QLD)
- St Vincent de Paul Society Queensland (QLD)
- STARTTS (NSW)
- The Neighbourhood Hub (QLD)
- Uniting (VIC)
- Whittlesea Community Connections (VIC)
- Wyndham Community and Education Centre (VIC)
- Youth Future (WA)