

# SETSCoP Meeting Summary Communique

## Operations Subgroup – 20 November 2024

Secretariat: The Social Policy Group (SPG)

### 1. DEX Training

#### SETS DEX Training

- Need specific training for SETS providers. Additional, dedicated training especially needed for new organisations, small SETS providers, and new staff. This would ideally include a training for:
  - > Beginners
  - > Medium-level / longer-time users
  - > Training dedicated to AWP Reporting
  - > Training dedicated to SETS CCB DEX reporting
    - a) Additional, dedicated training especially needed for new organisations, small SETS providers, and new staff.
    - b) It is a struggle to differentiate the data between CS and CCB – it can be quite jumbled together. Adding ‘tags’ or equivalent in DEX or client relationship management (CRM) systems can help, but they can be quite challenging to use effectively.
- Questions on how (differentiated) DEX data can be obtained by SETS providers to help write reports
- Medium-intensity cases often access different support in the same session, for example, support for education, employment and community connection. When only reporting under one category, it means the DEX data users / report readers will not know what is being delivered in the SETS program.
- Questions on how DEX data ties into SETS provider written reports
- Using a Customer Relationship Management (CRM) software platform that is compatible with DEX can be really helpful. Vetted CRM platforms can be hard to find, noting that the government will not discuss platforms for probity. Some SETS providers use Community Data Solutions (though there are other CRMs that are DEX compatible). CRM platforms also cost money.
- There is a tension with citizens not being eligible for SETS. People are keen for citizenship for security, to be able to visit their families abroad without any issues, and to feel part of Australia. However, it will make them ineligible for SETS support.

### 2. Operational issues

**Staff wellbeing:** Staff wellbeing is a major, cross-cutting issue. 2024 has been a challenging year for many organisations and staff. Staff used to feel ‘pushed’ in reporting times. Now staff feel ‘pushed’ across the year. Some organisations are seeing staff pressure and stress increase for a variety of reasons (global events, political environment, sector environment, funding).

- How to set boundaries – for people working as SETS workers but also within their own communities. It’s very difficult to set boundaries, to not work overtime, to turn people away.

**Citizens ineligible for SETS:** Some organisations are working more with older migrants. However, other SETS providers are finding that older migrant cohorts in their area are mostly Australian citizens, so even if they have ‘settlement’ needs, they cannot be supported under SETS.

**Managing consortia changes:** Some SETS providers are working through new or different consortium arrangements, including which clients are being supported by which organisation.

#### Funding:

- Prices for everything are going up but funding for programs feels like it is not keeping up. For example, an organisation noted their funding has remained the same as the previous SETS program, but the 5-year limit has been removed so there is increased client demand, and CCB has been added to their program without a funding increase.
- With SCHADS, some organisations find they cannot have staff take leave at closure time. Either all the workers agree to take time off over a closure period, or they need to keep places working, as if you have one employee wanting to work, have to have a manager on. working. When the place is open – have to work. If 1 employee wants to work, has to have a manager. People who work with you for more than 2 years become permanent but there is not enough funding for permanent staffing changes.
- Some organisations discussed that within limited funding, it is a delicate balance between working with different clients.

**Legal issues for clients:** Clients are seeking support for citizenship forms, immigration forms for people wanting to travel back to their countries of origin. There are limited referral options in regional areas to refer our for citizenship support. The SETSCoP and subgroup can continue to explore links with refugee legal.

**Removal of the 5-year limit:** Opening SETS to clients who have been in Australia longer than 5 years has been very positive overall. However, it has posed challenges to organisations who have had to restructure their systems and work to still provide high quality of service. It has led to very high demand for settlement services, and organisations having to quickly implement processes to manage that.

**Proper resourcing of CCB:** CCB requires support and resourcing as it is long-term, sustainable work that is not supposed to just be information sessions. It can be challenging to implement this work within the current resourcing available. It is also challenging to report on CCB activities.

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## Outcomes

1. **DEX peer-to-peer session:** DEX peer-to-peer session to supplement government training
2. **SETS Induction Package:** Finalise the SETS Induction Package

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#### Attendees (29 Staff / 26 SETS Organisations):

Nick Ross (SPG – SETSCoP Secretariat)  
Jimena Loreto (SPG – SETSCoP Secretariat)  
Bridget (MCS Central Australia NT)  
Sandra (LocalKind CNB NSW)  
Sahara (MFO QLD)  
Brent (Spectrum VIC)  
Ahmad (Arabic Welfare VIC)  
Mo'ath (Communicare WA)  
Jacquie (MIC East VIC)  
Linny (Multicultural Australia QLD)

Victoria (Pilbara CLS WA)  
Loan (STARTTS NSW)  
Jacqui (MercyCare WA)  
Peter (Chinese CSSC VIC)  
Jacinta (Wyndham CEC VIC)  
Rowena (Wellsprings for Women VIC)  
Amanda (Intereach NSW/VIC)  
Renata (MFO QLD)  
Ruwanthi (SECL VIC)  
Mohammad (Arabic Welfare VIC)

Severina (MiCare VIC)  
Hiyah (Whittlesea CC VIC)  
Lauren (TRAMS Toowoomba QLD)  
Maggie (Bundaberg Neighbourhood QLD)  
Diana (MRC Tas)  
Carmen (Assyrian NSW)  
Kaveh (MultiLink QLD)  
Cassandra (Syd MCS NSW)  
Heggie (Cumberland MCS NSW)  
Rain (Syd MCS NSW)  
Mariam (AMWCHR VIC)