

SETSCoP Terms of Reference

2026



SETTLEMENT
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1. Overview

The Settlement Engagement and Transition Support Community of Practice (SETSCoP)

The Settlement Engagement and Transition Support Community of Practice (SETSCoP) is a national collaboration of organisations delivering the Australian Government's Settlement Engagement and Transition Support (SETS) program.

Facilitated by The Social Policy Group (SPG), SETSCoP brings together more than 102 settlement service providers from across Australia to share best practice, strengthen professional capability, and contribute to the ongoing development of settlement policy and service delivery.

SETSCoP provides structured mechanisms for collaboration and learning, including national online network meetings, in-person state-based meetings, professional development events, and CEO forums. Through these forums, SETS providers work together to address local, state, and national issues affecting refugees and vulnerable migrants, and to co-design practical, sector-led

outcomes that support more effective and responsive settlement systems.

By fostering shared learning, innovation, and collaboration, SETSCoP supports improved outcomes for people supported through the SETS program and contributes to a stronger, more connected settlement sector and wider community.

The Social Policy Group (SPG)

The Social Policy Group (SPG) works to ensure Australia's policies and systems better serve diverse communities.

As a trusted partner of government, community leaders and service providers, and a peak body for settlement and migration, multicultural health, and multicultural affairs, SPG works across gender equality, access to justice, economic analysis, and community sector capacity building.

SPG facilitates SETSCoP and provides secretariat support, enabling coordination, collaboration, and sector engagement across the Community of Practice.

2. Purpose and Objectives

The SETSCoP works to strengthen collaboration across the settlement sector and support continuous improvement in settlement service delivery.

The objectives of SETSCoP are to:

- Share best practice, knowledge, and emerging insights across the sector.
- Provide a platform for innovation and practical, sector-led solutions.
- Strengthen participation, collaboration, and professional networks among the Settlement Engagement and Transition Support (SETS) program service providers.
- Support collective responses to local, state, and national issues affecting people from refugee and migrant backgrounds who access settlement services.
- Contribute to improved policy and program design through sector insight and experience.

3. Membership

SETSCoP membership comprises all organisations funded to deliver the Australian Government SETS program.

- Participation is open to all staff working within SETS-funded organisations.
- SETS providers are expected to actively engage in SETSCoP activities and forums.
- Staff from other settlement programs, such as the Humanitarian Settlement Program (HSP), Youth Transition Support (YTS), and Economic Pathways to Refugee Integration (EPRI), are invited to participate in select CoP activities.
- Additional stakeholders (e.g. government, researchers, and sector partners) may be engaged where relevant to support shared learning and collaboration.

4. Structure and Engagement Mechanisms

SETSCoP operates through a range of structured engagement mechanisms that support collaboration, learning, and sector development.

4.1 State and Territory Forums

- Held twice per year in each jurisdiction.
- Delivered as in-person forums, with participation from settlement providers and invited stakeholders.
- Provide a space to share local insights, strengthen cross-sector connections, and identify emerging issues affecting communities.

State and Territory Forums are a core mechanism for grounding national discussions in place-based experience. They bring together settlement providers alongside government representatives, researchers, and other sector partners to support shared understanding of local contexts and service delivery.

These meetings support:

- Identification of emerging trends, challenges, and opportunities at a jurisdictional level.
- Strengthening relationships between settlement services, government, and local stakeholders.
- Sharing of practical approaches and place-based responses.
- Alignment between local insights and national SETSCoP priorities and activities.

Participation by SETS providers is expected to support sector-wide collaboration, strengthen connections across jurisdictions, and contribute to a more coordinated and responsive settlement system.

4.2 National SETSCoP Networks

(formerly *Thematic Subgroups*)

The SETSCoP includes 10 National Networks, which provide focused, peer-led spaces for learning, reflection, and collaboration across key areas of settlement practice.

Each Network meets regularly and is open to all SETSCoP members, including frontline staff, managers, and executives.

Participation in at least one Network is strongly encouraged. Practitioners can nominate to join the Networks via [Forms](#).

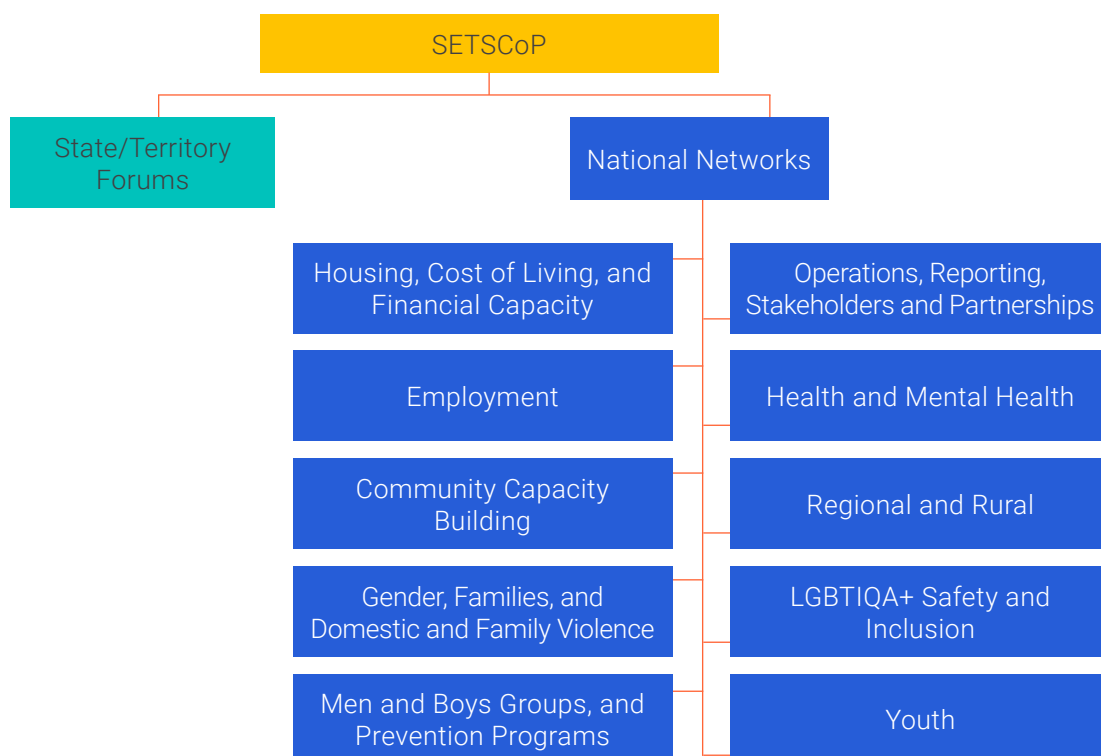
The National SETSCoP Networks are:

1. Housing, Cost of Living, and Financial Capacity
2. Operations, Reporting, Stakeholders, and Partnerships
3. Health and Mental Health
4. Youth
5. Employment
6. LGBTIQA+ Safety and Inclusion
7. Men and Boys Groups, and Prevention Programs
8. Gender, Families, and Domestic and Family Violence
9. Community Capacity Building
10. Regional and Rural

These Networks support:

- Peer learning and exchange of practice.
- Identification of emerging issues and service gaps.
- Co-design of practical, sector-led resources, and outputs.
- Strengthening capability across the settlement workforce.

Communiqués are developed following Network meetings to capture key insights, discussions, and outcomes.



4.3 Professional Development and Events

SETSCoP delivers regular professional development opportunities, including:

- Webinars
- Workshops
- Sector briefings
- Capability-building sessions

These are designed to respond to emerging needs and strengthen practitioner capability across the sector.

4.4 CEO Forums

CEO Forums are held multiple times per year and bring together senior leaders from SETS provider organisations.

The Forums provide a space to:

- Discuss strategic and system-level issues.
- Share leadership insights.
- Inform broader sector development and policy considerations.

5. Outcomes and Outputs

SETSCoP activities aim to generate tangible outcomes that contribute to sector capability and system improvement.

These may include:

- Practice guides and tools.
- Communiqués and sector insights.
- Training and capability-building resources.
- SETSCoP Insights Special Editions, which explore key priority topics through curated contributions from sector leaders, practitioners, researchers, and community voices designed to deepen understanding of priority issues and strengthen practice across the settlement sector.
- Contributions to policy and program development.

Outcomes are co-designed through SETSCoP National Network meetings and reflect shared priorities identified by members.

6. Secretariat and Facilitation

SPG, as the SETSCoP Secretariat, is responsible for:

- Coordinating meetings, events, and engagement activities.
- Facilitating discussions and collaboration across the network.
- Supporting the development and dissemination of outputs.
- Maintaining communication channels and member engagement.

The Secretariat ensures the effective and consistent operation of SETSCoP.

7. Communication Mechanisms

SETSCoP uses multiple communication channels to support engagement and information sharing:

- **SETSCoP Members Hub** – a central online portal for SETS providers to access resources, including co-developed tools, meeting communiqués, newsletters, e-learning modules, and helpful information on a service referral pathways.
- **SETSCoP Newsletter** (SETS Insider News) – regular updates on events, resources, and sector developments.
- **Email distribution lists** – including designated focal points for each SETS provider.
- **Network-specific communications** – for updates, resources, and meeting information.

Each SETS provider is expected to nominate:

- A primary SETSCoP Focal Point
- A secondary contact
- A CEO or senior executive contact

8. Contact

For further information, contact:

SETSCoP Secretariat – The Social Policy Group



secretariat@setscop.org.au



<https://setscop.org.au>

SETSCoP Members Hub



<https://members.setscop.org.au>

Contact Us

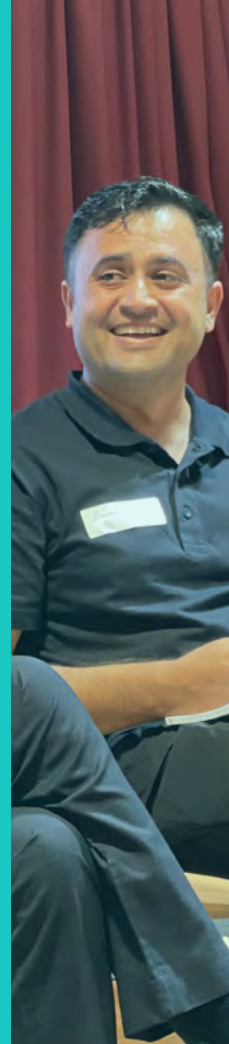
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