Settlement Services Network (SSN)
Terms of Reference

Objectives

The Objectives of the Settlement Services Network are to:

STRATEGICALLY

- Influence strategy by generating and contributing to strategic discussions about the following target service groups (TSG) in the greater Darwin region:
  - Humanitarian entrants;
  - Migrants;
  - Asylum seekers; and
  - International students
- Collaborate towards achieving the settlement outcomes for the TSG;
- Raise awareness of the strategic issues impacting the TSG community and to advocate to State and Federal Government and other relevant authorities;
- Collaborate to identify effective ways to support engagement, interaction and capacity building through services that support the target service group in Darwin and surrounding areas; and
- Collaborate on the progression of strategic matters affecting the target service group and to work towards systemic change that generates positive outcomes for the target service group.

OPERATIONALLY

- Share service options and opportunities that exist within the group and other parts of the Territory that aim to promote positive outcomes for the TSG;
- Collaborate with other members within the SSN and the wider community to establish initiatives and progress such initiatives towards improving services for the TSG;
- Share updates and programmatic information that enables improved service access to TSG; and
- Celebrate and raise awareness of the achievements of TSG.

Role

The SSN is a collaborative network focused on enhancing the settlement and Inclusion outcomes for the TSG. While members are individual organisations and Government Departments, the Network takes a collective approach to working on Strategic matters that affect the target service group, while enhancing the operational matters that individual organisations and agencies focus on.

Membership

Membership of the SSN will be linked to the individual and or agencies service types and the relevance of the services to meeting positive client outcomes which are mapped to the *Settlement Outcomes (link provided below).

Agency Representation at the SSN will be limited to a maximum of 3 members per organisation, to be determined by the respective organisations. Proxy members are most welcome. Guest attendees from member organisations for presentation or special input are not counted as the limit.

The SSN is not a network for the sole purpose of benefiting services of Melaleuca Australia. It is a collaborative mutually benefiting network that promotes Humanitarian and Migrant Settlement for the Northern Territory.

Operational Approaches

Meetings will be held every 6 weeks with the following logistics:
- There will be an ongoing host log outlining the various meetings, their locations and Chair;
- Member organisations will have an open invitation to join the Co-Chair role which will involve them being able to host the meetings and chair as per the agreed chairing schedule;
- Melaleuca Australia as the SSN coordinator and Co-Chair will coordinate the meeting by calling for agenda items at least one week before the meeting from all members;
- The agenda will be circulated to all members at least three-days before the meeting by Melaleuca Australia;
- The meetings will be chaired by the organisation who has agreed to host the meeting as per the host log;
- The following outlines the Host Responsibilities:
    - organising the venue;
    - organising refreshments; and
    - Providing teleconferencing / video conferencing access to the meeting for attendees interstate or wishing to attend online.
- Minutes of the meeting will be taken by the Executive Assistant to the CEO of Melaleuca as the Secretariat and circulated to all parties prior to the next meeting;
- The SSN may from time to time establish working groups to progress particular initiatives that benefit the client group; and
- Where a host cancels or there is no host outlined on the host log, Melaleuca will be the default host as the primary convener of the SSN.

Conflict of Interest

Members with a direct or indirect conflict of interest in a matter under discussion and consideration should disclose this at the meeting.

Melaleuca will log the declared conflict and the SSN will consider best ways to manage the conflict.

Key Principles and Values

The following are the key principles of the Network:

- Operating with transparency;
- Taking a solution focused approach; and
- Working collaboratively.

Settlement Outcomes

*Click on the link to view the settlement outcomes:

http://scoa.org.au/wp-content/uploads/2017/11/SCoA-National-Settlement-Services-Outcomes-Standards-2016_.pdf

Endorsement of the Terms of Reference and shared agreement of collaboration

Organisation	Key representative	Signature & Date