

## **SETS Community of Practice**

### **Communique: Best Practice and Innovation Meeting**

#### **Videoconference – 3 September 2020**

On 3 September, the SETS Community of Practice (SETSCoP) held its eighth videoconference for SETSCoP members in QLD and TAS to share their best practice and of innovation.

#### **Service delivery**

Attendees provided an update on changes to service delivery since the last meeting. Some settlement providers are now in hotspot areas and have returned to work from home. Generally, it has been a smoother transition the second time, as both staff and clients are more prepared, understand COVID-19 and the associated restrictions better. Many clients have been using the MyAus COVID-19 App for regular updates of COVID-19 information.

To keep COVID-19 safe, providers shared some measures they have in place, which include:

- use of masks when meeting face to face
- appointment based services
- pre-screening questions
- application of COVID-19 safety plans, strong organisational policies and guidelines
- social distancing
- temperature checks for staff and visitors
- no (or limited) face to face groups, in line with current restrictions
- outreach through schools.

Many providers shared that they are planning for the future of service delivery to be more flexible with working from home arrangements and more digital engagement.

#### **Individual and family wellbeing**

Attendees noted that the return of face to face AMEP classes, has been beneficial to clients' mental health and wellbeing, providing clients' with the social interaction they have missed during lockdown.

There appears to be an increase in domestic and family violence (DFV) and help sought from DFV refuges, particularly for those on partner or spousal visas. Generally, there appears to be more SETS clients needing medium level support than before COVID-19 and continues to be an increase in people who are not eligible for SETS, seeking support from SETS providers.

Some providers mentioned that they have clients who are still stuck overseas, while others have clients who returned through hotel quarantine, some with poor experiences, including limited or no access to interpreters.

#### **Digital Engagement**

Some attendees expressed the challenges they are facing with moving to more digital services. One provider described the significance of the adjustment as they have been providing paper based and face to face services for over 40 years.

Capturing client data for reporting of digital sessions is a continual challenge, as identification of clients is difficult on many online platforms. Another issue with the move to digital, is limited access to interpreter services and bicultural assistants.

Many providers are viewing face to face time as an opportunity to support their clients with their digital literacy. This includes supporting clients to download and use helpful applications such as Zoom and learn to navigate online systems (i.e. government and real estate).

### **Employment**

Attendees shared that as a result of the international border closure, there are now more opportunities for SETS clients to find employment in farm work. Some providers are encouraging their clients to apply now as there is less competition and are reminding clients that Centrelink supplement payments will cease soon.

A barrier for clients applying for these positions, is the high English literacy skills needed. Many positions require higher literacy skills to complete the application, than is required on the job.

### **Resources shared**

[GoDigi](#)

[Digital Ready \(Tasmanian Government\)](#)

[Community Education YouTube Channel \(Access Community Services Ltd.\)](#)

[MyAusCOVID-19 App \(Migration Council Australia\)](#)