

## **SETS Community of Practice**

### **Communique: COVID-19 Best Practice and Innovation Meeting (NSW/ACT)**

#### **Videoconference – 19 May 2020**

On 19 May, the SETS Community of Practice (SETSCoP) held its fifth videoconference for CoP members in NSW and ACT to share their emerging best practice and innovative service delivery through the COVID-19 pandemic.

#### **Accessing technology**

Access to computers and other devices, continues to be an issue for SETS clients. Providers shared how this has impacted their clients' ability to actively engage in online learning, SETS groups, and social activities. Many families in the SETS program, only have one computer and with work, home schooling, entertainment and socialising now online, this presents a challenge.

Some suggestions to source computers for SETS clients include:

- repurposed digital devices through the Department of Communities and Justice initiative (However, there is high demand and the Department may not be able to assist with all requests);
- charity organisations such as GIVIT;
- schools, with many lending computers and other devices to students.

One provider has been working with Telstra to supply \$50 free data to SETS clients.

#### **Home schooling**

Despite many students transitioning back to school, providers shared some of the challenges that SETS clients have faced with home schooling. These include:

- parental stress;
- some young people having poor self-motivation and feeling overwhelmed;
- poor internet access or mobile service in rural areas.

SETS providers have endeavoured to be proactive in supporting SETS families with the pressures of home schooling. Some have assisted young people with making schedules to better approach their schoolwork, while others have focused on supporting parents.

#### **COVID-19 information and supports**

Providers agreed that there are excessive amounts of information from different outlets on COVID-19 and related supports, and this causes confusion for many SETS clients.

Solutions to support clients in navigating COVID-19 related information include:

- providers creating in-language audio-recordings that summarise services, supports and latest information;

- finding SETSCoP updates as a good summary of information and supports available to then pass on to client;
- having consultations with local communities and leaders, debunking any myths or inaccurate information;
- In-language resources such as MyAusCOVID-19 app, SBS portal and translated factsheets.

### **Challenges for families and cyber bullying**

Attendees noted a rise in domestic and family violence (DFV) reported by community leaders, however have not seen an increase in reports from clients directly or referrals to DFV services. One provider noted that despite not seeing an increase in the number of DFV cases, pre-existing cases have become more severe and require more intensive support.

Providers expressed concern that as restrictions ease, they anticipate more DFV cases and hope that clients will be better equipped to seek help.

Additionally, attendees mentioned an increase in cyber bullying among young people in the SETS program. They highlighted the challenges that social media creates.

One provider highlighted concern for refugee families who have a child with a disability. They noted that COVID-19 and the associated restrictions have created more isolation and stress for these families as routine and outside socialising has been affected.

### **Groupwork online platforms**

Providers shared their preferences for online platforms to facilitate groups, which include:

- Zoom: continuous improvement to platform, best security, whiteboard functionality and breakout groups.
- Google classroom: Great for sharing information and engaging groups. Clients need a google account to use.

One provider will be running a health expo in collaboration with other services, through Zoom and will use breakout rooms for different language groups. Providers agreed on the importance of clear privacy and confidentiality protocols for online groups.

### **Refugee Week**

Attendees shared their plans for Refugee Week. These include:

- collating refugee stories;
- sharing stories on radio, news and social media;
- working with communities to create videos to share individual stories;
- regular video clips of activities (i.e. cooking) shared on social media.

### **Best practice and innovation meetings**

There was a general consensus to maintain meetings for an hour each fortnight as participants are finding the sharing and learning valuable. This group will reassess the frequency in future meetings.

**Resources shared**

[GIVIT](#)

[COVID-19 Update for service providers \(NSW Department of Communities and Justice\)](#)

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

[COVID-19 Mythbusters \(WHO\)](#)

[Training Calendar \(STARTTS\)](#)