

SETS Community of Practice

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

Videoconference – 2 June 2020

On 2 June, the SETS Community of Practice (SETSCoP) held its sixth videoconference for CoP members in NSW and ACT to share their emerging best practice and innovative service delivery through the COVID-19 pandemic.

Service delivery and safety

Providers are considering what individual and group services will continue online and what will return to face to face service delivery.

Some providers are keeping all their groups online, while others are moving to face to face with safety considerations.

Safety considerations attendees shared for transitioning back to face to face services include:

- allowing limited staff or rotating staff in office
- face to face services only by appointment
- maintaining social distancing with markings
- temperature checks
- use of large coffee shops for meetings with clients
- use of long tables to assist with social distancing
- having one entrance and another exit to assist with flow of people
- use of masks, gloves and plastic coverings on shared computers
- Perspex shield in reception

Smaller office spaces make social distancing difficult, and the colder weather limits the option for outdoor meetings.

One attendee highlighted that many thermometers for temperature checks look like guns, and that potentially they could re-traumatise clients. Additionally, providers queried what their approach to the COVID-safe app be with clients, whether they should encourage clients to download.

Attendees noted face to face as the preferred method for the following situations:

- English classes
- engaging with older adults,
- engaging with those at risk of domestic and family violence
- engaging with those who are socially isolated
- engaging with those who have limited or no access to technology
- engaging with those who have limited digital literacy
- home visits
- supporting with Centrelink and MyGov processes

The value of technology

Many attendees agreed that they have more meaningful interactions with clients face to face, however that technology will play a larger role than it has in the past for SETS.

Providers shared some clients really enjoyed learning new online platforms and that COVID-19 has been opportunity to improve clients' digital literacy. Additionally with travel restrictions, those on state borders face challenges in accessing clients face to face.

Some of the online platforms providers will continue to use include:

- Facebook and WhatsApp
- Zoom
- Mentimeter– whiteboard functionality and option for different languages
- Messenger rooms

Most vulnerable

Some providers noted an increase in their active clients during COVID-19 pandemic, while others noted a decrease. Providers noted that many who settled over 5 years ago are seeking assistance due to the impacts of COVID-19 (i.e. loss of income and difficulty to access community for support). One provider shared that they have had clients who have been in Australia for 8-9 years returning for support due to the changes to their circumstances and limited supports available to them post SETS.

Some attendees shared that they are relying on volunteers to support those over 5 years and others who are ineligible for SETS, due to their need for help and being some of the most vulnerable. Providers highlighted the importance of thorough intake assessments and referral pathways so that the most vulnerable are appropriately linked.

DEX and reporting

Providers shared some of the challenges they have faced with DEX and reporting during the COVID-19. This information is being collated and shared with Department of Home Affairs.

Refugee Week

Attendees shared activities for Refugee Week to replace the large face to face gatherings originally planned. Some of the activities shared include:

- working with schools: A digital book for early childhood students, and welcome refugee messaging through social media
- Video collage of SETS clients sharing their settlement journey, to be shared on social media and with local city councils
- A digital photography competition
- Sharing Spotify playlists associated with different cultures
- digital story telling
- online cooking sessions
- online morning teas

Resources shared

[Mentimeter](#)

[Report income to Centrelink - Chinese Translation](#)

[How to create MyGov account – Chinese Translation](#)

[Early Release of Super- Chinese Translation \(CASS\)](#)

[Jobseeker Payment Talk Information Session Flyer- Mandarin \(CASS & Sydney MCS\)](#)

[Tax Return Talk Information Session Flyer – Mandarin \(CASS & Sydney MCS\)](#)

[Payment for people affected by Coronavirus – Chinese Translation \(CASS\)](#)

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