

## **SETS Community of Practice**

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

#### **Videoconference – 30 June 2020**

On 30 June, the SETS Community of Practice (SETSCoP) held its eighth videoconference for CoP members in NSW and ACT to share their emerging best practice and innovative service delivery through the COVID-19 pandemic.

#### **Moving forward**

Attendees shared current and future service delivery approaches. Generally, providers have:

- returned to the office, with a few still working from home
- developed safe work environments, through policies, procedures and risk management practices
- developed COVID-19 safety plans as required by local governments
- continue to use online service delivery
- moved to “business as usual” with minor tweaks and considerations
- moved to preparing for end of financial year reporting (e.g. DEX reporting).

Attendees agreed that some opportunities from the pandemic include:

- flexible service delivery, through both online and face to face methods
- more reach and engagement with online events (e.g. Refugee Week success)
- identifying the value of Zoom and Facebook for online groups
- working more efficiently with limited resources
- a greater preparedness for future disasters, pandemics or events
- community leaders who were reluctant to use Zoom, are now using the platform and eager to learn more
- clients are happy with procedures such as temperature checks, to maintain their safety.

Some of the challenges that providers continue to face include:

- managing to social distance in small office spaces
- some shared locations (i.e. community centres) still closed
- negative media towards migrant and refugee communities
- supporting clients with limited digital literacy or access to devices.

One provider shared the challenge with being on the NSW and VIC border. In addition to keeping up to date with different restrictions, they also have clients who have travelled across the border to Melbourne to visit family.

#### **Client expectations**

There was general consensus that COVID-19 and the public health restrictions have changed service delivery, with some clients developing a greater reliance on SETS. As providers have supported clients with form filing for rental properties and citizenship during this time, there is concern that

some clients may have developed higher expectations and that services have been less client-centred and less autonomous than usual.

### **New clients**

Attendees shared some challenges with engaging new clients, particularly those transitioning from HSP. Providers are finding that some HSP clients are struggling with the transition to SETS due to issues adapting to:

- a different program, with less intensive support
- a new caseworker (especially when face to face intake is not possible)
- a new office space, with COVID-19 safety precautions.

Many attendees agreed of the benefit of warm referrals, where possible.

### **SETSCoP subgroups**

The SETSCoP operational and thematic sub-groups will commence from 14 July. Providers were reminded to nominate for sub-groups if they have not already done so.

### **Resources shared**

[STARTTS NSW Facebook page](#)

[At Home: Cards and Coffee Community Exhibition \(Albury Wodonga Volunteer Resource Bureau\)](#)

[‘Year of Welcome’- Refugee Week 2020 Photo Exhibition \(Armidale NSW\)](#)

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

Albury Wodonga Refugee Week 2020 video:

[English version](#)

[Swahili version](#)

[Nepali version](#)

[Kinyarwanda version](#)