

## **SETS Community of Practice**

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

#### **Videoconference – 5 May 2020**

On 5 May, the SETS Community of Practice (SETSCoP) held its fourth 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**

Many providers are transitioning back to more face to face service delivery, however, some will continue to retain a presence online.

Attendees discussed the considerations for future service delivery and their next steps. Some providers are already planning their approach post COVID-19 and are:

- seeking input from community leaders
- exploring the best approach to groups (i.e. online or face to face)
- developing more workshops and activities online
- exploring how best to support clients through Ramadan
- redefining internal definitions for DEX categories

Some providers noted the challenge of relying on other services and places such as local libraries to return to face to face service delivery.

#### **New clients**

Attendees discussed the impact of COVID-19 on new clients. Some providers have noticed a decrease in SETS referrals, particularly from HSP providers, while others noted an increase of referrals from HSP in some regions. A few attendees mentioned working closely with HSP providers to streamline the referral process and have a warm referral through video calls (with the client, HSP provider and SETS provider).

Attendees described that despite only meeting new clients through videocalls, rapport and the level of engagement from new clients is high.

#### **Supporting families**

Some providers are delivering parenting workshops from a strengths-based approach, as they have noted an increase in the stress levels of parents in the SETS program.

Other providers are distributing wellness and activity packs for families, to help keep children entertained and to support strong family relationships. One provider shared about a Pen pal project they are running, where school aged children and older adults are writing letters to one another.

#### **New multilingual COVID-19 app**

Providers mentioned the value of translated resources to share information about COVID-19 with SETS clients. The facilitator shared that Migration Council Australia (MCA) has developed a multilingual resource for Australia's culturally and linguistically diverse communities about COVID-19, its impact and available support. The MyAusCOVID-19 app can now be downloaded from Apple Store or Google Play.

**Resources shared**

[Emergency relief packages \(Service NSW\)](#)

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