

## **SETS Community of Practice**

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

#### **Videoconference – 7 April 2020**

On 7 April, the SETS Community of Practice (SETS CoP) held its second videoconference for CoP members in NSW and ACT to share their emerging best practice and innovative service delivery through the current COVID-19 pandemic.

#### **Work arrangements**

Attendees discussed strategies they are employing to support their staff and clients with the transition to more work-from-home arrangements.

Some providers noted that clients are struggling with the lack of face to face support, others are still providing face to face support with clearly articulated procedures in place to minimise any risk of transmission of COVID-19.

One provider shared their strategy to capture clients who may be unaware of office closures or needing urgent face to face assistance, by linking the office doorbell to a mobile phone, so that a SETS staff member can attend to their needs.

#### **Use of technology**

Providers outlined a range of technology platforms they are using to support clients.

With the greater use of technology, providers noted the following issues:

- with accessibility of internet, computer or mobile devices for their clients;
- with informed consent and signing of adjusted consent forms;
- for older people or those who are technologically illiterate;
- with accessibility to interpreters.

#### **Sharing of accurate information**

Many attendees are regularly uploading translated resources to their organisation's social media and engaging community and religious leaders, to help share accurate COVID-19 information and debunk myths.

One service provider detailed an innovative approach to disseminating information about COVID-19. By having bilingual workers read out translated factsheets on COVID-19 from the Australian Government and other reputable source. Recordings have been shared to clients through WhatsApp, with information now accessible to those illiterate in their own language.

A service provider shared an ongoing partnership with another SETS provider to create videos in different languages to share COVID-19 information, facts and to target evolving issues such as increased domestic and family violence.

## **Emergency Relief**

With the impact of the current economic crisis and job losses, attendees reported greater requests from temporary visa holders. Attendees were reminded to find providers for Emergency Relief through the Department of Social Services website (<https://www.dss.gov.au/our-responsibilities/communities-and-vulnerable-people/programs-services/emergency-relief>).