

## **SETS Community of Practice**

### **Communique: COVID-19 Best Practice and Innovation Meeting (NT/WA)**

#### **Videoconference – 1 July 2020**

On 1 July, the SETS Community of Practice (SETS CoP) held its eighth videoconference for CoP members in NT and WA to share their emerging best practice and innovative service delivery through the COVID-19 pandemic.

#### **SETS service delivery**

There were mixed reports on client engagement with the return of face to face services. Some providers have seen a slow re-engagement by clients, while others shared of busy offices', with many clients eager to engage and seek assistance.

Providers expressed some concern around reporting and workplans due to the impact of COVID-19 on SETS.

#### **Employment**

The impact of COVID-19 on employment for SETS clients was discussed. Despite the job losses, providers agreed that COVID-19 has brought some new and different job opportunities. Attendees shared how some clients now have work in cleaning, disability or aged care, and others have increased work hours.

Some providers are working closely with employers, with many seeking more local employees with the border close.

Despite the hospitality industry being hardest hit, providers shared of the uptake of local tourism as restrictions ease. While some providers noted no job losses in their regions due to new opportunities, others shared how there is a high demand for jobs.

One attendee shared about their new Job Readiness program which provides a free computer course for job search and career guidance for SETS clients.

#### **Systemic issues**

Some systemic issues that attendees shared include:

- issues making contact with Centrelink, as offices continue to be closed
- clients struggling with MyGov
- some regional areas not having access to a Centrelink Multicultural Liaison Officer for support
- an increase in visa refusals for families
- different perceptions of COVID-19 in-language information for some communities

#### **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**

[Inspire Me Job Readiness Program \(Multicultural Futures\)](#)

[MyGov Jobseeker process slides \(Wimmera Development Association\) \\*from VIC/SA meeting](#)

[Volunteer recruitment and client matching \(Wimmera Development Association\) \\*from VIC/SA meeting](#)

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