

## **SETS Community of Practice**

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

#### **Videoconference – 17 June 2020**

On 17 June, the SETS Community of Practice (SETS CoP) held its seventh videoconference for CoP members in NT and WA to share their emerging best practice and innovative service delivery through the COVID-19 pandemic.

#### **Refugee Week**

While many providers have decided to limit Refugee Week celebrations this year due to restrictions, one provider shared how they are introducing refugee families to local families, as a Refugee Week initiative for their organisation.

#### **Schooling**

A provider shared how they are using a small grant they have received for extra support to clients in grades 10-12 who are behind from home schooling. The focus will be on tutoring to support clients to successfully receive their year 12 certificates.

Some clients are not returning to the classroom post COVID-19 and SETS providers are working with schools and parents to support them back to face to face learning. Other providers have returned to meeting young people at local school campuses to provide support and engage them in the SETS program.

#### **Online services**

Despite majority of providers returning to face to face services, attendees shared some of the online initiatives they will continue to deliver. One initiative shared was the launch of a new online employment program in early July and a laptop lending program for clients.

Other providers mentioned that due to limited resources, they were unable to deliver online group sessions through COVID-19 and as such are looking forward to returning to face to face workshops and groups.

#### **Systemic issues**

There was general concern from providers about the impact of the pause on migration and particularly for humanitarian entrants, on SETS client numbers. Additionally, some providers are facing issues in supporting clients to apply for travel exemptions for their family members to come to Australia during this time.

#### **SETSCoP subgroups**

The SETSCoP will be returning to its original model with operational and thematic groups commencing in the next month. More information will be shared to the SETSCoP via email.

#### **Resources shared**

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