

SETS Community of Practice

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

Videoconference – 3 June 2020

On 3 June, the SETS Community of Practice (SETS CoP) held its sixth videoconference for CoP members in NT and WA to share their emerging best practice and innovative service delivery through the COVID-19 pandemic.

Protocols and procedures

Many providers have returned to the office or will be returning in the coming weeks. They have developed clear protocols and procedures to ensure safe work environments. Some have focused on updating their business continuity, risk management and safety plans, to reflect COVID-19. There was a general consensus that there will be a need for providers to constantly adapt and revisit their approach regularly.

One provider shared how they have developed protocols and procedures at the organisational, program and office levels. Another outlined the challenges with delivering services through libraries and TAFEs who continue to remain closed.

Some of the protocols and procedures implemented by providers include:

- hand sanitizing stations
- reminders for handwashing
- regular cleaning of shared areas
- face to face meetings by appointment only
- client visitation approval processes
- COVID-19 screening questionnaire
- reminders for social distancing
- face to face client sessions for a maximum of 1 hour
- marked meeting rooms and max. occupancy numbers
- basic infection control COVID-19 training for staff
- protocols for transporting clients in work vehicles
- staff protocols, if showing COVID-19 symptoms

One organisation shared how they have implemented a COVID-19 taskforce in their organisation who focus on implementing current health advice and public health measures.

Attendees agreed that ultimately staff and clients are responsible for their own health and wellbeing, however that it is necessary for providers to have clear protocols and procedures to safeguard where possible.

Client numbers

There was a general consensus that providers are experiencing low client numbers, however are expecting an increase in the coming weeks once more clients are exited from HSP. One provider shared how they preparing for an influx and have reallocated more staff to SETS to cope with the numbers.

Supporting clients

Providers noted great passion among staff with the return to more face to face service delivery and the continued support of clients through the pandemic.

Some of the supports for clients shared by attendees include:

- debriefing with clients on the impact of COVID-19 on their lives
- purchasing and lending out laptops for clients to maintain online engagement
- continued support to teach and improve clients' digital literacy
- online employability courses
- the return of some face to face group sessions

DEX and reporting

Providers shared some of the challenges they have faced with DEX and reporting during the COVID-19. This information is being collated and shared with Department of Home Affairs.

Resources shared

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