

SETS Community of Practice

Communique: COVID-19 Best Practice and Innovation Meeting (QLD/TAS)

Videoconference – 16 June 2020

On 16 June, the SETS Community of Practice (SETSCoP) held its sixth videoconference for CoP members in QLD and TAS to share their emerging best practice and innovative service delivery through the COVID-19 pandemic.

Service delivery

Some of the services shared by attendees, that have or will recommence, include:

- face to face casework and groups
- learn to drive programs
- home visits
- school outreach
- continued online activities, particularly for young people and for life skill sessions
- continued phone calls to engage clients.

One provider shared how despite the office re-opening, they have not had many clients drop-in for face to face services and that many have a preference for continued online engagement. Another shared how they are triaging clients over the phone and offering face to face appointments where required.

With service providers transitioning back to more face to face services, many have developed organisational protocols to minimise risk and ensure that public health measures are maintained, these include:

- updating policies, procedures and WHS manuals
- WHS training including COVID-19 specific training
- PPE for home visits
- changes to office protocols, such as using outdoor areas for meetings where possible.

Some of the challenges mentioned by attendees include:

- how to use phone interpreters effectively with clients face to face
- transportation of clients to and from face to face activities.

Domestic and family violence

Some providers have noted an increase in domestic and family violence among SETS clients. As restrictions have eased over the last couple of weeks, there has been a greater number of SETS clients seeking and accessing assistance.

Majority of DFV cases recently have included control issues, financial or technological abuse. Further that there appears to be greater severity for pre-existing DFV cases. The importance of referrals to specialist services either internally or externally were highlighted by attendees.

However, there was general consensus that most vulnerable to and experiencing the greatest increase of DFV, is those on partner or spousal visas, who may be ineligible for SETS and other supports.

Refugee Week

Some of the Refugee Week activities and events run by SETS providers in QLD and TAS include:

- community consultation events (face to face with social distancing)
- WhatsApp engagement and celebrations
- online blog to share refugee stories
- storytelling competitions
- online streaming of Refugee Day concert

SETSCoP sub-groups

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

[Template guide note for frontline SETS staff supporting clients during the COVID-19 pandemic \(SETSCoP\)](#)

[Learn how to make a COVID-19 Safety Plan \(Business Tasmania\)](#)

[Storytelling competition \(MRC TAS\)](#)

[MRC TAS Sound Cloud](#)

[COVID Safe Workplace Guidelines - Driver Training and Assessment \(Work Safe Tasmania\)](#)

[Learning Driver Mentor Program COVID-19 Protocols \(State Growth\)](#)

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