

SETS Community of Practice

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

Videoconference – 30 June 2020

On 30 June, the SETS Community of Practice (SETSCoP) held its seventh videoconference for CoP members in QLD and TAS to share their emerging best practice and innovative service delivery through the COVID-19 pandemic.

Moving forward

Providers shared some of the considerations and approaches to SETS service delivery at current and in the future, which include:

- returning to the office and face to face services
- identifying what will remain online and what will return face to face
- exploring Facebook Live to engage young people
- continuing to share videos on Facebook
- increase of outreach at schools
- challenges with other sites and their restrictions (i.e. schools, TAFE etc.).

Some providers have noticed an increase in client engagement over the last few weeks as offices open, while others have seen a slower uptake. Some attendees cautioned that outreach services could lead to more dependence from clients than office drop-in services, as clients may be opportunistic rather than needing support.

The issue of those on bridging visas in crisis and seeking help from SETS services, continues to be an issue moving forward.

Communities

Attendees shared how community leaders have played an integral role in supporting communities through COVID-19, and have actively engaged with SETS providers.

Providers have noted the role that community and religious leaders play in identifying domestic and family violence, and many have developed DFV awareness training for leaders on identifying DFV, resources and referral pathways. Despite less clients seeking help for DFV, an increase in DFV cases has been noted through medical visits and other means.

Current media coverage and increased racism as a result of COVID-19 towards multicultural communities was discussed.

Mental Health

There is a concern among attendees of an increase in mental health presentations and suicide risk for SETS clients post pandemic. Many community leaders have mentioned an increase in mental health issues and that there is more willingness among communities to discuss mental health.

Some of the issues that may be impacting clients' mental health and wellbeing include:

- loss of work and financial issues
- anticipation and anxiety with supplement payments ceasing
- sponsorship delays for families
- concern for family overseas.

Despite these issues impacting SETS clients differently, many providers have noticed an increase in anxiety and depression. Some providers are providing mental health training for community leaders.

SETSCoP sub-groups

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

[National Youth Settlement Framework 2020 ed. \(MYAN\)](#)

[Table of suicide prevention resources designed for culturally and linguistically diverse communities in Australia \(Queensland Transcultural Mental Health\)](#)

STAR-MH mental health screening tool:

[STAR-MH \(Arabic\)](#)

[STAR-MH \(English\)](#)

[STAR-MH \(Dari\)](#)

[STAR-MH \(Spanish\)](#)

[STAR-MH \(Farsi\)](#)

[STAR-MH \(Tamil\)](#)

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