

SETS Community of Practice

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

Videoconference – 5 May 2020

On 5 May, the SETS Community of Practice (SETSCoP) held its third videoconference for CoP members in QLD and TAS to share their emerging best practice and innovative service delivery through the COVID-19 pandemic.

Schooling

Attendees noted some of the key challenges with schooling for SETS clients, which include:

- the impact and disruption changes to schooling have had on children's education
- Issues with schools' understanding the additional barriers and challenges faced by vulnerable children
- parents' worry and anxiety about their children's education
- parents' unable to contact schools due to issues accessing TIS (e.g. restricted to EAL programs)

Attendees agreed that many SETS clients who are parents, are worried about their ability to support with home schooling due to:

- limited access to technology and data
- parents' low levels of digital literacy
- parents' challenges with English
- parents' own level of education
- parents balancing AMEP, work and/or other roles
- children being already behind and the impact on their future (especially for year 12 students)

Innovative approaches shared by providers to combat school challenges include:

- an online forum with Department of Education and community members
- strategies to mitigate parental anxiety (i.e. challenging the expectations parents are putting on themselves)
- focus groups to identify and address key issues
- the BRITA program
- individual tutoring online to replace homework clubs

There was a general consensus that COVID-19 has been an opportunity for schools and communities to communicate better.

Technology

Reliance on technology continues to be challenge for the SETS program by:

- greater isolation for some clients

- data and accessibility issues for some clients
- language or digital literacy barriers for some clients
- greater family tensions
- impact of online learning for AMEP
- form filling and other tasks are more time consuming

Looking ahead

Despite the challenges associated with COVID-19, many providers are now viewing the pandemic as an opportunity and are looking ahead to plan the future of SETS delivery.

Some of the opportunities that attendees noted are:

- greater collaboration with other programs and organisations
- reassessment of internal systems, with a focus on improving efficiencies
- clients and community leaders in more regional areas now have greater access to services

Many attendees hope to retain both online and face to face services, as they see advantages to both delivery methods. One issue highlighted by providers as restrictions ease and more face to face service delivery is possible, is the difficulty they face in managing the expectations of clients.

New Multilingual COVID-19 App

The facilitator shared that Migration Council Australia (MCA) has developed a multilingual resource for Australia's culturally and linguistically diverse communities about COVID-19, its impact and available support. The MyAusCOVID-19 app can now be downloaded from Apple Store or Google Play.

Resources shared

[Doing What Matters in Times of Stress: An Illustrated Guide \(WHO\)](#)

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