

SETS Community of Practice

Communique: VIC Specific COVID-19 Best Practice and Innovation Meeting

Videoconference – 28 July 2020

On 28 July, the SETS Community of Practice (SETS CoP) held its first videoconference for CoP members in Victoria to share their unique challenges, best practice and innovation during this time of heightened restrictions.

Current Challenges

Some of the current challenges identified by attendees, include:

- the impact on client mental health and wellbeing
- clients with no or limited access to technology, data or internet
- keeping up with the constant changes to restrictions and the amount information
- sharing up to date information with clients, including those who are illiterate in their first language
- issues with adherence to social distancing, social isolation and travel by some clients
- impact on staff mental health and wellbeing
- increase in client needs, with many low-level clients now needing medium-level support
- wait times or access to external services
- greater numbers of clients' needing assistance with citizenship applications.

Sharing of best practice and innovation

Despite the challenges, many providers shared their strategies and best practice to maintain quality services for SETS clients.

With restrictions changing frequently, attendees shared their approaches to disseminating information to clients in a timely and clear manner. Some strategies and approaches implemented by providers include:

- using soundbites to share translated restriction updates
- an in-language hotline for clients to call with any queries on restrictions
- relying on only a few trusted in-language sources of information and sharing these with clients (e.g. MyAusCOVID-19 app and SBS language portal)
- empowering community leaders to share information, acknowledging the value of women
- individually contacting primary applicants' when restrictions or advice changes
- ensuring short clear in-language updates, via video or audio where possible
- using social media to share information, particularly to young people
- mask-making group activities to educate clients on restrictions and the value of masks during this time.

Attendees also discussed their forward-planning for service delivery models, acknowledging the necessity for more flexible services with more distant forms of engagement through technology.

Additionally, attendees shared their approaches to supporting staff mental health during this time which include:

- socially-distanced walking groups
- virtual coffee catch-ups
- weekly virtual team meetings
- regular virtual individual catch-ups and supervision
- reminding staff of EAP and other organisational supports available.

VIC specific meetings

There was consensus on the value of having another VIC specific meeting in three weeks' time. Schooling was identified as a potential area for discussion at the next meeting.

Resources shared

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

[Coronavirus information in your language \(SBS\)](#)

[Coronavirus Bendigo: NSW border closure and Melbourne lockdown YouTube video \(Bendigo Community Health Services\)](#)

[Coronavirus Bendigo Refugee Resource Hub: Information in Karen, Dari and Dinka \(Bendigo Community Health Services\)](#)

[Karen Hotline Flyer \(Bendigo Community Health Services\)](#)

[Face masks: How to choose the right one for you in Karen \(Bendigo Community Health Services\)](#)

[Helpful links and resources \(Wimmera Development Association\)](#)

[COVID-19 Face masks restrictions in Hakka Chin \(Wyndham CEC\)](#)

[COVID-19 Face masks restrictions in Burmese \(Wyndham CEC\)](#)

[COVID-19 Face masks restrictions in Pwo Karen \(Wyndham CEC\)](#)

[COVID-19 Face masks restrictions in Matu Chin \(Wyndham CEC\)](#)

[COVID-19 Face masks restrictions in S'gaw Karen \(Wyndham CEC\)](#)

[COVID-19 Face masks restrictions in Dinka \(Wyndham CEC\)](#)

[COVID-19 Face masks restrictions in Sudanese Arabic \(Wyndham CEC\)](#)