

## **SETS Community of Practice**

### **Communique: COVID-19 Best Practice and Innovation Meeting (VIC/SA)**

#### **Videoconference – 23 April 2020**

On 23 April, the SETS Community of Practice (SETS CoP) held its third videoconference for CoP members in VIC and SA to share their emerging best practice and innovative service delivery through the current COVID-19 pandemic.

#### **Innovation in SETS delivery**

Attendees shared innovative ideas and solutions to some of the challenges they are facing in delivering the SETS program during COVID-19. Many mentioned the necessity to continually adjust their approach, as the pandemic and its impact on services evolve. Some of the strategies and approaches used by providers include:

- creating videos or audio clips to share COVID-19 and related information to clients in their native language;
- local area network meetings have moved online;
- online or phone consultations with clients to get their feedback and insights;
- tutorials on how to use MyGov, emails and other useful “how to” clips;
- delivering wellbeing sessions on Facebook;

Many providers mentioned using Zoom for clients, particularly with young people, however that there is a misconception that all young people have sound digital literacy skills and this, in addition to access to technology, continue to be barriers to some SETS clients engaging.

A few providers highlighted some issues SETS clients are having with registering and accessing support through MyGov.

#### **Domestic and family violence**

Attendees expressed concern about domestic and family violence (DFV) among SETS clients. They highlighted the possibility for increased violence due to:

- tensions at home due to social distancing and self-isolation restrictions;
- loss of employment, especially for temporary visa holders;
- increase in bills;
- limits to engaging with DFV or SETS services for support.

Providers agreed that the best approach to supporting clients who may be experiencing violence or mental health concerns as a result of COVID-19, is to have regular contact with them. There was a general consensus on the importance of welfare checks and the value that phone calls have, as they are a more personable way to contact and support SETS clients during this time.

## **Community engagement and support**

Attendees discussed how many SETS clients are experiencing barriers to engaging with and receiving support from their community and other SETS clients, due to social distancing and self-isolation restrictions.

Some solutions to these challenges that were shared by attendees include:

- moving group sessions online via WhatsApp, Zoom and WeChat;
- homework clubs via Zoom;
- Q&A sessions for clients;
- WeChat groups for single mums and seniors.

As many SETS clients come from collectivist cultures, attendees highlighted the impacts of COVID-19 on their sense of community, especially during recent religious holidays (i.e. Easter and Ramadan).

Additionally, some providers have noticed an increase in racism towards Karen and Chinese clients, especially young people, and are concerned this may be occurring more frequently than they are aware.

Some attendees are collating data on the impacts are of social isolation for their clients, with a hope that this information can assist them in better supporting SETS clients during this time.

One provider shared information about the COVID-19 support grant, which can provide upto \$10k to assist community groups.

## **Resources discussed and shared**

[SBS Multilingual Portal](#)

[MyGov resources for community groups](#)

[COVID-19 Support Grant \(SA\)](#)

[Media release: \\$13.8m support package for South Australia's international education sector \(SA\)](#)

[Centre for Multicultural Youth \(CMY\) Education e-newsletter](#)

[Supporting EAL families tip sheet \(CMY\)](#)

[Which online learning platform should you use tips sheet \(CMY\)](#)

[Online resources for students \(CMY\)](#)