

SETS Community of Practice

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

Videoconference – 4 June 2020

On 4 June, the SETS Community of Practice (SETS CoP) held its sixth videoconference for CoP members in VIC and SA to share their emerging best practice and innovative service delivery through the COVID-19 pandemic.

Service delivery

There was a general consensus among attendees of the value of face to face engagement and an eagerness to transition back to more face to face service delivery. Some providers shared how 16-25 years old are experiencing online burnout as a result of studying, socialising and engaging in SETS online. Further, that with the easing of restrictions, many clients have less time to engage online.

However, providers agreed that technology now has a greater role in settlement, it will continue to be used and is seen as an opportunity to improve client's digital literacy skills.

Some of the online platforms that providers will continue to use include:

- Google docs
- Zoom
- Microsoft forms
- Viber
- WhatsApp

Some trends relating to online service delivery include:

- older adults now accessing online platforms with assistance from adult children
- students are now more comfortable with Zoom
- playgroups can be successfully run online
- wellbeing sessions can be successful run online
- clients are attending some groups more due to flexibility of online sessions
- some clients who could not access SETS now can through technology (e.g. those in remote areas)
- more young people are attending homework clubs online
- it is beneficial to combine multiple workshops into one (i.e. combined Zumba and women's health workshop)

SETS staff

Many providers have returned or will be returning to the office in the near future. Some expressed concern about some staff experiencing anxiety about returning. Many are considering the opportunity for continued flexible working arrangements for staff.

Current projects and initiatives

Providers shared their key focuses, current projects and initiatives under SETS, these include:

- a learners program on Zoom
- parenting workshops in combination with English classes
- community leadership program
- soccer online
- stories and songs for children online
- citizenship workshops
- women's health workshops online
- wellbeing classes online
- multicultural friendship group online
- homework clubs
- women's driving program
- women's support line for post SETS support
- online playgroups

One provider shared that they are using their Citizenship course, as soft entry to also discuss some taboo topics for SETS clients (e.g. forced marriage).

Refugee Week

Attendees shared some of the innovative projects they will be undertaking for Refugee Week.

Some of the projects for Refugee Week shared by attendees include:

- Zoom celebration for young people
- link shared to a movie showcasing a positive settlement story
- Zoom celebration for African women
- online portraits exhibition
- showcasing successful settlement stories and media coverage
- virtual dinner parties
- virtual coffee and chats

Challenges for clients

Attendees discussed the continued challenges that SETS clients are currently facing as a result of pandemic and its impact upon them.

Some challenges for clients shared by providers include:

- high demand for emergency relief from SETS clients and others
- loss of employment
- issues with home schooling
- issues with rental payments
- needing to release super
- increase in domestic and family violence among SETS clients
- teaching clients about the potential recession and what it means to them
- struggling with MyGov and applying for payments
- online platforms a challenge for some clients with low digital literacy or no computer access
- increase in racism (incidents on public transport and shopping centres)
- struggling to apply for citizenship

Some of the ways providers are supporting clients with these challenges include:

- assisting clients with the process to release super
- providing a step by step guide and resources to navigate MyGov
- providing opportunities for mock interviews and tip sheets for employment
- providing regular welfare checks to the most vulnerable (face to face where appropriate)
- supporting with citizenship application process

Many attendees are planning for post COVID-19 and discussed the longer-term impacts for SETS clients (i.e. mental health, employment and isolation). Further, there was a general consensus about the importance of instilling hope for clients.

DEX and reporting

Providers shared some of the challenges they have faced with DEX and reporting during the COVID-19. This information is being collated and shared with Department of Home Affairs.

Resources shared

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

[Women's Support Line \(Australian Muslim Women's Centre for Human Rights\): 03 9481 3000](#)

[My Gov tutorial in Falam Chin \(MiCare and Cohealth\)](#)

[MyGov tutorial in Hakka Chin \(MiCare and Cohealth\)](#)