

## **SETS Community of Practice**

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

#### **Videoconference – 7 May 2020**

On 7 May, the SETS Community of Practice (SETS CoP) held its fourth videoconference for CoP members in VIC and SA to share their emerging best practice and innovative service delivery through the COVID-19 pandemic.

#### **Engagement through technology**

Despite many providers returning to more face to face service delivery over the coming weeks, attendees discussed some of the opportunities and challenges they have experienced in engaging SETS clients through technology.

Some innovative service delivery approaches include:

- online wellbeing workshops
- online citizenship information sessions
- COVID-19 information workshops
- pre-recorded playgroups
- virtual community meal meetings
- one on one online tutoring
- online homework clubs
- welfare video check-ins

Some of the benefits of using technology to engage clients are:

- it is easier to engage clients in more regional areas
- some disengaged clients (especially youth) are more engaged through technology
- there is an eagerness to improve digital literacy and learn
- there is an eagerness to engage in SETS more often

Some of the challenges with technology highlighted by attendees are:

- resistance from adult children to support older adults to use online platforms and engage in activities (e.g. underestimation of older adults' ability to learn technology)
- different community groups possess differing levels of digital literacy
- some clients do not have adequate access to technology or data

#### **Supporting the most vulnerable**

Attendees mentioned that despite some of the benefits of online service delivery, some clients are feeling more isolated.

Attendees expressed some concerns about particular client groups including:

- those experiencing domestic and family violence
- those requiring emergency relief

- clients who are ineligible for SETS (post 5 years or on ineligible visas)
- clients with mental health concerns
- parents who are supporting children with home schooling

To best support clients during this time some providers are providing supports such as:

- food parcels
- an afterhours hotline
- regular welfare check-ins
- support of parents through reassurance and normalisation of stress related to home schooling
- assistance to apply for financial supports (e.g. Jobseeker payments)

### **Opportunities and re-evaluation of service delivery**

Despite the challenges that COVID-19 has presented to SETS providers, many attendees mentioned opportunities they have found through this period.

Some opportunities identified include:

- re-evaluating service delivery models
- more flexible volunteer programs
- greater collaboration between schools (i.e. through bilingual workers)
- greater flexibility for staff
- greater emotional support (i.e. debriefing with staff), despite physical distance
- greater opportunities to include clients who are more regional and further away

Providers discussed the opportunity they currently have to identify trends and impacts of COVID-19 on SETS clients. One provider shared that they are collecting data on 30-50 clients to identify trends in the areas of employment, wellbeing and education.

### **Future Best Practice and Innovation meetings**

There was a general consensus to extend this meeting to 1.5 hours every fortnight, so that all providers involved can share and be active participants in the meeting.

### **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**

[COVID-19 Information video in Karen S'Ga \(CoHealth, VIC\)](#)

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

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