

## **SETS Community of Practice**

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

#### **Videoconference – 9 April 2020**

On 9 April, the SETS Community of Practice (SETS CoP) held its second videoconference for CoP members in VIC and SA to share their emerging best practice and innovative service delivery through the current COVID-19 pandemic.

#### **Work Arrangements**

Many attendees mentioned moving to working from home arrangements for their SETS staff; with some working from home for the last 3 weeks.

Supports for new working arrangements discussed were:

- reception triaging of client support needed;
- daily contact with staff;
- reliance on zoom for meetings and staff check-ins;
- welfare checks for clients;
- limiting client contact hours to 9-5pm;
- flexibility with admin tasks for staff due to care arrangements and home-schooling;
- greater reliance on community based-supports. I.e. using community leaders, religious leaders to share and support the community during the current pandemic

#### **Use of Technology and Opportunity**

Many attendees mentioned seeing this COVID-19 situation as an opportunity to educate and help some SETS clients to learn more about using technology and apps. Additionally, some providers reported developing stronger relationships with clients during this period despite the shift to more online engagement.

Use of technology discussed include:

- online counselling support for clients;
- employment mentorship projects for young people through online or phone calls;
- utilising zoom, Viber, WeChat and social media outlets to engage with clients;
- smaller group sessions for clients through zoom.

One provider gave an example of supporting women to download Zoom App and join in small group sessions (i.e. 3-4 attendees). They noted the valuable experience and learning this provided to clients involved.

There were some concerns expressed by attendees about those who continue to struggle with technology use and how best to support them.

### **Emergency Relief**

Some providers noted an increase in non-SETS clients being referred to them for support by other organisations. Others mentioned focusing on food and material aid more recently as SETS clients are struggling with the current restrictions.

### **Clients' Understanding of COVID-19 and its Impacts**

Some providers described that in general their clients are well aware of COVID-19 and the recommended advice during the current situation, only seeking clarification on information from SETS providers as required. Others mentioned clients struggling with some of the information and having difficulty understanding how best to support their children with home schooling.

Some mentioned being worried about the impact of COVID-19 on family dynamics and as such have SETS staff attentive to any evidence of family or domestic violence.