

## **SETS Community of Practice**

### **Communique: COVID-19 Best Practice and Innovation Meeting (NSW/ACT)**

#### **Videoconference – 21 April 2020**

On 21 April, the SETS Community of Practice (SETS CoP) held its third videoconference for CoP members in NSW and ACT to share their emerging best practice and innovative service delivery through the current COVID-19 pandemic.

#### **Engagement through group work**

Attendees discussed the challenges they are facing with transitioning group work to online platforms. Challenges discussed include:

- issues with client engagement;
- issues with tracking engagement and outcomes;
- transitioning of pre-existing groups;
- informed consent;
- client access to devices and internet;
- privacy concerns.

Recent improvements and changes to the privacy of Zoom meetings was shared.

Attendees described some of the innovative ways they are utilising or will be utilising online technology for groups:

- community leader meetings through Zoom;
- daily cooking demonstrations on Facebook;
- playgroups on Zoom;
- Facebook live with expert Q&A for clients;
- Pre-recorded zoom training for clients;
- WeChat or WhatsApp groups to share translated information;
- video competitions to engage seniors;
- homework club transitioning to individual online tutoring.

While some providers noted success of running English groups through Zoom, others have found individual tutoring a better approach for clients.

Some providers mentioned their preference for pre-recorded group sessions rather than using online platforms live, for greater control over the process and filtering of relevant questions.

Some attendees see the current COVID-19 situation as an opportunity, redistributing their funds in SETS to better support clients through engaging bicultural workers to assist with translations of information and resources. Others noted the opportunity of upskilling community leaders with online platforms such as Zoom.

The importance of continuing dialogue around combating social isolation for seniors during the pandemic, was highlighted.

### **Staff wellbeing**

Attendees noted the importance of staff wellbeing with the changes to service delivery and day to day work. Some mentioned the value of walk and talk catch-ups, while maintaining social distancing requirements. One consortia has developed wellbeing groups for frontline staff across the consortium to focus on self-care through interactive activities and challenges.

### **Temporary Visa Holders**

Providers shared that they are being inundated with temporary visa holders asking for help. While some may be eligible for SRSS, processing of their applications takes time. Attendees reminded others of advocacy efforts through local and federal members, in addition to the emergency relief supports currently available. Further that tenant associations provide valuable state-specific updates on tenants' rights and responsibilities through COVID-19.

### **Racism**

Some providers expressed concern about an increase in racism as a result of COVID-19. A few attendees noted that some SETS clients are worried to visit essential places (i.e. grocery store or chemist etc.) out of fear of being targeted. Attendees mentioned concerns across communities and murmurs of racial discrimination.

Resources shared:

[Australian Red Cross Emergency Relief for people on temporary visas](#)

[Organisations funded for emergency relief](#)

[Telstra Supporting you through COVID-19](#)

[Telstra Community programs](#)

[Optus Financial hardship assistance](#)

[Australian Human Rights Commission](#)

Tenancy information for NSW and ACT visit:

[Fair Trading NSW](#)

[Tenants.org.au](#)

[Legal Aid ACT](#)