

SETSCoP**Communique: VIC Specific COVID-19 Best Practice and Innovation Meeting****Videoconference – 10 November 2020**

On 10 November, the SETS Community of Practice (SETSCoP) held its sixth videoconference for CoP members in Victoria to discuss their specific challenges and to share their best practice in managing the impact of COVID-19 and public health restrictions on SETS service delivery.

Service delivery

Attendees shared their current service delivery models as restrictions have eased, with some returning to the office for a few days per week, while others continue to work from home and offices remain closed.

Some service delivery approaches shared include:

- opening of office for only a couple of days a week
- opening of office to staff but not seeing clients
- client appointments only
- rotating staff in office
- outdoor group sessions
- home visits but remaining at the front door

Several providers shared that they are looking to open offices in the new year, however that this is highly dependent on case numbers and trends. Majority of SETS providers are looking at delivering a combination of both face to face and online services for clients as the new normal.

Some attendees noted that an unlikely consequence of the pandemic, has been an increased awareness of risk by settlement professionals, as it has provided an opportunity for many to reflect on their ability to identify and address risk.

Digital engagement

A key dilemma many settlement organisations are facing is how to assist their clients with form filing and other historically paper-based supports. Some providers emphasised COVID safety measures such as physical distancing, hand-hygiene procedures, mask wearing and COVID-19 assessments. While others acknowledged the value in training clients to engage in services through digital platforms.

One provider shared how their clients now feel more comfortable with SETS support through digital means as they have realised it is more convenient and addresses barriers to accessing services such as lack of transport or childcare. Another provider shared how they were successful in their ability to support 72 older adults to engage with and master digital platforms such as Zoom.

However, there was general consensus that access to digital devices and internet continues to be a barrier for clients, and that there are some settlement professionals who continue to struggle with digital platforms too.

Next VIC specific meeting

All attendees provided support for another VIC specific meeting to be held in 4 weeks time to discuss continued changes to service delivery as restrictions continue to ease and planning for the new year.

Resources shared

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