

## SETSCoP

### Communique: VIC Specific COVID-19 Best Practice and Innovation Meeting

#### Videoconference – 8 December 2020

On 8 December, the SETS Community of Practice (SETSCoP) held its seventh 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 changes to service delivery since the last meeting. Majority of providers have SETS staff back in the office full-time or part-time with many planning for full return in the new year.

Some providers expressed concerns about their office spaces and their ability to adequately socially distance while running groups or other face to face activities. Some providers are delivering group activities outside to ensure social distancing and safety.

The value of digital platforms was discussed, with many providers now seeing benefit in continuing to provide services face to face and online. In particular, attendees highlighted the usefulness of online homework clubs, Zoom for group sessions and Microsoft forms. Providers acknowledged the increased attendance to some classes and group activities, as they have been easier to attend online. However, challenges with tasks such as supporting with citizenship applications online, was shared among attendees.

#### Digital Literacy

Many providers have seen opportunity in assisting clients to learn to navigate online, with many supporting clients to install and use, Zoom and other useful apps.

Digital access continues to be a challenge for many SETS clients and several providers are working closely with their local city councils to overcome this.

#### Employment

Attendees discussed an increase of seasonal workers in regional areas. One attendee shared that their local area of Shepparton is expecting 6000 to 8000 positions to become available, with new seasonal workers relocating to their region in the coming months and that many will be SETS eligible. An issue associated with this employment opportunity is the limited accommodation available and overcrowding that may occur, which is even more of an issue in the context of the COVID-19 pandemic.

#### Focus for next year

The discussion moved to focuses' for the coming year. Many providers noted that as a result of COVID-19, their focuses have shifted even more so to:

- Employment
- Digital inclusion (literacy and access)

- Mental health

Many attendees noted that they will continue to explore the hybrid of providing services face to face and online, looking at ways to enhance efficiencies and client engagement.

#### **Next VIC specific meeting**

Another meeting will be held in the new year and the frequency of meetings moving forward will be determined at the next meeting.

#### **Resources shared**

[SETS Program \(Ethnic Council of Shepparton and District Inc.\)](#)

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