

SETSCoP

Communique: NSW/ACT Best Practice and Innovation Meeting

Videoconference – 27 January 2021

On 27 January, the SETS Community of Practice (SETSCoP) held its tenth videoconference for SETSCoP members in NSW and ACT to share their best practice and innovation.

Service delivery

Attendees provided an update on service delivery since the last meeting. Attendees are:

- Slowly returning to face-to-face engagement;
- Updating COVID-19 safety plans in relation to the increase in face-to-face work.

2021 planning

Attendees shared their priorities and intentions for 2021. Attendees mentioned:

- an increased focus on working with youth;
- that COVID-19 remains a focus and ensuring that clients receive the correct information as changes occur;
- their support for clients to find pathways into employment;
- improving the digital literacy of clients.

COVID-19 vaccine roll out

Attendees all agreed on the importance of engaging clients in the vaccine roll-out and discussed their concerns, the possible side effects, and who will get vaccinated when. It is important that the information is shared in a culturally sensitive way. Attendees briefly touched on the role of community leaders and trying to balance information provided. The role of settlement providers was found to be an informational and supportive one, acknowledging the role that settlement services play as the link between public health experts, government and the community.

One attendee mentioned the importance of youth in the vaccine rollout process, as they are often the translators in families. It is therefore crucial to understand how young people access and digest information provided.

Housing

All providers shared their concerns about the availability of housing for newly arrived refugees and migrants. In regional areas it is challenging to find appropriate rental accommodation, while in cities affordability is often the problem. People previously living in cities to be closer to work, have moved to regional areas as there is more flexibility to work

from home. This has caused a decrease in available housing for clients. Attendees confirmed that availability and affordability are often interlinked.

Due to intra-Australia travel picking up again, motels are now refusing to rent rooms to local people during the holiday season. With COVID-19, previously available solutions are no longer available and this has resulted in many people living in sub-par circumstances. With stable long-term accommodation key to successful settlement, the escalation of this housing crisis is concerning.

Resources shared

[Settlement Service Providers' Guide to Working Effectively with Employers \(SETSCoP\)](#)

[Economic, social and civic contributions of first- and second-generation humanitarian entrants \(Department of Immigration and Citizenship\)](#)

[Thrive Refugee Enterprise Website](#)

[Sirolli Website – International Enterprise Facilitation](#)