

SETSCoP

Communique: QLD/TAS Best Practice and Innovation Meeting

Videoconference – 28 January 2021

On 28 January, the SETS Community of Practice (SETSCoP) held its ninth videoconference for SETSCoP members in QLD and TAS to share their best practice and innovation.

Service delivery

Attendees mentioned that service delivery has changed since COVID-19. Some service providers have reported greater outreach, whether it be by visiting clients or engaging more with communities. By doing more outreach, the relationship with the clients also seems to improve. Other attendees mentioned that their service delivery has remained more or less the same. The way service delivery has changed for them is related to COVID-19 restrictions and ensuring services remain COVID-safe.

2021 Planning

Discussion moved to providers initial thoughts and planning for the new year. Attendees shared some of their key priorities for the commencement of this year which include:

- Ongoing support for citizenship applications of clients (through volunteers, translated citizenship booklets, referrals, etc.);
- Supporting clients into employment.

Attendees mentioned an increase in clients asking about setting up an ABN. Some providers are assisting their clients with the process. Ensuring clients are aware of the implications for taxes, insurance and ensuring that clients are not being scammed was highlighted.

One service provider mentioned continuing their work with community leaders and local police to support and engage young people through activities such as sports.

Housing

Finding affordable and suitable housing for clients remains challenging. Most rental properties, if there are any available, are not affordable for newly arrived migrants and refugees. Traditional solutions like women's shelters are not always an option due the clients not having the correct visa or members of their family being male. Attendees expressed concern about the long-term impacts of the housing crisis for their clients and the wider community.

Some attendees also shared their concerns about the ongoing issues with transportation, particularly for clients who have limited English or experience using public transport.

Resources Shared

[Financial Literacy for Women – E-Course \(Harmony Alliance\)](#)

[Australian Citizenship Book – English, Soundcloud \(MRC Tas\)](#)

[Australian Citizenship Book – Farsi, Soundcloud \(MRC Tas\)](#)

[Australian Citizenship Book – Amharic, Soundcloud \(MRC Tas\)](#)

[Australian Citizenship Book – Arabic, Soundcloud \(MRC Tas\)](#)

[Australian Citizenship Book – Karen, Soundcloud \(MRC Tas\)](#)

[Independent Contractors \(Fair Work Ombudsman\)](#)