

SETSCoP

Communique: VIC/SA Best Practice and Innovation Meeting

Videoconference – 4 February 2021

On 4 February, the SETS Community of Practice (SETSCoP) held its eleventh videoconference for SETSCoP Members in VIC and SA to share their best practice and innovation.

Service Delivery

Attendees from Victoria mentioned they are slowly returning to face-to-face service delivery. The Majority of service providers have adopted a hybrid model between digital and face-to-face service delivery to be able to efficiently continue service delivery should restrictions be reimplemented.

Digital Service Delivery

Service providers have noticed that clients are experiencing difficulties with the retention of knowledge or with understanding of the course material when it is delivered via video conferencing applications, such as Zoom. Some attendees have tried to solve this by allowing small groups to attend the lessons in person. However, this may not always be possible. Some of the tips offered by attendees are:

- Send the information leaflets and course material to clients' houses in advance of the lesson;
- The online class should not take longer than 1 hour, preferably 45 minutes;
- Communicate the notes of the course to attendees;
- Provide digital literacy classes or support clients one on one on how to access online video conferencing tools;
- Go through course material in advance of the online session to explain specific vocabulary;
- Identify language groups among clients and deliver course in native language.

Attendees mentioned that trust was an important factor in the successful delivery of online classes. Some clients feel uncomfortable asking questions as they do not know the other people attending the class.

Planning 2021

Attendees mentioned the opportunity of a reset after COVID-19. Some of the new things they want to bring into 2021 are:

- Focus on different industries to create alternative pathways for employment;
- Investment in digital literacy of clients;
- Return to in person events;

- Focus on both pre- and post-employment needs;
- Improve English language capabilities through interactive projects.

Five-year Timeframe

Service providers identified a need for continuous support, acknowledging that the five-year time frame is too restrictive for some clients. Attendees mention that there are gaps in post-settlement support with some of their most vulnerable clients having nowhere to go after their settlement support ceases. There was agreement in the group that settlement support is dynamic and requires a holistic view.

Housing

Attendees confirmed that housing has always been a concern, but that the COVID-19 pandemic has exacerbated the situation. Both availability and affordability remain an issue. Service providers also raised concerns about the clients' understanding of the process and their expectations of what settlement workers can provide.

Mental health and wellbeing

There was general consensus that mental health and wellbeing are core areas of settlement. However, attendees expressed different views on the role that settlement workers play or should play. When discussing some difficulties and risks, attendees mentioned the sensitive and private nature of the topic for some clients as a result of cultural differences. Some settlement providers highlighted the importance of being able to identify mental health concerns and to refer the client to the correct services while being respectful of the clients' views and culture.

Resources

[Webinar – The Community Sector and Strategic Innovation: Lessons from the Public Sector](#)

[Business Hub – SETSCoP](#)

[Australian Migration and Settlement Awards - 2020](#)