

SETSCoP

Communique: NSW/ACT Best Practice and Innovation Meeting

Videoconference – 4 May 2021

On 4 May 2021, the SETS Community of Practice (SETSCoP) held its eleventh videoconference for SETSCoP Members in NSW and the ACT to share their best practice and innovation.

COVID-19 vaccine roll out

Attendees all agreed on the importance of engaging clients in the vaccine roll-out. Participants discussed their approach to sharing accurate information about the vaccine, so that clients could make informed decisions around their own vaccination. Community concerns for the vaccines were also shared.

Providers agreed that the multilingual resources and links available are helpful in providing correct and up to date information to clients. In addition to organising dedicated information sessions, providers are using different technology platforms to distribute information. Some examples are:

- Facebook
- WhatsApp
- E-mail
- Phone consultations

Additionally, attendees are training staff on the COVID-19 vaccine roll out so that they may debunk myths during client meetings, answer questions and in some cases, be role models for the community.

Attendees noted that it is important to stop the spread of misinformation on the vaccine and give special consideration to older clients who might not have access to online information. Nevertheless, providers have found that overall people are aware of the vaccine roll out and government information has successfully reached them.

Providers have noticed some hesitancy from clients, especially in relation to the AstraZeneca vaccine following the attention it received in the press. Furthermore, concerns about privacy have been expressed. Clients are unsure if organisations (schools, employers, Centrelink, etc.) will be able to access their vaccination history and what the consequences are. Providers also noted confusion around what is in the vaccine and that many clients are receiving mixed information from relatives overseas. Attendees mention they are trying to address the hesitation by emphasising statistics and sharing correct information to communities.

Service Delivery

Participants shared programs and partnerships they initiated to help increase digital literacy, employment, and English language capabilities. Providers mentioned they have been focussed on employment and have set up collaborations with, amongst others, AMEP and Jobactive providers. Participants agreed that it remains crucial to provide information to the community about the employment opportunities in their local area and what is required of them to qualify for these positions.

One attendee shared their organisation's work to assist refugee communities to receive white cards through specialised courses at TAFE. As a result of this, they can support their clients into different employment opportunities in the infrastructure sector.

Additionally, participants noted that the limited digital literacy of clients became more apparent during the COVID-19 pandemic. Attendees shared examples of the digital literacy programs they have been conducting and how those programs assist clients with their use of technology, their English language capabilities and employment.

Youth programs

Several providers noted they are working with youth in relation to mental health and wellbeing. They noted that the lives of younger migrant and refugees have been seriously disrupted by COVID-19, especially for recent arrivals. Next to setting up after school activities, participants mentioned they are collaborating with organisations such as Headspace to provide more targeted programs. All providers agreed that it is important to engage youth in meaningful ways and to provide opportunities for them to share their concerns and reflect on the challenges they are facing.

Resources Shared

[Emerge2021 Multicultural Youth Summit - MARSS](#)

[G1 Asset Management – Contact us](#) (*partnered with LMA to donate laptops to clients during the COVID-19 pandemic*)