

## SETSCoP

### Communique: NT/WA Best Practice and Innovation Meeting

#### Videoconference – 18 May 2021

On 18 May, the SETS Community of Practice (SETSCoP) held a videoconference for SETSCoP members in WA and the NT to share their best practice and innovation.

#### **COVID-19 vaccine roll out**

Providers mentioned that the vaccine roll out is still in the early stages and clients seem to be cautious about getting the vaccine. There is particular hesitancy with the AstraZeneca vaccine as many clients have expressed concern due to media reports about blood clots risks associated with the vaccine. Clients with pre-existing health conditions have especially raised questions about the effects of the vaccine.

Additionally, attendees mentioned that information from other countries as well as insecurity about the roll-out plan in Australia are causing their clients to be hesitant to receive the vaccine. One of the biggest challenges identified by providers is combatting the misinformation on social media and in the media.

#### **Housing**

Many attendees expressed their concern about the current housing market. Affordability and availability remains an issue. There are reports of leases not being renewed and increases to the rental amounts of properties. Additionally, attendees mentioned that on some occasions rent was increased after it was found out that the tenants had applied for a grant to help with the rental payments. Providers are trying to support their clients in several ways, for instance:

- Delivery of a rental education program, which provides awareness around rights and responsibilities, cleaning, and house maintenance with a certificate at completion;
- Remind clients of their rights and obligations;
- Build relationships with real estate agents and encourage the use of interpreters.

#### **Resources Shared**

[Post-Budget Meeting with Department of Home Affairs – Summary of key points](#) – SETSCoP

[SETS Information Sheet Templates](#) – SETSCoP