

SETS Community of Practice

Communique: QLD/TAS Best Practice and Innovation Meeting

Videoconference – 06 May 2021

On 6 May, the SETS Community of Practice (SETSCoP) held its tenth videoconference for SETSCoP Members in QLD and TAS to share their best practice and innovation.

COVID-19 vaccine roll out

Some attendees mentioned they are implementing a staged approach to share information to communities on the COVID-19 vaccine roll out. Providers mentioned they are contacting clients that are currently eligible to receive the vaccine at this stage of the vaccine roll out. All attendees agreed that a focus on providing reliable and truthful resources to clients is important.

Participants noted a hesitancy among clients to have the vaccine. They mentioned that clients have concerns about not being able to choose which vaccine they receive and do not understand why different vaccines are given to different groups. Attendees mentioned that a lot of their clients get information from social media. Due to the expediency of social media and unmonitored content, it can cause clients to be misinformed before seeing translated government resources. Furthermore, many clients talk to family members overseas who can provide with alternate information which causes further confusion.

Housing

Housing remains an issue in both QLD and Tasmania with attendees mentioning that a large majority of their case work relates to housing support. Participants noted the importance of doing preventative work with clients such as explaining the current rental market in advance of the end of their lease.

Attendees agreed that some real estate agents are helpful but that there are still concerns relating to their use of the Translating and Interpreting service when communicating important information to clients. Providers expressed their concerns about the impact this has on the mental health of their clients. The stress related to the possibility of becoming homeless in combination with other compounding factors have negative effects on the wellbeing of the client's whole family.

Changes to the AMEP Programme

Participants shared that they are working with AMEP providers in their regions to keep up to date with the changes to the AMEP Programme and how that affects service delivery of their local AMEP providers. SETS providers in Tasmania mentioned that it is still early days, and they are staying in contact with AMEP providers to be able to communicate changes to their clients.

Attendees pointed out that clients have expressed excitement around the removal of the time limit of English classes.

Resources Shared

[Changes to the Adult Migrant English Program – Department of Home Affairs](#)