

## SETSCoP

### Communique: VIC/SA Best Practice and Innovation Meeting

#### Videoconference – 13 May 2021

On 13 May 2021, the SETS Community of Practice (SETSCoP) held a videoconference for members in VIC and the SA to share their best practice and innovation.

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

Attendees shared current challenges and opportunities for the vaccine roll out in multicultural communities.

#### Booking process

A common concern for providers is the booking process for vaccination, as many attendees noted difficulties experienced by people with low level English. There was consensus that the process is overwhelming for clients as they must book online or call clinics to book vaccine appointments, with many clients not making appointments as the process is difficult. Alternatively, there was mutual support for walk-in clinics as they appear to be successful in rolling out the vaccine to multicultural communities. Providers also mentioned the value of bicultural workers to communicate and share vaccine-related information with communities.

#### Communication strategy

There continues to be fear among communities which is amplified by misinformation shared by family or friends overseas and social media. Some SETS clients are concerned about the ingredients of the vaccines, with some fear that embryos have been used in the AstraZeneca vaccine and that it goes against their religious beliefs. There continues to be misunderstanding in communities, with greater hesitancy among some cultural groups than others. Translated resources and information sessions have been useful to share accurate information from reputable sources.

#### **Other best practice initiatives**

Members shared of their best practice initiatives which include:

- a 10 week cross-cultural leadership program,
- greater outreach to schools, including a joint community garden at a local school,
- digital literacy skills development,
- greater focus on partnering to enhance employment pathways (e.g. white card training),
- document clinics for translations and assistance with application forms, and
- cross-cultural social groups and activities.

Many attendees highlighted an enhanced focus on partnerships and collaborations. In particular, numerous providers shared of various collaborations with AMEP providers and local training organisations.

### **Shared resources**

[Adult Migrant English Program \(Australian Government\)](#)

[Vaccination Centres – Information about vaccination centres in Victoria \(Victorian Government\)](#)

[COVID-19 awareness video \(Bhutanese Community South Australia\)](#)

[Nostalgia – A collection of childhood stories from Burma \(Wyndham CEC\)](#)