

SETSCoP

Communique: VIC-specific Best Practice and Innovation Meeting

Videoconference – 9 June 2021

On 9 June, the SETS Community of Practice (SETSCoP) held a special videoconference for SETSCoP members in VIC following the recent lockdown to share their best practice and innovation.

Service Deliver

Attendees mentioned they felt more comfortable continuing service delivery through the lockdown as they could rely on their experiences from last year. Many providers immediately switched to providing services, mainly group sessions, online and reaching out to clients over the phone. Some attendees noted the preference of their clients to have face to face meetings over phone consultations.

Participants noted that their main focus is on delivering information regarding restrictions and encouraging clients to use the time they are allowed to go outside and exercise.

COVID-19 vaccine roll out

Service providers are collaborating with health providers to deliver information sessions on the COVID-19 vaccine to counter any misinformation and myths, as well as encourage the uptake of the vaccine in CALD communities. During the lockdown, providers moved the sessions online to ensure accurate information still reached their clients. Some providers have collaborated with health organisations and hospitals to get groups of clients vaccinated by organising group-transport, group-bookings, and being culturally appropriate in the administration of the vaccine.

Next to information sessions, attendees are promoting vaccination in several different ways. Some providers are using photos in WhatsApp groups and on social media to encourage their clients to go and get the vaccine themselves, reassure them it is safe and talk about their own experiences with getting vaccinated.

Attendees noted that some clients who are not as digitally literate prefer to call the vaccine booking hotline rather than use the online booking system. However, the hotline is hard to get through with long waiting times, causing some clients to give up on booking their appointment.

Refugee Week

Providers shared ideas about how they are restructuring their refugee week events around the current restrictions. Most attendees have moved the events online, while others have

split them up in to smaller events and are collaborating with local community organisations. Most events shared have a focus on storytelling and positive settlement stories in Australia.

Resources

[The Water Well Project – Online Health Information Sessions for migrant, refugee and asylum seeker background](#)

[Bendigo Community Health Services – Coronavirus Bendigo Refugee Resource Hub: Information in Karen, Dari and Dinka](#)