

## SETSCoP

### Communique: NSW-specific best practice meeting

#### Videoconference – 26 July 2021

On 26 July 2021, SETSCoP members from NSW attended a NSW-specific best practice meeting to discuss the unique challenges and opportunities for providers who are servicing SETS clients during the lockdown and related public health restrictions.

#### Health messaging

There was general consensus among providers that they are feeling overwhelmed by the amount of information coming through. Many providers are finding that the volume of information and changes to key messaging are hard to keep up with, making it difficult to distribute information to migrant communities in a timely manner.

There was, however, support for the increase in in-language resources available and in particular appreciation for the use of videos and other alternative methods to communicate with migrant communities.

Feedback from community leaders to SETS providers is that the inconsistent messaging around vaccine eligibility is causing significant confusion for community members and is making some reluctant to receive the vaccine.

#### Service delivery

In order to best support their SETS clients during this time, providers shared that they are:

- working with local health districts to address vaccine hesitancy and enhance access to vaccinations;
- supporting with the interpretation of key messaging from Government at both the national and state level, through making phone calls to clients and working with community leaders to share information in ways that are easy to understand;
- focusing on activities and initiatives to support clients' mental health and wellbeing, particularly young people, and older adults.

Some of the innovative ways that providers are keeping their clients engaged and are promoting mental wellbeing during lockdown include activities such as:

- baking with young people
- pottery, drawing and painting classes with older adults
- competitions with children
- wellbeing and art classes for women.

Providers have been incredibly receptive to client needs, adjusting service delivery methods in response to feedback received (e.g. introducing WhatsApp, Viber, Facebook Live at the request of certain client groups).

Many attendees expressed concern not only for the mental health issues experienced by their clients during this time, but also the impact on SETS frontline staff.

There was consensus that key messaging should focus on the benefits of vaccination and mental health and wellbeing during lockdown.

Access to technology and the limited digital literacy skills for some SETS clients, continues to be a challenge for SETS providers.