

SETSCoP

Communique: SA-specific best practice meeting

Videoconference – 29 July 2021

On 29 July 2021, SETSCoP members from SA attended a SA-specific best practice meeting to discuss the particular challenges and opportunities for providers who are servicing SETS clients during changes to public health restrictions.

Challenges for SETS clients and communities

Attendees provided some of the key challenges their clients and the community leaders and multicultural communities they work with are currently facing, which includes:

- confusion due to abrupt changes to restrictions and advice re vaccines
- barriers to booking their vaccinations online due to limited digital and English literacy skills
- community leaders feeling overwhelmed by the amount of information being shared and responsibility to share with their community
- concerns for the mental health of clients, community leaders and settlement practitioners
- clients getting information from overseas or sources other than local media outlets and the Australian Government as they trust them rather than finding reputable sources of information
- issues with the affordability and availability of housing, with some clients at risk of homelessness
- weekly incidents of family and domestic violence
- delays with Centrelink and accessing eligible payments
- loss of work or hours, particularly for clients who are casually employed.

Despite many clients experiencing greater unemployment over the last year, in recent months, some have been able to secure employment in seasonal farm work which historically was taken by international students or those on working holiday visas.

Best practice around support

Providers shared some of the best practice approaches they have employed to support their SETS clients and communities during this recent lockdown which includes having:

- contacted all client services clients, particularly those most vulnerable, to ensure that they are aware of changes to the restrictions and check in on their mental health and wellbeing
- created WhatsApp groups to disseminate up to date in-language information
- working closely with local health services such as Refugee Health SA to support the vaccine roll out and share accurate messaging around the vaccines.

This recent lockdown was easier than previous ones as many clients have acquired some digital literacy skills now, settlement providers are more prepared with moving to online service delivery, and unlike the November outbreak, the recent cases have developed in an area which does not have many newly arrived migrants or refugees.

Shared resources

[Refugee Health Service \(SA Health\)](#)