

SETSCoP

Communique: QLD & NT COVID-19 Response Meeting

Videoconference – 7 September 2021

On 7 September 2021, SETSCoP members from Queensland and the Northern Territory attended a meeting to discuss specific place-based resources and strategies they are using to support clients with ongoing issues due to the COVID-19 pandemic and to identify areas where there is a need for further support.

COVID-19 vaccines

Attendees discussed strategies being implemented to inform and assist SETS clients to get vaccinated.

Attendees have worked collaboratively with several multicultural stakeholders and their respective state and territory governments to deliver information sessions, both to clients and community leaders. It was noted that this collaborative work has been highly successful in supporting migrant and refugee communities.

One provider detailed their plans to deliver vaccine information sessions in the upcoming school holidays. Another provider is working with other local stakeholders on a big event promoting the vaccine. This will be linked to mobile clinics administering the vaccine and transport will be provided to assist clients.

It was noted that information sessions supported by culturally responsive health practitioners have been a successful way to share in-language resources and create a safe space for questions to be asked.

All providers are helping individuals one-on-one to book vaccine appointments.

One provider explained the current pop-up vaccine clinic located in their centre. The benefits of this include reducing the difficulty faced by some clients in booking a vaccination appointment, as the provider has chosen a simple process, and clients attending appointments with their families, which has encouraged other family members to get vaccinated at the same time. The clinic is staffed by the Refugee Health service, which means that clients are receiving a culturally responsive service.

Key concerns for clients

Providers shared some of the most common challenges for their clients, which include:

- Challenges using the vaccine booking systems
- Difficulty accessing transport to get to vaccination clinics
- Difficulty accessing interpreters
- The spread of misleading information and myths regarding vaccines
- Some clients have been hesitant to get vaccinated, due to their belief that there are not enough vaccines for everyone and others should take priority
- Some clients have been hesitant to get vaccinated if other family members have not been able to do so