

## SETSCoP

### Communique: ACT/NSW COVID-19 and Best Practice Meeting

#### Videoconference – 30 September 2021

On 30 September 2021, the SETS Community of Practice (SETSCoP) held a videoconference for CoP members in the ACT and NSW to share their best practice and innovative service delivery, along with challenges faced through the recent lockdown period due to the COVID-19 pandemic.

#### Helpful tools for engaging with clients

Attendees shared that although online platforms such as Zoom and Teams have been very useful to engage with clients, some clients are experiencing fatigue with these methods of engagement. In addition, some clients do not have the tech literacy skills or access to the internet to be able to participate in online groups or to complete the online forms which services are increasingly requiring. Attendees shared that the online environment often requires them to allocate more time to particular tasks and sessions.

Some providers reported that they have provided tech support to clients including screen share filming to demonstrate how to download and install apps, such as Whatsapp and Zoom.

Some members are using Facebook live to deliver sessions, which allows clients to log on and engage live, or to watch later.

Online group sessions and live streaming sessions delivered on various platforms have included topics such as

- Citizenship
- Employment and resume building
- English classes, English conversation and coffee chats
- Community consultations
- Form filling, including legal aid and immigration
- Housing system information
- Tax
- Cooking classes
- Art for wellbeing (see information on the upcoming sessions below)
- Fitness classes
- Wellbeing
- Nutrition

It was noted that in-language sessions have a higher viewing and attendance rate.

Many providers have found Whatsapp to be an effective way to share information and provide case work support to clients. Other platforms such as Viber, WeChat, Google classroom and Kahoot! have also been used.

Many providers are connecting on a regular basis with elderly and vulnerable clients by phone, to provide welfare checks and support clients who feel isolated.

For clients who require face to face service, providers have engaged in COVID-safe ways, including “walk and talk” meetings, allowing clients to drop off documents to an office reception, holding small group meetings in parks with community leaders and providing one-on-one support with technology.

### **Supporting the vaccine rollout**

There has been a high demand for one-on-one support to book vaccines, including booking into local pop-up vaccination clinics. Clients have also required assistance to connect their vaccine information to their online immunisation records. Some clients have had transport barriers to accessing clinics.

Providers have supported the delivery of online sessions by health professionals sharing information about vaccination, including addressing concerns about the vaccine and pregnancy. Attendees reported there had been some issues with the translation of government resources.

### **Other challenges raised**

Many providers have experienced an increase in requests for food packages and emergency relief. There have been some issues with services not providing culturally appropriate or fresh food.

Access to interpreting services remains a challenge at times and some providers reported experiencing long delays when using TIS.

The mental health of clients continues to be a primary concern. Providers have responded to this through a variety of means including delivering wellbeing information sessions, conducting check in phone calls and establishing group sessions.

### **Shared resources**

The Art for Health and Wellbeing Workshop – via Zoom starting 5<sup>th</sup> Oct for 10 weeks. More information can be found [here](#).