

SETSCoP

Communique: Queensland COVID-19 and Best Practice Meeting

Videoconference – 25 January 2022

On 25 January 2022, the SETS Community of Practice (SETSCoP) held a videoconference for CoP members in Queensland to share their best practice and innovative service delivery, along with challenges faced through the recent outbreaks of the COVID-19 pandemic.

Good News

Through the continued commitment to sharing up-to-date information with community leaders, there has been an **increase in the number of clients who have been vaccinated**. In addition, a number of providers have hosted vaccination hubs at their centres and also facilitated community leaders to host vaccination tents at their own community events.

Some providers have delivering information sessions in partnership with Services Australia to obtain **vaccination certificates** for clients without myGov accounts, emails or Medicare.

Staff at service providers have successfully returned to a **majority online service delivery** model, with the recent outbreaks of COVID-19. Due to the previous period of online delivery the majority of clients have been accessing online group sessions, including citizenship classes and road rules education sessions.

Many **clients are choosing to self-isolate**, despite no mandatory restrictions. This is seen through the low numbers attending in-person events. Some groups, such as play groups, have been delivered outdoors.

There has been an increase in the number of **clients supported into employment** over the past couple of months.

Challenges

Housing is a challenge raised by all providers, particularly challenging for those outside of the Brisbane area. There is a lack of available properties and difficulty finding properties that do not cost more than 30% of the client's income. This issue is more difficult for single mothers with young children.

Last minute cancellation of events which were planned in-person has impacted on the number of outcomes achieved and has been frustrating for staff, as the amount of time and effort required to book events is significant. In some cases activity packs have been delivered to clients houses where activities have been cancelled.

There continues to be a **lack of understanding** within some client groups of the impact of going into the community when displaying symptoms of COVID-19. There has been reluctance to get tested in some communities, due to lack of information, difficulty accessing tests or testing centres and the lengthy wait times at some centres.

Many clients have been inquiring about what **Rapid Antigen Tests** are and where to get them. The lack of access has been a concern for clients who require a negative result to attend work, as they are concerned they will not be able to work, impacting on their finances.

There is growing concern among providers of the impact of an almost **two year period where SETS clients have not had full access to services**. It is proposed that this impact may become more obvious in a few years time.