

SETSCoP

Communique: WA & NT COVID-19 and Best Practice Meeting

Videoconference – 24 January 2022

On 24 January 2022, the SETS Community of Practice (SETSCoP) held a videoconference for CoP members in Western Australia and the Northern Territory to share their best practice and innovative service delivery, along with challenges faced through the recent outbreaks of the COVID-19 pandemic.

Good news

Providers discussed their **successful strategic partnerships with AMEP providers**, which has assisted with delivery of settlement support. In addition some AMEP providers have been effective in supporting the sharing of information regarding COVID-19 vaccinations and testing.

Attendees discussed **their strategies to encourage vaccination uptake**. Some providers are recording vaccination status in their systems and questioning clients about their vaccination status, which has encouraged some clients to book and get vaccinated. Some local libraries have been assisting clients to get their proof of vaccine. In the Northern Territory the uptake of vaccines has increased, due to the increase in cases, restrictions and requirements that have been put in place by various employers.

Challenges

Some organisations in Western Australia are still working through **risk management and business continuity** relating to COVID-19 and the potential re-opening of borders. This includes determining vaccination requirements for staff and clients. Some providers are requiring clients to be vaccinated before they can receive support face-to-face, others are not. This also provides a challenge of ensuring unvaccinated clients can access support in other ways. Some providers requested direction from the Department on whether clients must be vaccinated to be supported in-person.

Clients are requesting **support to access their COVID-19 vaccination certificates**. Providers have been assisting with this, but it takes considerable time, particularly if clients cannot remember their MyGov account details. Also, if the office requires proof of vaccination to enter, staff need to man the door to confirm.

In Western Australia, the new government check-in app requires a **myGovID account**, which requires two proof of identity documents to be uploaded in order to create it. Clients are finding it extremely challenging to set this up. Further, some clients have poor digital literacy, making it even more difficult to undertake this process. It is expected that a lot of staff time will be used supporting clients with this process.

There continues to be a lot of work to be done to keep communities up to date with the **constant changes to information and public health requirements**.

Clients are concerned about lack of access to **Rapid Antigen Tests** and how to use them. There is a request for more information and resources in multiple languages on this topic.

In the Northern Territory, a number of **in person information sessions or events have been cancelled**, due to the growing number of COVID-19 cases and the limited number of clients willing to attend in-person.

Some providers are struggling to recruit appropriate staff within their services. In addition, some **volunteers are hesitant to return** to in-person support, such as English classes.