

SETSCoP

Communique: SA and Tasmania COVID-19 and Best Practice Meeting

Videoconference – 13 April 2022

On 13 April 2022, the SETS Community of Practice (SETSCoP) held a videoconference for CoP members in SA and Tasmania to share their best practice and innovative service delivery, along with challenges faced through the ongoing COVID-19 pandemic.

Highlights

SETS Providers have delivered a number of events for **Harmony Day celebrations**. Some have for example conducted various events in different shopping malls. Some providers have been offering support to clients to establish businesses and invited these small businesses to have a booth at their Harmony day event. This required providing support to these small business around workplace health and safety and ensuring appropriate insurances were in place.

Providers are working to support clients to **enrol to vote** in the upcoming elections.

Some activities are being provided in a **hybrid** way, with some people in person and other online. This meets the needs of various clients, some with lower digital literacy and preferring to come in person.

Providers have worked to set up a system where **bicultural workers** are able to assist clients to fill in forms in collaboration with other organisations. This system also supported people to book vaccine appointments.

COVID-19 specific work

The amount work specifically focussed on COVID-19 has reduced. Previously a **vaccination hub** was conducted on site at some providers locations. Vaccinations were focussed on adults, therefore the numbers of client's children being vaccinated is unknown. Vaccination clinics have been held through partnership with Adelaide PHN and information sessions were conducted at the clinics.

Due to the increase of COVID-19 infections some clients are **sceptical about coming into groups**. Some providers have been delivering more sessions with less numbers in each group to accommodate both restrictions and encourage attendance. This has required more work from staff. In SA this has been the case particularly for programs with young people.

Many **staff have had a COVID-19 infection**, which has meant that appointments with clients have been delayed and rescheduled on some occasions.

Due to the **shift from health directives to self-management** of the pandemic circumstances, there is confusion amongst clients about how long to stay in isolation.

Challenges

Housing continues to be a challenge in both SA and Tasmania, with housing rare to find and expensive. Some clients are being asked to leave and have experienced increases in rent.

Requests for support from those who are experiencing **Domestic and Family Violence** (DFV) is sought both from those who are SETS eligible and those who have been in Australia for longer than 5 years. The number of ineligible clients has increased as more DFV awareness raising activities have been conducted. Many are in crisis and are seeking crisis response. For families they are often not eligible for mainstream crisis responses. There are many gaps in support for CALD clients seeking to access mainstream DFV services. Some clients seek assistance for family issues and a variety of supports are required to assist various family members and the relationship issues.

For clients who are seeking to become a citizen, they are asked for a **police check** from their country, however, to do this some countries require them to be in person, which is not possible.

For those learning to drive or participating in a practical driving test, previously they were allowed to have an interpreter. Now, due to COVID-19 restrictions, there are **no interpreters allowed in the vehicle**, which makes it very difficult for those with limited English to learn to drive and get their licence.

The need for more **mental health support** has increased, due in part to the pandemic and also through referrals from the increased work around DFV.

There continues to be a lot of people who have lived in Australia **longer than 5 years** who are requesting support from their SETS providers. These clients tend to have complex barriers and issues and are struggling to engage with mainstream services and require time to be spent with them.