

SETSCoP

Communique: VIC COVID-19 and Best Practice Meeting

Videoconference – 7 April 2022

On 7 April 2022, the SETS Community of Practice (SETSCoP) held a videoconference for CoP members in Victoria to share their best practice and innovative service delivery, along with challenges faced through the ongoing COVID-19 pandemic.

Highlights

Providers have been happy to be delivering **face to face groups** again. This has included groups for seniors, women, youth, men, digital literacy, driving for women, English classes, water safety, and homework clubs.

There has been an increase of clients gaining **employment**, in particular men. Employment support sessions have been held after hours and on weekends to allow people to attend who are working.

A 5 week program on **healthy relationships** has been held in a partnership between Jesuit Settlement Services and Australian Muslim Women's Centre, which resulted in women being engaged in discussions around what constitutes healthy relationships and also what is a red flag. This being a sensitive topic for many allowed conversation and raised awareness for many.

One provider has partnered with another organisation to build **energy literacy and training** and support the installation of solar power into some homes to provide lower energy bills for clients.

COVID-19 specific work

Providers are continuing to share information about COVID-19 and vaccinations, however, finding that this **information needs to be added on to other information sessions**. When sessions are advertised as only about COVID-19 or vaccinations there is no one attending. Some providers have a banner which is placed alongside of an event, to remind people to be vigilant.

Due to hosting of **walk-in vaccination clinics**, the need to assist clients to book for vaccines has reduced. Some providers have been targeting 5 – 11 year old children to encourage vaccinations. **Pop up vaccine clinics** at events, such as sporting events has been successful.

Some providers have been sharing **RAT kits**, this has included sharing through temples and churches alongside food support. Many members reported that it is common for children to bring RAT kits from school and demonstrate to parents how to do the test. Those who need help are those without school-aged children. **Video resources** on the way to conduct a RAT test has been developed (see Shared resources).

In Bendigo, running the Karen information hotline has continued.

Challenges

Staff numbers have been impacted by COVID-19 and also the redeployment of some staff into HSP, due to the new arrivals.

The need to **physically report at Centrelink** for many clients to continue to receive their income support payments has been very difficult with COVID-19 restrictions. The need to support clients to learn how to report online requires a lot of time and effort of settlement staff.

Assistance for women who have experienced **domestic and family violence (DFV) has increased** through COVID-19, one provider notes that up 50 women had attended DFV sessions.

Mental health concerns had also been raised throughout COVID-19.

The provision of **child care** by settlement providers when delivering services was discussed as a risk and a challenge. Without child care provision, many parents are unable to participate in activities. Some providers are continuing to provide child care with COVIDsafe practices, including use of sanitiser, cleaning all items, checking temperatures and health of everyone coming into the space, only pre-packaged food is shared.

Service providers continue to get many requests from clients who have been living in Australia **more than 5 years**. Issues that these clients request support in dealing with include immicard replacements, form 80s, and those who are experiencing DFV. Orange Door does not have CALD specific positions, therefore, these people struggle to access support with their DFV situations.

Shared Resources

Song: Booster hope of life – Adeeb Aliraqi

<https://youtu.be/p0NUSDj4-wc>

How to do a Rapid Antigen Test in-language videos:

Arabic: <https://youtu.be/-Ln0IMLyris>

Burmese: <https://youtu.be/nScC4Z4EyNw>

Dari : https://youtu.be/FszSjBQ9_Sc

Dinka: https://youtu.be/DUA_j-aj92U

Hindi: https://youtu.be/3_HP9BGpqfk

Tamil: <https://youtu.be/vcoyn6LKppQ>