

SETSCoP

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

Videoconference – 6 April 2022

On 6 April 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.

Highlights

Western Australian providers have been able to transition to **servicing clients from home** with their recent COVID-19 outbreaks, which is new for their state. Some providers are delivering **group sessions online** and also in the office whilst maintaining COVIDsafe practices.

Community Capacity Building work has included providers have supporting ethnic community groups to become incorporated and to gain community funding for specific events. Some providers have been delivering an online master class for community leaders.

Group activities have included the **Families in Cultural Transition** program, which has been successfully delivered recently, citizenship classes delivered for specific language groups, including some online and swimming classes for women, which have been very popular.

Through SETS support a client gained **employment** at a Defence base in the Northern Territory, which opened the door for four other clients to get employment there also. One of these clients now has an apprenticeship.

COVID-19 Specific Work

Western Australian providers have been **contacting clients via phone and online** and ensuring that their Centrelink payments have not been affected if they are isolating. For young people assisting them with getting homework whilst they are in isolation.

Some communities have reduced their hesitancy for vaccines and some providers have opened **vaccination clinics** at their centres. At first these were very popular, now attendance has reduced somewhat.

Due to the need for clients to share their **vaccination certificate** some providers are assisting clients or referring them to their local library where there is support to access this along with the checkin app. Providers have been struggling to assist clients to keep track of when they are **eligible for their booster** vaccine, especially older clients.

Challenges

Group activity attendance has been affected by COVID, due to the need for clients to isolate if they have been a close contact. This has been more significant in schools, with young people.

Some **Harmony Week** events were postponed due to COVID and restrictions.

Through the lockdowns and recent restrictions there has been an **increase in reports of domestic and family violence**. Providers have been working to refer clients to legal support.