

## SETSCoP

### Communique: SA and TAS COVID-19 and Best Practice Meeting

#### Videoconference – 21 June 2022

On 21 June 2022, the SETS Community of Practice (SETSCoP) held a videoconference for CoP members in South Australia and Tasmania to share their best practice and innovative service delivery, along with challenges faced through the ongoing COVID-19 pandemic.

#### MyAus

Information was shared about MyAus app and the 12 languages currently available with more upcoming. The MyAus app has a user focus, with information in-language which summarises in more simple language important topics relevant to settlement. The app brings government information together in one place and encourages clients to self-navigate services. It includes links to some state-based services in some topics, such as SETS providers and mental health service providers.

Information categories covered include:

- Housing
- Finance and money
- Centrelink and government support
- Legal system and Government
- Relationships and Family
- Migration and Citizenship
- Staying safe
- Pre-departure and arrival
- Destinations
- History and culture
- Getting around
- Media
- Environment and climate
- Sports
- Study and education
- Health and wellbeing
- COVID-19
- Bringing up children
- Working in Australia
- Relationships and family
- Health system.

Providers commented that languages, such as Tigrinya, Amharic and Chin would be helpful to be added, so that the app could be used by their clients.

#### Highlights

Service providers have been delivering **Refugee Week events**. An upcoming community celebration with food and performances is occurring in Adelaide. In Hobart, the Department of Home Affairs is acknowledging the efforts of the Chin community at an event this, as they have been supporting their community members upon arrival.

#### COVID-19 Challenges

Parents are also **hesitant to take their children to get vaccinated**. Parents are asking service providers questions about what will happen if their children are not vaccinated? Providers are supporting clients by encouraging them to bring in letters and communications about their children's vaccinations.

Providers are still delivering activities with **COVIDsafe measures** in place, which is requiring additional planning and time on behalf of frontline staff.

### **Other Challenges**

There are **changes to Centrelink payments** for families with children turning 8 years old. These changes cause a lot of anxiety for clients, as they are changing from a family payment to a job seeker payment. When clients receive text messages from Centrelink with information about this, they find it scary.

In Tasmania a lot of **General Practitioners (GPs)** are unable to take new patients and are **not bulk billing**. Clients are having to wait several weeks to get an appointment, which is particularly difficult for those clients who have chronic health conditions and those who need regular monitoring. For newly arrived clients who are unable to connect with bulk billing GPs are having to pay for their appointments and also having to travel long distances to get to new GPs.

Many requests for **passport applications and Immicard applications** are being received. This takes a lot of time from frontline workers. The Immicard is needed by those clients who do not have other IDs, so that they can apply for citizenship or a driver's licence. As the Immicard renewal process is taking a long time, this means that their citizenship or driver licence applications are delayed. This is also costing families a lot of money, if they are having to pay for several Immicard renewals at once.

Service providers are having increasing numbers of **requests for support from women on a partner visa**, who are seeking support when they are already in crisis, rather than soon after their arrival. These women often seek support, or are referred to SETS providers due to experiencing Domestic and Family Violence. Providers observe that women often put their families first and themselves last when they arrive and do not seek help until they are almost outside of eligibility for SETS support. Providers are interested to find out if a broader scope can be sought for the SETS program for these crisis circumstances.