



Key Themes from Tuesdays with Nexus **30 March 2020 - 9.30am**

48 people attended this session – Thank you for your participation and patience. We believe we have resolved the microphone issue for next week. We hope to get a survey out to participants as soon as possible.

Key messages from session

Maintain a routine as much as possible - get up at the same time each day.

Keep connected with others - family, friends and your colleagues

Look after yourself - do 1 thing each day that you enjoy just for you!

Main Themes from the conversation

1. Communication

a. Difficulties with communication in multiple areas

- Engagement – clients with DHHS issues not seeing their children and disengaging
- Maintaining contact
- Access issues
 1. decreasing face-to-face and no outreach



2. clients without phones/data – Giving out unused staff phones for client to use
3. telehealth being used more by works and professionals – video chat, skype, zoom, cisco webEx. Health Direct Video platform, Eastern Health
4. phone calls increasingly used
5. Telstra and Optus have increased data allowances to customers (25GB)

2. Privacy and online technology

- a. APS and AAPI have recommended using zoom as an online platform
- b. Must have HIPAA (health Insurance portability and accountability)

3. Families and carers

- a. Being relied upon more to manage clients
- b. Reduced contact from workers
- c. Assertive contact encouraged for families
- d. Carers Can Ask resources is available through Nexus
- e. Tandem for clinical mental health consumers
- f. Carer support fund is available in clinical mental health services

4. Family Violence issues

- a. Increased incidents and risk has been identified

5. MH Tribunal

- a. Currently there is a reduced service
- b. Encourage clients to attend hearings as their orders will likely just roll over without input

6. Young People

- a. Access issues
- b. Resources for young people – Reach Out
- c. YoDAA increasing family connection

7. Clinical Mental Health Services

- a. Already stretched services



b. Consumers starting to “unravel”

8. Substance use issues

- a. Current issues with accessing usual supplies could place clients at risk of precipitated withdrawal.
- b. Heroin not as strong or effective
- c. Are there changes in the way Naloxone training is being delivered?

Resources shared (These will also be available on our website)

Family violence

http://www.thelookout.org.au/family-violence-workers/covid-19-and-family-violence?utm_source=Domestic+Violence+Resource+Centre+Victoria+List&utm_campaign=6a31c7aa43-DVRCV+eNews+April+2020&utm_medium=email&utm_term=0_db8d196d05-6a31c7aa43-1243751325&mc_cid=6a31c7aa43&mc_eid=7bdd9eb026

Safe & together

<https://safeandtogetherinstitute.com/evidence-resources/covid-19-case-planning/>

Young People

<https://au.reachout.com/collections/coping-during-Coronavirus>

AOD Pathways – Family support program

<https://www.directline.org.au/aod-pathways>

FACE COVID ACT Resource

https://services.unimelb.edu.au/_data/assets/pdf_file/0005/3327008/FACE_COVID_-_How_to_respond_effectively_to_the_Corona_crisis_-_by_Russ_Harris_author_of_The_Happiness_Trap_-1.pdf

Carers Can Ask

<https://www.svhm.org.au/our-services/departments-and-services/n/nexus/carers-can-ask>



Tandem website

<https://www.tandemcarers.org.au/>

Next session:

'Tuesdays with Nexus' - A weekly interactive online session

Day:	Tuesdays – 7 April 2020
Start time:	9.30 am – AEST
Duration:	45-60 mins

[Register here](#)