



Key Themes from Tuesdays with Nexus
7 April 2020 - 9.30am

36 people attended this session – Thank you for your participation.

1. Caring during COVID-19 Powerpoint Presentation
Lynne Rugeiro Carer/Family Project Officer

- Increase in Carer Anxiety
- Increase in Carer roles/tasks
- More family members in the home
- Less/limited contact with support person
- Increase in MH support
- Carer wellbeing activities may be comprised

What you can do to support Carer/Families/Support People

- Stay in touch
- Make sure Carer has relevant phone numbers for case managers, support workers and resources

Family Drug Helpline- 1300 660 068

www.familydrughelp.com.au

Tandam Carers Support Line- 1800 314 325

www.tandamcarers.com.au

Mind Carer Helpline- 1300 554 660



2. Discussion points and resources

AOD Pathways are taking referrals, can support family, carers and friends.

Alcohol and Other Drugs (AOD) Pathways is a Victorian state-wide service that supports individuals, families and friends to navigate and access local AOD treatment. <https://www.directline.org.au/aod-pathways>

Bulk Billing telehealth Medicare sessions

10 sessions can now be bulk billed for concession card holders and vulnerable people with a Mental Health Care plan approved by a GP. (there may be some difficulties getting a MH care plan over the phone)

Factsheet on temporary telehealth MBS items-

<http://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/Factsheet-TempBB>

Department of Health- Coronavirus Health Information Line- 1800 020 080. The line operates 24 hours a day, 7 days a week.

Conversation with participants-

- General feeling that this past week is the calm before the storm
- Services have noticed an increase in Alcohol use
- Services are concerned for increased opioid use



Technology and telehealth discussion

- Positive feedback around telehealth sessions and engagement
- General discussion around security and privacies issues with Zoom
- Zoom is secure but there are steps that need to be put in place to keep meetings from being zoombombed- see fact sheet below

Prevent Zoombombing fact sheet

<https://www.cnet.com/how-to/prevent-zoombombing-change-these-4-zoom-settings-now-for-secure-video-chat/>

Zoom Security info sheet

<https://zoom.us/docs/doc/Zoom-Security-White-Paper.pdf>

Next session:

'Tuesdays with Nexus' - A weekly interactive online session

Date: Tuesday's – 14 April 2020
Start time: 9.30 am – Victoria
Duration: 30-45 mins

Link: <https://zoom.us/j/818805658?pwd=MIRtLzZyVXZKZU5CWk1JS0c5SnJvQT09>