



Key Themes from Tuesdays with Nexus **14 April 2020 - 9.30am**

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

1. Service Update from Odyssey

- Please see below for detailed Odyssey update.
- www.odyssey.org.au

2. Reflections from the past week

- Increase in police pulling over vehicles and searching cars (especially at night)
- Increase in police checking people walking or taking public transport
- Increase in alcohol use, this may be due to added stress or isolation.
- Increase in people making an effort to reduce, this may be seen as a good time to reduce/abstain from substance use.
- Some services reflected on consumers feeling more anxious about contracting the virus due to health issues.
- Young people in particular difficult to engage at this time.
- Psychiatrists cannot see new patients via telehealth



3. New innovations and successes supporting consumers with physical distancing.

- Some services have provided signed service letters to support consumers to leave the house to pick up medication or for MH purposes (see example below).
- Some services have started playing games with consumers online or supporting them to download games.
- Some services have increased phone calls and text messages.
- Some services have provided phones and data to consumers.
- Some services have helped consumers to set up zoom/social media.
- Some services have left Easter eggs in letterbox's to show support for consumers over the Easter holiday.

Resources

Here is a good website for a list of safe games to play with consumers.

<https://www.goodhousekeeping.com/life/entertainment/g32073897/best-apps-to-play-with-friends/>

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.

Odyssey Update

RESIDENTIAL SERVICES

All Odyssey residential services are operating and accepting new admissions, with some modifications to intake processes.

Therapeutic Community (Lower Plenty)

Admissions are at reduced capacity and there may be a delay in responding to external referrals. Information and Prep groups have been replaced by individual phone contacts.

Staff are negotiating with detox providers to have one cohort from admissions contained for the maximum stay at the detox before moving to the TC. This is happening through Curran Place
Circuit Breaker (Benalla) has a modified referral process.

Hope Centre (Bairnsdale) has recruited and inducted staff and will be accepting a limited number of residents.

COMMUNITY SERVICES

All Community Service programs are operating at this time, but referrals for home-based withdrawal are currently on hold. To prioritise client and staff safety, phone and web-based consultations are replacing in person contact where possible. There is some capacity to provide in-person contact where it is necessary for vulnerable clients.

KIF is open for referrals with reduced capacity and are continuing to work directly with clients including providing resources and material aid.

Aboriginal Metro Ice Program is providing assessments, referrals, counselling, secondary consults, etc over the phone.

Youth & Family Team continues to provide a flexible service via phone and web.

NW Metro AOD (NW & SW) - Central Intake is unchanged. Assessment, counselling, CRC, Overdose Response Prevention, Family Reunification and NRW are currently provided via phone, FaceTime program and web. In specific circumstances, limited face-to-face services may be provided, subject to screening processes and further Government guidelines.

Discovery Day Rehabilitation Program is now delivered as online individual daily sessions with a mail-out of resources. Referrals are currently available.

Werribee Needle & Syringe Program remains open.



Financial Counselling currently has limited capacity and i new referrals are currently on hold. New clients seeking support should be referred to the National Debt Helpline on 1800 007 007

Neighbourhood Justice staff continue to see clients while working from home providing more contacts of shorter duration. The courts are making lengthy adjournments which will reduce demands on services but otherwise functioning normally. Smart Recovery groups are now offered twice a week.

Melbourne Drug Court Counselling Team are on site at the court for Case Conferences while otherwise providing a phone and web-based service.

RTO (Odyssey Institute) - Drug & Drink Driving Behaviour Change are currently provided via Zoom web-conferencing. Other flexible arrangements will be considered for those with priority needs

Next session:

'Tuesdays with Nexus' - A weekly interactive online session

Date: Tuesday's – 21st April 2020
Start time: 9.30 am – Victoria
Duration: 30-45 mins

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