



Key Themes from Tuesdays with Nexus **21 April 2020 - 9.30am**

24 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

Telehealth and working from home are now part of most clinical practice.

Overall there has been a decrease in accessing services by clients/ consumers

Anxiety and stress has increased across the board

Main Themes from the conversation

1. Client/consumer engagement

- a. Communication has moved to telehealth
- b. Overall there has been a decrease in clients engaging and using services
- c. Increased anxiety is evident in client presentations



2. Online technology for consumers connection

Suggestions included

- zoom
- facebook (can be less private)
- Lifesize (being used by consumer)
- Houseparty (has had breaches and is not seen as private)
- Discord (young people are using this)

Options suggested for clients:

- APSU (Association for Participating Service Users)
- VMIAC (Victorian Mental Illness Awareness Council)

3. Issues for clinicians

- a. Working from home (up to 70% of staff)
- b. Reliability of telehealth and internet access problematic at times
- c. Everyone is learning about technology rapidly
- d. Resources are available on Turning Point website that are COVID-19 specific (see link below)
- e. Telephone tip sheet helpful for honing skills(see website for attachment)

4. AOD services

- a. cohealth still providing services but at reduced capacity due to restrictions
- b. Turing Point still providing services via telehealth, and statewide services still operating – AOD Pathways and Ready to Change Programs are both telephone services with reduced activity but improved retention

5. Young People

- a. Restrictions on outings has resulted in decreased trust and needing to build rapport again.



- b. Reasons for use seem to have changed from social to more as a coping mechanism
- c. Services are looking at ways to assist YP with access to phones and technology in order to facilitate engagement and connection, using games and apps to assist
- d. Young people have tended to move home resulting in more family connection

6. Clinical Mental Health Services

- a. Services have been relatively quiet (ED and MH)
- b. Increased anxiety evident overall
- c. 24 hour restrictions on access at Inpatient setting causing strain for consumers as not able to have leave

7. Substance use issues

- a. Current issues with accessing usual supplies have placed clients at risk of complications with withdrawal. (2 deaths reported in Bendigo area)
- b. Clients are using different substances to usual due to shortages in supply and because of access being restricted due to people staying at home
- c. Outreach and Needle Syringe Program (NSP) has increased demand for services
- d. Naloxone has been in high demand also (this is a free service)
- e. Increased demand for locked boxes for Opiate Agonist treatment (OAT) which more takeaways being provided
- f.

Survey link [here](#)

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



Turning Point resources

https://www.turningpoint.org.au/covid-19-resources?utm_source=Turning+Point&utm_campaign=b4f0a0b936-EMAIL_CAMPAIGN_5_16_2018_COPY_01&utm_medium=email&utm_term=0_f7034a10c5-b4f0a0b936-

VAADA Updates

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

Young People

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

AOD Pathways – Family support program

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

APSU (Association for Participating Service Users)

<https://www.sharc.org.au/association-of-participating-service-users/>

VMIAC (Victorian Mental Illness Awareness Council)

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

Centre for mental health learning

<https://cmhl.org.au/peer-inside>

Next session:

'Tuesdays with Nexus' - A weekly interactive online session

Day:	Tuesdays – 28 April 2020
Start time:	9.30 am – AEST
Duration:	30-45 mins

[Register here](#)

