



## Key Themes from Tuesdays with Nexus 28 April 2020 - 9.30am

24 people attended this session from AOD, MH and MHCSS services. You can access resources and Key themes from past sessions on our website:

<http://www.svhm.org.au/nexus/tuesdays>

### Key messages from session

It is important to capture the voice of consumers at this time

'COVID overload' is a thing

This will end at some stage & we need to hold on to the learnings and benefits of this time.

### Main Themes from the conversation

#### **1. Client/consumer engagement**

- a. Communication has moved to telehealth more and more
- b. Overall there has been a decrease in clients engaging and using services
- c. Things seem to be settling as people get used to the new ways of working
- d. Access to digital technology is limited for many clients therefore they can't participate.
- e. Some clients, especially young people and clients experiencing agoraphobia, seem to prefer using telehealth options



## 2. VAADA Online technology for consumers connection

Please see link to the Youtube recording for details

<https://youtu.be/sqJj98fncfE>

## 3. Issues for clinicians

- a. Everyone is learning about technology rapidly
- b. Resources are available on Turning Point website that are COVID-19 specific (see link below)
- c. Protocols from services who have experience in delivering telehealth services could be useful
- d. Information overload due to COVID-19 has occurred where people are being bombarded daily by updates, emails and information making it difficult to distill the information
- e. Clinicians need to balance working from home, taking time out and self-care.

## 4. AOD services

- a. NWM AOD service update –
- b. There is a rapidly changing landscape where our thinking and living (home and work) is changing
- c. There is a need for services to link and improve their interface and NWM AOD are looking at ways to do this.
- d. John has provided a template for feedback regarding cross-sector service updates (see our website for the template PDF or contact John at [jquiroga@odyssey.org.au](mailto:jquiroga@odyssey.org.au))

## 5. The consumer voice – APSU

- Jeff Gavin gave an update on the Association of participating service users (APSU) services including the APSU website as well as specific pages like the Podcasts, and APSU facebook.
- <https://www.sharc.org.au/association-of-participating-service-users/> -- Landing page all APSU activities can be accessed via the tabs.
- <https://www.sharc.org.au/association-of-participating-service-users/podcasts/> - Direct link to "Straight from the Source" podcasts - Podcasts also available on most podcast platforms. (note: we will be putting a contact us form on this page this week for people that may want to share their experiences accessing services during the covid19 period and for our shorter fortnightly podcasts)
- <https://www.facebook.com/APSUonline/> - APSU Facebook



## 6. Substance use issues

- a. Naloxone – Query about how to ensure naloxone supply in residential settings? How to administer and store?
  - Consumers to have their own prescribed by GP
  - Cohealth have free vouchers for naloxone
  - Staff to administer first aid and call ambulance
  - Training can be arranged for staff to administer through the Overdose Response Teams locally and there is Nyxoid (Intranasal naloxone) which should be easier to administer
  - Contact Directline 1800 888 236 for further advice
- b.
- c.

For Feedback or further assistance please find the survey link [here](#)

## Resources shared

### 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-](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 and webinar links

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

**Session 1:** Introduction to digital health and shifting paradigms for clinical practice

Now available via the below link -

<https://youtu.be/sqJj98fncfE>

Further sessions available soon....

**Session 2:** Clinical considerations, risk management, harm minimisation, self care and professional boundaries

Wednesday 29 April, 2-3pm

**Session 3:** Managing increased presentation of dual diagnosis and experiences of mental distress.

Wednesday 6 May, 2-3pm

**Session 4:** Identification and risk management of experiences of family violence

Wednesday 13 May, 2-3pm

Please subscribe via the VAADA YouTube channel for updates

- <https://www.youtube.com/channel/UCjDyKSD3LRXJZX60HLss99g/>



### **Swinburne MH online team**

Mental Health Online team at Swinburne have expertise in telehealth so we have been developing guidelines for mental health practitioners in using video counselling for mental health appointments. This is a "how-to" guide that we hope will be helpful on the ground as services rapidly adopt new technology.

The guide is in the form of a free downloadable pdf accessible at <https://www.mentalhealthonline.org.au/pages/video-mental-health-consultation>

**APSU (Association for Participating Service Users)**  
<https://www.sharc.org.au/association-of-participating-service-users/>

### **Next session:**

#### **'Tuesdays with Nexus' - A weekly interactive online session**

<b>Day:</b>	<b>Tuesdays – 5 May 2020</b>
<b>Start time:</b>	<b>9.30 am – AEST</b>
<b>Duration:</b>	<b>30-45 mins</b>

[Register here](#)