

# Services operating overview – 26<sup>th</sup> March

## Living Room Youth Projects

Open Monday – Friday (9:30am – 4pm) and Saturday's (12 – 5pm)

Reducing the number of clients in the drop-in space, triaging clients in the laneway  
Reduction in washing facilities and coffee available for clients. Clients are being supplied with food packs on a takeaway basis  
GP, Nursing, Dual Diagnosis and Mental Health nurses still operating – no visiting services such as Centrelink, legal or allied health

Nurse Outreach Program:

Program is operating as per usual with screening and social distancing protocols in place  
Nurses are no longer outreaching to crisis accommodation centres until further notice

## Salvos 614

Our Emergency Relief Marketplace continues to run Monday-Friday 9.30am-12.30pm. We are looking at options of moving to a delivery model if required.

Our Cafe continues to run:

- Monday-Friday from 7am-1pm
- Monday-Sunday from 11pm-7am

Reduced capacity in the space due to the social distancing rules – 50 spaces marked out for sleeping

Approx 3 nights per week from 4pm-11pm (we have had some changes in our "Twilight" hours whilst we have forensic cleans of the Cafe completed.

St Vincent's Nurses continue to be onsite Monday-Thursday from 9am-1pm (with no appointment required).

Case management is still available from the Level 1 office.

## St Kilda Crisis Centre Grey Street

Material aid one at a time, seeing people as usual just minimising people in the space, call the door bell, longer wait but still running.

## HOPS (Alfred)

HOPS have changed their staffing structure - one week half the staff work from home, and the other half are in the office, and the next week vice versa.

So this will mean if your client is case managed by HOPS, there will be a back up worker who supports the client when the case manager is working from home. This back up worker is unlikely to be the same person each week, as HOPS are actually merging with all other Alfred community psychiatry teams so will become leaner in terms of their staffing.

# Services operating overview – 26<sup>th</sup> March

## IWMHS

Referrals are being reviewed case by case.

No change to referral process. There may be delays in the process, IWMHS working on ways to initially work with a client. Restrictions on staff visiting patients on wards

## Access Health clinic

Temporarily stopped showers until they can secure disinfectant – committed to keeping services operating with screening processes at reception.

All groups have closed.

## CoHealth Central (City)

Concentrating on urgent care only (chronic care)– screening at front door. Reduced showers, laundry due to cleaning requirements.

GP outreach operating half days Monday and Wednesday

Nurse Outreach operating 5 days a week

## CoHealth Innerspace (Collingwood)

Drop in space is on restricted opening. NSP all operating. Small changes to procedures.

## CoHealth – HealthWorks (Footscray)

Drop in space closed. NSP still open as is medical clinic.

## Medically Supervised Injecting Room

Open normal hours – screening consumers prior to entry

## Launch Housing Crisis Accommodation

Launch Southbank, East St Kilda and Dandenong are only letting staff and tenants in. All enquiries are over the phone only, case workers are all working from home and doing phone consults.

Outreach is very limited

Not accepting referrals at the moment to reduce the number of people on site. This applies to all crisis accommodation – Southbank, LESK, South Melbourne and Dandenong.

## Ozanam House

Open for referrals

## Services operating overview – 26<sup>th</sup> March

### Launch Housing Collingwood & Cheltenham Entry points

Entry points are closed all assessments are being done over the phone. If a client presents there is a notice on the door with the number to call. All entry points have had their Housing Establishment Fund and Private Rental Brokerage Funds have been doubled for the next 3 months. Clients needing to access emergency accommodation should ring entry points – will be accommodated where possible up until next payday. If clients are unable to self-fund accommodation at that time advise them to contact Launch Housing prior to booking out – Launch able to extend accommodation for another fortnight.

### Launch Housing St Kilda

Still closed due to flooding – staff have relocated to the Cheltenham office

### Sacred Heart Mission- Dining Hall and Women's House

GP and Showers still accessible

Dining Hall and Women's House closed

Meals being distributed as take away

Case management is still available

- Providing outreach services to the most vulnerable in the community.
- Creating food parcels for delivery to people who can't reach us;
- Conducting welfare checks on those we are concerned about

### Casa House

Postponing appointments at the moment. No further advice available.

### Orange Door

Providing phone service and when required, face-to-face appointments.

Office still open for walk-ins, but are encouraging contact through NEMA free call number: 1800 319 355 first.

When people visit the office in person, we are taking as many precautions as possible including asking screening questions, providing hand sanitiser to all visitors, children's toys have been removed and cleaned and our office cleaning protocols have increased. Following a referral, clients will first be contacted by phone to be assessed. When necessary, in exceptional circumstances, TOD will accommodate face-to-face appointments in areas where social distancing can be maintained.

At this stage maintaining regular intake, assessment, planning services, including access to crisis accommodation and brokerage

# Services operating overview – 26<sup>th</sup> March

## Safe Steps

24-hour telephone service is still running as usual. Ability to place families in crisis accommodation or refuge may become more limited as accommodation services manage their response to the coronavirus.

## Positive Living Centre

Closed drop in space

## St Mary's House of Welcome

Open Monday – Friday: 9am – 1:30pm. Closed Saturdays  
Showers available between 9- 10:30am only (strictly for homelessness community)  
Dining Room closed until further notice  
Brown paper bag brunch distributed from 10:30am – no other meals will be supplied  
Groups, pool room, computer room all closed

## St Mark's / St Peters Anglican Church

St Peter's Breakfast service – takeaways only, can access from 7.30am – 9.00am  
Emergency relief food parcels available at St Mark's can access Monday – Friday 11.30am – 2.30pm. (One parcel per person each week)  
No lunch time meals are being served at St Mark's  
PBS is still available – people can present to St Mark's on a needs basis, please knock on door for staff to assist

## Frontyard Youth Services

Accommodation program is still open and will continue to provide accommodation options to young people  
Have cancelled group programs until further notice, this includes music therapy, pet therapy, Life Hacks, Job Club, Cooking program, yoga etc  
Services are now appointment based to reduce the amount of young people in the shared spaces at any given time. This includes for the Access point – MYSS IAP workers, Centrelink, Youthlaw, and Young People's Health Service.  
Case managed young people are no longer coming to the building and are being met at other appropriate sites or via phone

## Berry Street

All staff (except those based at TOD) are trialling working from home as of 20/3/2020  
Outreach and out posting have been cancelled.  
Prioritising high risk crisis support and support to those in crisis accommodation.  
All family violence counselling being done by phone

## VincentCare

# Services operating overview – 26<sup>th</sup> March

VincentCare are providing takeaway food parcels from takeaway service window between 10.00am-1.00pm Monday – Friday at the HRC (191 Flemington Rd, North Melbourne)

Still taking referrals for both crisis and the extended stay accommodation. Currently the HRC has temporarily shut since Friday afternoon so currently have Engagement staff meeting with clients out the front and providing assistance for limited material aid. Providing limited phone contact for temporary housing support and advice for those who are presenting and asking for housing support.

## Travellers Aid

Free Travel within Victoria – need to show ID to be eligible  
Free 30 minute internet access  
Showers available from 7am – 7pm daily

## Justice Connect

Workers are working from home and completing phone contact

## W.I.R.E services for women

Closed however can call hotline on 1300 134 130

## Other NSP Updates

- Youth Projects - Foot Patrol, NWOS and Glenroy fixed site is operating as per usual with screening and social distancing protocols in place
- STAR Health (St Kilda East) – operating as usual
- Health Information Exchange (St Kilda) – operating as usual – accessible 24/7
- Harm Education Victoria (North Melbourne) – NSP still open. PAMS still open.
- Monash (Dandenong) – Increasing scope of outreach service.
- Sean Swift (NSP Frankston) – NSP open. Outreach operating to capacity.
- Primary NSP East – Outreach operating as normal. Burnett = secondary NSP. No fieldwork being undertaking and secondary NSP offline as a result. Occurring over the phone.

## AOD services

### Caraniche

Caraniche's community Forensic and general AOD counselling services will remain open during normal business hours and we are committed to continuing to provide services to our clients, whilst adhering to current State Government social distancing guidelines. We

# Services operating overview – 26<sup>th</sup> March

are committed to remain available to support our clients, many of whom are particularly vulnerable, during this particularly challenging and critical time.

To assist with the reduction of the spread of covid19, we have moved the majority of our face to face services to telephone appointments. For clients who do not have a phone, we encourage other service providers who may have contact with our clients to assist them to make contact with us so we can make alternate arrangements to continue their treatment/continuity of care. We will also assist such clients to make contact with all other services should they be in direct contact with us.

Our office locations for clients who need to “drop in” are:

- 260 Hoddle St Abbotsford
- 763 High St Epping

Our best contact during this time is via Head Office

- Ph 8417 0500
- Calling this number your call will be triaged to the appropriate service

We look forward to working collaboratively together with the broader forensic and general AOD sector during this challenging and constantly changing time.

## Odyssey

Odyssey staff are currently providing a mixture of face to face and remote support/counselling/assessment.

- Odyssey Intake remains open with no change, SW seeing less calls but more IPC drop ins and referrals from Werribee hospital have increased
- Assessments are being booked in/referred out as usual – no change
- Odyssey assessments are being conducted both in person or over the phone dependant on instructions from other consortium partners, those who are at increased risk, or have cold symptoms but are work capable are working from home.
- Odyssey clinical reviews are continuing to happen, some over the phone rather than in meetings
- Odyssey NRW are no longer providing outreach as access to PPE is limited. Phone and skype are being utilised to support clients for reductions, step up/step down, health promotion, and are able to also video link with Drs. No home based withdrawal referrals will be accepted, however we remain open for other referrals.
- CRC has vastly reduced capacity to do outreach, and are moving towards phone based support

# Services operating overview – 26<sup>th</sup> March

- OPP has a vastly reduced outreach capacity, with most support being provided over the phone. OPP are not currently taking referrals as they are at capacity.
- Family Reunification has decreased face to face contacts, and reduced outreach
- Odyssey SW is business as usual but moving towards less face to face contacts.
- Odyssey discovery program is exploring options for support as their groups are unable to run given the 4sq meter requirement.

## Western Health

- No face to face appointments for assessment, counselling, CRC and NRW (unless client is seen whilst on the unit)
- Assessments 4 weeks out
- ORT, GPs, SPP, Addiction med still seeing clients face to face.
- Working how to support the Drs and pharmacies providing ORT, and looking at expanding bupe depot
- Detox unit open as usual, however may have reduced capacity because of social distancing requirements
- West Side Lodge is business as usual
- Education sessions closed
- Women's program closed – info packs being created

### WDHS youth

- No face to face appointments,
- Currently 3 week wait for service, this may decrease once drive time is no longer factored in
- Info packs being created.

## IPC Health

Moving towards a work from home environment.

Sites remain open, screening heavily

- No face to face appointments, support via phone etc only
- Assessments remain open

## Djerriwarrh Health Services

Caroline Springs office has closed

Melton office people are being screened heavily

## STAR Health

Star Health's services will remain open, although please call before attending one of our sites. It remains our priority to continue offering health services to our clients.

All face-to-face group activities and events are suspended.

Appointments

# Services operating overview – 26<sup>th</sup> March

All service appointments including GP are being managed following official medical advice. We will continue to update information about accessing our GP services as medical recommendations change.

If there are changes to your existing appointments with our other services (including dental, counselling, AoD and allied health), our staff will be in contact. We are moving many services to phone-based to minimise staff and client travel and only proceeding with face-to-face appointments where necessary.

## Referrals

We remain committed to continuing to provide services where possible, with an emphasis on non-face-to-face interventions where possible. We will endeavour to remain open for referrals wherever we can.

## Outreach

We will continue to support the clients that we outreach to or provide with care coordination or case management services. However, unless essential, all support will be provided non-face-to-face.

If you have questions call your Star Health worker or 9525 1300

## CoHealth AOD

- Business as usual,
- Moving towards provision of remote services,
- NRW nurse unwell – so no NRW at present
- Assessments SW and NW remain open

## SHARC

SHARC continues to deliver its peer-based programs and services. However, in the interests of the health and wellbeing of its residents, clients, volunteers, staff and the wider community, the following changes have been instituted.

- SHARC remains open and can be contacted on [info@sharc.org.au](mailto:info@sharc.org.au) or (03) 9573 1700. SHARC offices are closed to visitors.
- The Family Drug Helpline (1300 660 068) is open and can be called 24/7. Please continue to refer family members.
- Many SHARC staff are working remotely, with the focus on delivering programs and services via teleconferencing, online streaming and telephone.

## Reconnexion

- Reconnexion continues to provide specialist benzodiazepine dependency treatment to Victorians. Our current focus is on telephone and video counselling.
- Our opening times remain the same: business hours with a small number of after-hours appointments by arrangement.
- The Reconnexion Telephone Support Line, a confidential service for those withdrawing from, or with concerns about, benzodiazepines, is also still open during office hours.
- Reconnexion secondary consultations by phone for health professionals are also still available.



# Services operating overview – 26<sup>th</sup> March

- Call 1300 273 266 or see <http://www.reconnexion.org.au/>

## Grassroots organisations

### St Vinnies Soup Van

Food vans will be operating until Sunday at which time they will close. They are in the process of working out their possible ongoing response to the rough sleeping population.

The Fitzroy Soup Van stops are as follows with arrival times between:

**7:00-7:30pm**

Corner Boundary & McCauley Roads, North Melbourne

**7:45-8:00pm** All Saints Church, 174 Brunswick Street, Fitzroy, near corner of Brunswick & King William Streets **8:15-8:45pm** Federation Square, Russell Street, Melbourne CBD **9:00-9:45pm** Launch Housing Southbank (formerly Hanover House), Haig Street, Southbank **9:30-10:00pm** Queen Victoria Market (Peel Street) car park – between Victoria & Franklin Streets

#### Collingwood

You'll find us out every **SUNDAY – FRIDAY**.

**7:30pm**

Sunday, Tuesday, Thursday nights  
Corner Smith & Stanley Streets, Collingwood

**7:30pm**

**Friday Night BBQ**  
Corner Smith & Stanley Streets, Collingwood

\*The Collingwood Soup Van visits private locations on Monday and Wednesday nights.

### Orange Sky

All services suspended at this time

### Free Meals City of Port Phillip Guide

19<sup>th</sup> March (subject to change)

# Services operating overview – 26<sup>th</sup> March

**Hare Krishna** – NO community meals across ALL SITES

**Father Bob** – Food vans across all sites in operation, as a takeaway meal (no group gatherings) food will be pre-packed and cold. Drinks and fruit will be provided as usual

**Open House St Peter & Pauls Church (South Melbourne)** – NO meals / pantry / or service until further notice.

**Anglican Parish of Parks, St Silas (Albert Park)** – Sunday meal as usual – takeaway prepacked

**Sacred Heart Mission (St Kilda)** – ALL meals takeaway and prepacked. NO meals at The Women's Hse

**Temple of Beth Israel (St Kilda)** – NO community dinner on Mondays

**Temple of Beth Israel (St Kilda)** – Soup van operating as normal

**Wominjeka BBQ (St Kilda)** – Cancelled until further notice

**Christ Church Community Centre (St Kilda)** community dinner Wednesday – takeaway prepacked

**St Lukes (South Melbourne)** – Saturday community lunch – takeaway prepacked

## **Food parcels & Food Assistance CoPP Guide**

**Port Phillip Community Group:** \* St Kilda and Port Melbourne sites closed to the public / \*\*South Melbourne operating a normal service:

- Food parcels and food vouchers
- Community support service available by phone & triage support
- CANCELLED – Wednesdays fresh fruit and vegetable market (until further notice)

**Alma Rd – Community House – all classes and groups cancelled**

**Southport Uniting (South Melbourne)** – Food parcel service running as normal, food bank has been reduced and items may be limited. By appt Wednesday and Thursdays

**Planetshakers (South Melbourne)** – FOOD PARCELS Extended hours: Sundays 10.30 – 3pm

**St Peter & Pauls (South Melbourne)** – NO FOOD PARCELS – Parish pantry closed

**Our Lady of Mount Carmel (Middle Park)** - NO FOOD PARCELS – Parish pantry closed

**Anglican Parish of the Parks, St Silas (Albert Park)** – FOOD PARCELS (only if items available, scarce supplies)

**All Saints Anglican Church (St Kilda)** NO FOOD PARCELS (Stocks diminished, the parish has made a call out for donations - will contact if supply returns)

**Christ Church Community Centre (St Kilda)** – FOOD PARCELS (reduced pantry availability)

# Services operating overview – 26<sup>th</sup> March

**Vinnies Victoria** – Current news release from their website:

- Our members and volunteers are adapting the provision of this essential service and will no longer be entering homes.
- Phone interviews will be conducted and subsequently arrange how to best assist, for example, leaving a food parcel/food vouchers outside the premises (in an agreed secure location). Vinnies will endeavour to keep our services going to people in need during this critical time.