



## Frontline

# Changing practice in response to COVID-19



The health and wellbeing of the non government AOD workforce, their clients and the greater community is of utmost importance to the staff here at NADA. We understand this is a difficult time and that many services have had to quickly adapt the way they work and support their clients.

We have compiled the following information and resources to help your practice with your clients, community, and to look after your own wellbeing. If we can help any further, please [contact us](#).

### Wellbeing and mental health

We know that frontline workers often worry about their client's wellbeing before their own, but to best help your clients, looking after your own wellbeing needs to *also* be a priority. See these services and resources to help both you and your clients:

- [Beyondblue](#) has information to help with mental health issues in relation to COVID-19
- [Black Dog Institute](#) has a large suite of resources including webinars and mindfulness resources
- Australian Psychology Society has resources and tips for coping with [COVID-19](#) [PDF]
- World Health Organisation's [coping with stress during the COVID-19 outbreak](#) [PDF]

Free online meditation, webinars, activities for health care professionals:

- [Headspace](#)
- [Ten Percent Happier](#)

### Technology, online and remote support

#### A practical guide to adapting to online therapeutic support

Many members are adapting their service delivery from face-to-face contact to telephone or video support. [This comprehensive guide](#) [PDF] provides tips and advice about getting the most from these modes of support to help you deliver services as effectively as you would in-person. It covers topics like preparing your client, setting up your space and adapting your therapeutic skills.

#### Using technology safely to engage with victims-survivors of family and domestic violence

[This page](#) provides important information and advice on how to work safely with victims/survivors of domestic and family violence (DFV) using technology.

#### Online support and mutual aid groups

- [Smart Recovery online meetings](#)
- [Narcotics Anonymous \(NA\) online meetings](#)
- [Alcohol Anonymous \(AA\) online meetings](#)
- [Turning Point Counselling Online](#)

These telephone support services are available 24 hours x 7 days a week. Have this information on hand for your clients—text them the relevant numbers, send it in a letter, include them on your organisation’s telephone message service and mobiles, and leave a poster with relevant contacts at the front door of your service if you no longer work from the office.

- [Alcohol & Drug Information Service \(ADIS\)](#) 1800 250 015
- [Family Drug Support](#) 1300 368 186
- [Stimulant Treatment Line](#) 02 9361 8088 (Syd) 1800 101 188 (NSW)
- [Opioid Treatment Line](#) 1800 642 428
- [Lifeline 13 11 14](#)
- [Mental Health Access Line](#) 1800 011 511
- [QLife](#) 1800 184 527
- [Kids Helpline](#) 1800 551 800.

### NUAA’s harm reduction resources

NUAA’s provides [practical information and resources](#) for people using drugs during the COVID-19 pandemic. It covers harm reduction and cannabis use, injecting use, and Opioid Treatment Programs.

### Domestic and family violence information, support and services

Spending more time at home during this time, self-isolating with children, partners and family is a significant risk factor for the escalation of DFV, along with other issues including financial, unemployment, physical and mental health, and increased stress on family life.

- [NSW Domestic Violence Line](#) provides a statewide telephone crisis counselling and referral service for women and persons who identify as female 24/7 on 1800 65 64 63 (hearing impaired and interpreters are available on 133 677).
- [1800 Respect](#) is the National Sexual Assault Domestic Family Violence Counselling Service. It is a confidential 24/7 online and telephone counselling, information and referral service.
- [Mens Referral Service](#) is a men’s family violence telephone counselling, information and referral service for men who are using DFV. They also provide support and referrals for other workers and services, and women and men needing information on behalf of a male partner, friend or family.
- [No to Violence](#) has useful tips on adapting to online support where DFV may be an issue, with specific tips on responding to men who perpetrate violence.

### Working with clients engaged by the Department of Communities and Justice

Workers who are supporting clients that are involved with Department of Communities and Justice (DCJ) child protection services are reporting particular concerns about the impact COVID-19 is having such as DCJ cancelling contact visits between parents and their children, and restoration plans being changed or cancelled. For advice and information for working with child protection refer to [Womens Legal Service NSW dealing with FACS booklet](#) [PDF] and [legal services](#) to access free legal advice.

### Supporting clients with legal or financial challenges

One of the impacts of COVID-19 may be that people have lost their jobs and are experiencing financial or other legal issues. Some key services that may help are:

- [Department of Social Services](#)
- [Centrelink](#)
- [Justice Connect](#).

## News

### The most reputable sites for COVID-19 information

- [Australian Government Department of Health COVID-19 page](#)
- [NSW Government](#): Information and advice for community and businesses in NSW
- [NSW Ministry of Health COVID-19 page](#)
- [NSW Health guidance for AOD services about COVID-19](#)

### COVID-19 infection control training

The Australian Government Department of Health has released an online infection control training module for healthcare workers called 'How to protect yourself and the people you are caring for from infection with COVID-19', covering the fundamentals of infections prevention and control. [Register here.](#)

### UNSW SpeakEasy podcast: COVID-19 and harm reduction

Listen to Annie Madden, Carla Treloar with Charles Henderson (NUAA) discuss harm reduction during COVID-19. They chat about safer practices when using drugs, the Opioid Treatment Program and how needle and syringe services are changing. [Listen now.](#)

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## NADA

### Events

#### NADA will be providing professional development online

We will be continuing to provide quality information and support to our members during this challenging time. This includes free webinars on a variety of AOD-sector related topics on a fortnightly on **Tuesdays**, along with resources to keep you connected and up-to-date, despite the current adjustments being made to clinical service provision. Keep an eye on the [events section](#) on our website.

**Thursday** will be our day of Worker Wellbeing, featuring a variety of strategies and ideas for reducing stress and improving the overall wellbeing of your colleagues and of yourself. A variety of resources are available here [now](#) and our existing [Worker Wellbeing resources](#) also available for free download.

#### Adapting Practice: shifting therapeutic support online

**1 April, 12–1pm**

Many workers and services have had to change the way they work and support clients and are now providing telephone or video support instead of face to face. [Watch this recorded webinar](#) on telehealth, developed by the Mental Health Professionals Network, to increase your confidence in:

- recognising client suitability for telehealth services
- identifying risks associated with telehealth services
- outlining procedures such as contingency plans, privacy, informed consent, staff training and record keeping for the telehealth setting.

#### CMHDARN webinar on co-production

**24 April, 11am–12pm**

The next webinar in the CMHDARN series will explore co-production; what it means, how to engage with co-production in research in a meaningful way and how to get started. [Register here.](#)

See all NADA events on the [events page](#).

## eLearning

#### Engaging with families and significant others in the AOD sector

Develop your skills and knowledge for engaging and supporting families and significant others of people with substance use issues. [Learn online.](#)

#### AODTS NMDS elearning course - an interactive guide to the data set

Learn about the data elements in the AODTS NMDS, understand common errors, and how to accurately record and report data. [Learn online.](#)

#### Asking the question: Recommended gender and sexuality indicators

Learn how to be LGBTI inclusive, and be guided on gender and sexuality indicators that can be implemented to meet the specific needs of all clients. [Learn online.](#)

#### Complex needs capable

Learn how to better support clients with complex needs, with a particular focus on cognitive impairment

and criminal justice contact. [Learn online](#).

### Magistrates early referral into treatment

Gain a quick overview of this program which provides a referral pathway away from the criminal justice system for eligible clients. [Learn online](#).

## Webinar video recordings

Watch [videos](#) on clinical incident management, depot buprenorphine, engaging consumers and more.



## Advocate

### Issue 1, March 2020

#### Responding to trauma

In this issue of the Advocate, members tell us how they work with clients impacted by trauma. We explore the importance of community and creative connections in the picture of trauma and recovery, and how to ask 'difficult' screening questions.

Also read features from:

- Blue Knot Foundation
- Dianella Cottage
- Rodney Vlasis
- Daryl Chow
- Tracey Farrell.

[Read the Advocate](#)

## Worker wellbeing

### Check-in with others regularly

You don't need to be a qualified counsellor or doctor to check-in with someone you're worried about. Noticing changes in someone's behaviour or mood and asking, '[How are you going?](#)' [PDF] can make a significant difference to someone who's struggling. So, make an effort to check-in regularly and let people know you're always available for a chat. Keeping lines of communication open with those around you makes it much easier to check-in on a regular basis. It's okay if you don't quite know what to say. The important thing is that you ask, be supportive, and listen non-judgmentally. [Learn more](#).

See our [worker wellbeing resources](#), including the interactive worker self-care check.

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## New resources

### Coronavirus: Resources for anxiety, stress and wellbeing from the Black Dog Institute

Feelings of anxiety are common in the uncertainty of COVID-19. Black Dog Institute's [tools and resources](#) can be accessed by anyone, anywhere to help deal with this stress.

### Mindfulness for healthcare professionals

[Headspace](#) and [Ten Percent Happier](#) offer health care workers free access to their mindful meditation resources.

### Harm reduction resources from NUAA

NUAA have a dedicated [COVID-19 page](#) on their website. It includes resources for workers and clients relating to COVID-19 and harm reduction, NSP, cannabis and more.

### **Coping with aggression, alcohol and drug use in the home—a guide for teenagers**

[This guide](#) is for teenagers who may be part of an environment that puts them at risk of AOD related aggression. There is information to help them understand their right to feel safe, how to cope and find appropriate support.

### **NSW Health: Guidance for AOD services and COVID-19 and accessing naloxone**

NSW Health has published [guidance for AOD services about COVID-19](#) which includes a new page about [accessing naloxone](#).

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## **Online courses**

### **Introduction to AOD: Drug basics eLearning course from Insight QLD**

This [eLearning course](#) explores specific drugs such as opioids, benzodiazepines. This brief, self-paced online training package contains key information and practical advice for the generalist health and community workforce.

### **Problem gambling screening 2019**

[This course](#) covers the characteristics of problem gambling and the relationship with substance use and mental health. It introduces the Problem Gambling Severity Index and explore the use of brief interventions and referral options for clinicians to support clients.

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Email [Sharon Lee](#) to provide suggestions [here](#).

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The Network of Alcohol and other Drugs Agencies (NADA) is the peak organisation for the non government alcohol and other drugs sector in NSW. We represent close to 100 organisational members that provide a broad range of alcohol and other drugs services including health promotion and harm reduction, early intervention, treatment and continuing care programs. Together, we work to reduce the harms related to alcohol and other drugs use across the NSW community. [Learn more](#).

NADA is accredited under the Australian Services Excellence Standards (ASES) a quality framework certified by Quality Innovation and Performance (QIP).