

North and West Metropolitan Cross-service Sector Update

With a view to enhancing and streamlining communication between Alcohol and Other Drug (AOD), Mental Health (MH), Family Violence (FV) and Specialist Homelessness (SH) services during the COVID-19 emergency, key representatives from a range of services across North and West Metropolitan Melbourne will collate and disseminate weekly/fortnightly cross-sector updates during network meetings.

The focus of these updates is to provide AOD and allied health staff with real-time intelligence on:

- Service demand, access issues and pressure points
- How frontline services are meeting the needs of AOD, MH, FV and SH clients in response to the COVID-19 emergency
- Current service gaps and proposed contingencies
- Current trends and emerging issues (as reported by consumers and frontline staff)

This information will be issued using existing channels and provided in detailed summary form, as per the template provided below (see pages 2 – 3). Staff undertaking this role will act as conduits between the four service systems, with the information provided supplementing existing channels of communication.

NORTH AND WEST METROPOLITAN CROSS-SERVICE SECTOR UPDATE

Date: Click or tap to enter a date.	Network meeting:
Recorded & presented by:	Position title:

CATCHMENT/S: <i>Please select all that apply</i>		
North East Melbourne (<i>Whittlesea, Nillumbik, Banyule, Darebin & Yarra LGAs</i>) <input type="checkbox"/>	OR	North (<i>Darebin, Banyule, Whittlesea & Nillumbik LGAs</i>) <input type="checkbox"/>
Hume Moreland (<i>Hume & Moreland LGAs</i>) <input type="checkbox"/>		Inner North (<i>Melbourne, Yarra, Moonee Valley & Moreland LGAs</i>) <input type="checkbox"/>
Western Melbourne (<i>Wyndham, Hobsons Bay, Maribyrnong, Moonee Valley & Melbourne LGAs</i>) <input type="checkbox"/>		North West (<i>Maribyrnong, Brimbank, Melton & Hume LGAs</i>) <input type="checkbox"/>
Brimbank Melton (<i>Brimbank & Melton LGAs</i>) <input type="checkbox"/>		South West (<i>Wyndham & Hobson's Bay LGAs</i>) <input type="checkbox"/>

Please select one service system only

<p>SERVICE ACCESS & CHANGES TO SERVICE DELIVERY <input type="checkbox"/></p> <p><i>Insert details here ...</i></p>	<p>Alcohol & Other Drugs (AOD) service system</p> <ul style="list-style-type: none"> • How has COVID-19 impacted service access? What should clients expect when they contact services? • Which residential (detox) services are open & which are closed? Please comment on eligibility criteria, admissions process, bed availability & wait times • Comment on service delivery changes to: <ul style="list-style-type: none"> ○ Intake & assessment ○ Counselling ○ Withdrawal services (residential & non-residential) ○ Day programs ○ Care & Recovery Coordination ○ Overdose prevention programs ○ Youth outreach • Please identify proportion/number of AOD clients in need of FV, MH or SH support
	<p><input type="checkbox"/> Family Violence (FV) service system</p> <ul style="list-style-type: none"> • How has COVID-19 impacted service access? What should clients expect when they contact services? • How has COVID-19 impacted service demand & frontline management of risk? Please comment on police response to FV incidents • Comment on service delivery changes to: <ul style="list-style-type: none"> ○ Family violence intake (e.g. Orange Door hubs) ○ Safe Steps & In Touch ○ Outreach support ○ Court support ○ Men's behaviour change programs ○ Women's & children's counselling • Please identify proportion/number of FV clients in need of AOD, MH or SH support

SERVICE ACCESS & CHANGES TO SERVICE DELIVERY

Insert details here ...

Mental Health (MH) service system

- How has COVID-19 impacted service access? What should clients expect when they contact services?
- Are all **psychiatric inpatient units & residential services** open?
Please comment on **eligibility criteria, admissions process, bed availability & wait times**
- Comment on service delivery changes to:
 - Psychiatric triage
 - Clinical mental health services
 - Community mental health services
 - NDIS
- Please identify proportion/number of AOD clients in need of AOD, FV or SH support

Specialist Homelessness (SH) service system

- How has COVID-19 impacted service access? What should clients expect when they contact services?
- Changes in Vic Housing Register
- Are all **access points (generalist & specialist)** open?
Please comment on availability of **emergency accommodation & wait times**
- Comment on service delivery changes to:
 - Access points
 - Emergency accommodation & Crisis Supported Accommodation
 - Transitional housing
 - Outreach support programs
 - Tenancy Plus
 - Rent assistance (PRAP)
- Please identify proportion/number of SH clients in need of AOD, FV or MH support

CHALLENGES, SERVICE GAPS & EMERGING ISSUES (OPTIONAL)

Insert details here ...

- What are the biggest challenges currently facing clients & staff?
- Comment on any **new service gaps** or **emerging issues** which have arisen due to COVID-19
Please consider any **potential contingencies** or **opportunities for cross-sector collaboration** (joined up approaches)

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