

# AOD Outreach and Community Engagement Service

North Richmond Community Health  
Wayne Gleeson- Service Manager

# AOD Outreach & Community Engagement Service

## Acknowledgement of Country

North Richmond Community Health (Wulempuri-Kertheba) respectfully acknowledges the Traditional Owners of the land in which we meet today, the Wurundjeri- Woiwurrung people of the Kulin Nation. We recognise their ongoing connection to the land and value their unique contribution to NRCH and wider Australian society. We honour and pay our respects to their unique roles in the life of this region, and in doing so, acknowledge all Elders past, present and emerging, and extend this respect to any First Nations people here present today.

# AOD Outreach & Community Engagement Service

A bit about me...

# AOD Outreach & Community Engagement Service

## Service Objectives: -



### AOD Outreach

Engaging with people in the North Richmond community who use/inject drugs, have complex health and social needs such as physical & mental illness, homelessness & food insecurity. Workers identify and address their needs, provide care coordination, direct care, referrals and follow up.



### Community Engagement

Working with people in the North Richmond community who've been affected by issues relating to drug use- these being local residents and business owners.

# AOD Outreach & Community Engagement Service

- **About the service: -**
- The service is funded by the Department of Health under AOD until 30<sup>th</sup> June 2024. Services commenced in September 2023.
- Our office location is 334 Victoria Street, North Richmond- come and visit when you can! The office is not a client consulting space.
- The team encourage clients to access services at NRCH & MSIR, other services or provide support in community.



# AOD Outreach & Community Engagement Service

## About the service: -

The team is comprised of a multi-disciplinary workforce including: -

**Service Manager** (1 EFT)

**Admin Assistant** (0.6 EFT)

**Complex Care Coordinators**- Registered Nurses. (2.8 EFT- currently 7 staff)

**Outreach Workers** - with experience working in the AOD sector (2.8 EFT- currently 7 staff)

**Mental Health Worker** (1 EFT)

**Communications and Community Engagement Worker** (0.6 EFT)

**Lived Experienced Worker** (0.4 EFT)

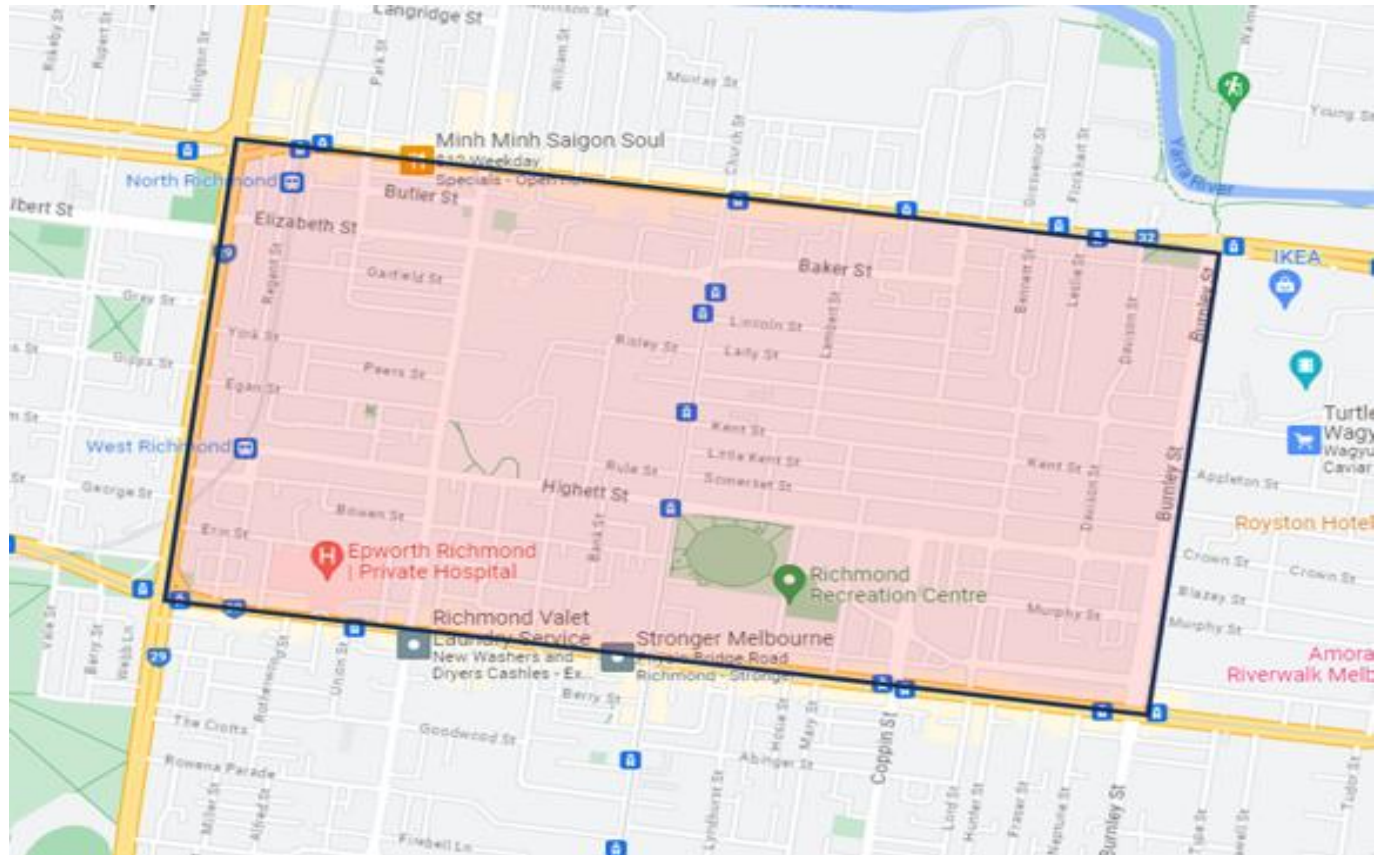
**Aboriginal Health Worker** (not yet recruited) (.6 EFT)



# AOD Outreach & Community Engagement Service

## Catchment area of the service:

Please note, we are flexible with this and are able to work in the laneways going into Abbotsford



# AOD Outreach & Community Engagement Service

## Eligibility for AOD Outreach & Community Engagement: -

- People aged 18 and over (singles and couples, no families).
- People who have an identified, suspected, or previous AOD use. This is not exclusive to just intravenous drug use (for example, a person is eligible if they are alcohol dependent but do not use any other drugs).
- People who have some form of connection to the North Richmond area (for example, they live in Reservoir but attend MSIR to use drugs or come to North Richmond to purchase drugs). They do not need to live or experience homelessness in the North Richmond area to be eligible.



# AOD Outreach & Community Engagement Service

## About the service: -

- Operation hours are 7 days per week & are split into AM & PM shifts.
- AM shift is 8.30 AM to 4.30 PM & PM shift is 1.30 PM to 9.30 PM.
- A minimum of 2 staff is required for any outreach shift, including 1 Complex Care Coordinator. Additional staff can attend as required.
- The team can be identified by purple polo shirts with the NRCH logo & ID badges.
- Some brokerage money to spend on food vouchers, lunch, clothes, emergency accommodation.
- Workers carry a stocked backpack with items for first aid, PPE, client info, water bottle, weather related gear., NSP and Naloxone.
- All outreach is conducted on foot around North Richmond, however, we are also able to transport clients in vehicles.

# AOD Outreach & Community Engagement Service

## How we receive referrals: -

- **1800 number (1800 841 051)** is the central number for the AOD Outreach & Community Engagement Service.
- **Email:** [oae@nrch.com.au](mailto:oae@nrch.com.au)

## Referral Sources:-

- a) Clients to self-refer.
- b) External services to refer clients into.
- c) Internal services (NRCH & MSIR) to refer into.
- d) local residents & business owners encouraged to call if they have noticed anything in community regarding AOD use. For example, people using outside homes/ businesses or sleeping rough.

# AOD Outreach & Community Engagement Service

Referral document and the different categories of support: -

## AOD Outreach Referral Form

- Complex Care Coordination- **Referral form required.**
- Lived Experience Worker- **Referral form required.**
- Mental Health Worker- **Referral form required.**

**Referrals will be responded to within 7 working days.**

# AOD Outreach & Community Engagement Service

## Referral document and the different categories of support: -

- **Brief Intervention-** If you have a client who is need of urgent assistance beyond the scope of what your role/service can provide, and what wouldn't be classed as a call to emergency services, we may provide a Brief Intervention (this can also be known as a 'Welfare Check'), please call the 1800 number and speak to a member of staff about whether they have the capacity to respond to this. Due to only two staff being on shift at one time there is no guarantee this will be responded to immediately, if at all- it'll all depend on the need of the community & what staff are doing at that time. However, my staff will endeavor to try their best to respond to the request. This may be a segway to the person being case managed by AOD Outreach. An example of a Brief Intervention may be where a person is psychotic and are on the NRCH footprint and are in need of support.

**There is no requirement to fill out the referral form- just a call to the 1800 number.**

## AOD Outreach & Community Engagement Service

### Referral document and the different categories of support: -

- **Complex Care Coordination-** Complex Care Coordinators and Outreach Workers provide support to people with a variety of needs including issues relating to physical & mental health, AOD, housing & homelessness & food and financial insecurities, linkages & referrals to internal/external services, overdose response (if they come across it), harm reduction advice and dispensation of NSP (by request only). If you believe that a client would benefit from receiving care coordination by the AOD Outreach & Community Engagement Service, you can either call the 1800 number first and speak to outreach staff about whether it would be a suitable referral, or you can simply complete the referral tool and email it to [oae@nrch.com.au](mailto:oae@nrch.com.au)

**Referral form required to be completed.**



# AOD Outreach & Community Engagement Service

## Referral document and the different categories of support: -

- **Lived Experienced Worker**- Greg Harris is our Lived Experienced Worker in AOD Outreach & Community Engagement (Mondays & Tuesdays- AM shifts), his role is to break down the automatic barriers that may exist between client and worker and develop trust and rapport with people who use drugs.

**Referral form required to be completed.**

# AOD Outreach & Community Engagement Service

## Referral document and the different categories of support: -

**Mental Health Specialist-** Achut Thuc is the Mental Health Specialist in AOD Outreach & Community Engagement (varied days but mainly Mondays to Fridays AM/PM's). Achut is an experienced case manager and can receive referrals both internally from the Complex Care Coordinators in AOD outreach and also from the likes of MSIR, other services at NRCH, external stakeholders etc. Achut can provide more intensive case management regarding mental illness than what the Complex Care Coordinators have capacity to provide. This may include exploring treatment options re mental illness and for those who have (or suspected) Dual Diagnosis AOD treatment options can be explored too. As housing & homelessness issues is often intertwined with mental illness and AOD use, Achut is well versed in incorporating this into her role too- referrals to homelessness services, applications to the Office of Housing etc as well as other forms of support.

**Referral form required to be completed.**

# AOD Outreach & Community Engagement Service

- **Community Engagement part of the program: -**
- Bebhinn Schaible is the Communications and Community Engagement Specialist as well as a Complex Care Coordinator on the team.
- This role is work with local community- local business owners & residents of North Richmond (private and social housing, especially those who live in the high-rise flats) and listen to their experiences and to build/improve relationships. Bebhinn is working with residents who contribute towards the anti-MSIR social media groups.
- Work with services in community such as Vic Pol, local primary and high schools, Belgian Ave Neighbourhood House, the Victoria Street Traders Committee & Neighbourhood Justice Centre.
- Arrange and lead community forums re why people use drugs, what outreach & MSIR can do for PWUD and organise Peace Making meetings between local community and NRCH.
- Work with the Comms team at NRCH to develop posters (translated into most spoken languages), business cards, info on the NRCH website.

# AOD Outreach & Community Engagement Service

## What 2 Do App: -

- An App called What2DO is in development to help support the community. It provides guidance and steps in what to do if they come across any issues related to drug use in the community. This will include how to respond to issues such as: -
  - I. Finding a person who has had a suspected overdose.
  - II. Discovering discarded drug paraphernalia outside their residence/ business.
  - III. Someone's behaviour is putting them or others at risk.
  - IV. A person is injecting in public.

# AOD Outreach & Community Engagement Service

## What we can't do- limitations of AOD Outreach & Community Engagement: -

- **Not a transport service-** Although outreach staff can transport existing clients to appointments in NRCH vehicles following a risk assessment (when all other forms of transportation have been explored or deemed as not suitable), we are not a transport service and can't respond to this if it is the only identified need.
- **Do not replace medical emergencies-** We encourage all staff to call triple zero if it is a medical emergency (including overdoses) and to follow the usual Code Blue protocol- do not call the 1800 number. Staff will respond to medical emergencies, including ODs, if they come across it on outreach.
- **Do not break up people who are meeting together in public-** We do not "break up people who are congregating", however, we can certainly assertively and respectfully approach people in the community who are often perceived as "congregating" to see if there is anything we can support with, however, if they do not require any support, we will respectfully leave them alone.
- **Do not complete Welfare Checks on people we don't know-** "Welfare checks" can mean different things to different people. (See "Brief Interventions" part of this email for what we can do). However, if you're like me and associate "Welfare Checks" as "going to someone's house to see if they're alive", this is something we do not do and would advise you to contact the police.



# AOD Outreach & Community Engagement Service

## Recording data:

- **Red Cap Surveys-** Redcap software is utilised to capture engagements in community. This include engaging with client(s), local residents & business owners and picking up discarded paraphernalia. It captures the nature of the engagements, any client issues.
- **TrakCare-** Following assessment to identify clients' needs and client consent is provided. A client care file is created in TrackCare. This client management system is used for client interactions and services, referrals and client notes.

# AOD Outreach & Community Engagement Service

## Example Data January 2024: -

- 428 engagements in total recorded on Red Cap.
- Main needs were identified as AOD, housing & homelessness, mental health, material aid, financial, social isolation & family violence.
- 15 referrals into the AOD Outreach service.
- 12 internal referrals to NRCH services.
- 50 external referrals.
- 21 Active clients- clients who had provided consent and where care plans had been completed.
- 112 service contacts with these 21 clients.
- 83 contacts with 17 clients whose cases have since closed in January.

# AOD Outreach & Community Engagement Service

A day in the life in AOD Outreach team....

# AOD Outreach & Community Engagement Program

Questions?