

### OVERVIEW

The COVID 19 pandemic in Melbourne brings changes for all health services including St Vincent's Mental Health (SVMH). Services must respond and adapt to challenges that include:

- Reduced workforce capacity when staff are impacted directly by COVID-19
- The need to provide a service response that is safe for consumers and staff
- Reduced access to acute services including inpatient mental health and the Emergency Department at times they are particularly impacted
- Increased service demand as the mental health of the public is impacted by the medical, social and financial impacts of COVID-19.

### KEY POINTS

- All teams and functions within St Vincent's Mental Health continue to operate with safety measures
- We continue to provide service and support to all current consumers
- We are still accepting referrals for new consumers
- All of our contact details remain the same

### SUPPORTING CONSUMERS

- Staff are strategically grouped and located to maintain social distancing and ensure the right skill mix in the event of staff illness
- We are supporting people by telephone and Telehealth, where it is safe to do so
- We continue to see people who have priority needs, at the clinics and in their own homes with extra safety precautions in place to protect staff and consumers
- We continue to provide an acute community crisis response
- We endeavor to be responsive to demand, yet some delays may occur during this time

### PRACTICE

To continue to deliver all elements of our mental health service, we will:

- Prioritise treatment, ensuring new and existing consumers are able to access the services they need
- Streamline teams to ensure the health and wellbeing of staff to maintain workforce capacity in the longer term
- Deliver care in a manner that supports the safety of staff and consumers

### TRIAGE

The Mental Health Triage line can be reached on 1300 558 862

### CULTURALLY APPROPRIATE CARE

SVHM provides mental health services to Culturally and Linguistically Diverse communities and can arrange interpreters during Telehealth and in-person appointments where required. SVHM also provides Aboriginal and Torres Strait Islander peoples tailored care in the Inpatient Service and via the Aboriginal Health Unit