



Network Bulletin

13 July 2020

Welcome to our fortnightly email bulletin. If you are unable to open any links or attachments, please contact the Network on 6230 5796 or email actmhcnc@actmhcnc.org.au.

Of particular note in this bulletin, the Network would like to draw your attention to the following:

- Multicultural Mental Health Survey;
- Update from the Department of Social Services (DSS) and the National Disability Insurance Agency (NDIA) Stakeholder Reference Group ;
- Updated general Coronavirus information and support services in the ACT and upcoming related events; and
- Position vacancies

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1. Network update

1.1 Office operations

Due to the current situation of positive COVID-19 cases emerging across Australia, the return to the office for workers has been delayed for the foreseeable future.

We can still be contacted on our main phone number (02) 6230 5796 or 0449 127 940 (up to 3pm Monday to Thursday). As an alternative you can contact staff direct on the numbers and emails listed below for the following purposes. Please be advised that these phones are turned off at the end of each working day and on non-work days.

Consumer Representation	representation@actmhc.org.au	0449 127 941
Policy	policy@actmhc.org.au	0424 468 620
Education	education@actmhc.org.au	0408 069 423

The Network is still being asked for consumer input on policies. So please regularly check your email for invitations to comment. Consultations on policy matters with consumers and other forums etc. are now being held online via Zoom. If you are interested in commenting on policy but do not use email, please contact the Isobel on 0424 468 620 or email policy@actmhc.org.au to let her know, so she can send you any documents.

1.2 Online Drop-In

The Network continues with our online Drop-In service every Thursday from 10.30am to 12.30pm.

Network staff members will open the Drop-In and anyone who wants to join can enter the session at any time while the session is open.

There are two ways to join the online Drop-In: via internet or calling in. The details are below. As an added security level introduced by Zoom, a password is required to join.

Joining via internet

Zoom is available for computers and mobile devices. If you haven't used Zoom before, when clicking on the meeting link below, you will be prompted to download and install Zoom. From there, you can enter your name, the session password and join in. Zoom has some functions like virtual backgrounds, so you can join in from anywhere without breaking any physical distancing and isolation rules.

To join the Online Drop-In, click on, or type/copy and paste into your browser, the following link and enter the required password

<https://us02web.zoom.us/j/84043322259?pwd=SmhLZUN6cnUxdnJpcjB3SGh2K1lWZz09>

Meeting ID: 840 4332 2259

Password: 357520

It should be noted that the quality of the video is dependent on the quality of the internet service you use.

Joining via telephone

If you don't have internet access, you can still join by calling in to the session and again entering your name and password. Phone number options are listed below. While you won't be able to see other participants, you can still talk and hear others. Please note standard call charges may apply, depending on your phone plan.

One tap mobile

+61370182005,,84043322259#,,#357520# Australia

+61731853730,,84043322259#,,#357520# Australia

Dial by your location

+61 2 8015 6011 Australia

We look forward to seeing and talking with members during Drop-In.

2. For Your Information

2.1 Law for Non Lawyers

Legal Aid ACT is facilitating a range of informative free trainings in 2020. The aim of these sessions is to improve legal awareness and effective communication among lawyers and community workers. All members of the public are welcome to attend these free session.

Law for Non Lawyer session: - Older Person Legal Service ('OPALS') presented by Legal Aid ACT: - 9.30am on 22 July 2020

Older people may experience a range of legal problems including **elder abuse** and **problematic financial arrangements** with family members, which can increase their vulnerability.

The Older Persons ACT Legal Service ('OPALS'), a specialist service within Legal Aid ACT, can provide legal advice and assistance to older people in the ACT.

This session will cover:

- Overview of legal issues affecting older people
- Financial arrangements with family members
- Elder Abuse
- The role of OPALS

This session will be delivered as an online webinar by Elizabeth Samra, Legal Aid ACT's OPALS solicitor. If you register for this event, you will receive an email with details on how to log in to the online event by close of business hours on 21 July 2020.

Time: 9.30am to 11.00am

Location: Online webinar

Cost: FREE.

RSVP: [RSVP is essential via Eventbrite.](#)

If you have any questions about the training,
email: community.education@legalaidact.org.au.

2.2 Clemente Adult Education open for enrolment

Want to study at university for free? Clemente is a great way for students to try university out before enrolling in a full degree and only have to commit to one unit of study at a time.

Learn how to submit essays and study with confidence in our supportive classes. Enrolments are now open in Clemente.

HIST106 Australian Indigenous Peoples: Past and Present

This unit is designed to offer students a greater understanding of Aboriginal and Torres Strait Islander cultures, history and contemporary issues. Major themes will include: traditional cultures and histories, changing historical and contemporary cultures, Indigenous movements and issues as well as the contributions of Indigenous people in the making of Australia.

This class will be taught by Tjanara Goreng Goreng. Tjanara has lectured at five universities, is a published poet and is also a trained therapist.

More details:

- Free: These classes are sponsored by Vinnies and ACU
- Class is on Friday mornings 10:00 to 12:30
- Two levels of learning
- Start date is 24th July 2020
- Location is ACU in Watson
- Runs for 13 weeks
- Everyone over 18 welcome to apply and we are mature student friendly
- Classrooms are cleaned regularly throughout the day and students have space to social distance

Please contact: Clemente.CG@vinnies.org.au or phone/text: 0418 714 835 for more information.

2.3 Understanding Refugee Experience Training

The following training session is coming up at Companion House. It will be offered in a choice of either face to face or online format this July:

This workshop session provides an overview of the refugee experience, the impact of trauma and the process of migrating to Australia. The workshop also offers useful tools for anyone assisting or supporting people from a refugee background.

Face-to-Face Training:

Date: Wednesday July 22

Time: 10:00am – 12:00pm

Venue: Companion House Community Hall, 41 Templeton St, Cook Community Hub.

Cost: Free, Morning tea and training materials provided (RSVP required) 10 person limit.

Safety: Companion House will maintain physical distancing and hygiene standards during face-to-face training, including:

- A maximum of 10 participants at training sessions
- Each person will be allocated a 4 metres squared space in the training room
- Hand sanitiser will be available for all participants in the training room
- Morning tea will be served in individual portions
- If you are feeling ill on the day of the course, please do not attend. Instead your registration can be transferred to the next available workshop.

Online training:

The above workshop will also be offered online via zoom:

Date: Friday July 31

Time: 10:00am – 12:00pm

Cost: Free

RSVP is essential for training sessions. Please email Glenn Flanagan at glenn.flanagan@companionhouse.org.au to RSVP.

2.4 ACT Gambling Counselling and Support Service

The ACT Gambling Counselling and Support Service (AGCSS) provides free, anonymous and confidential counselling and support to individuals, family and friends impacted by gambling. They can assist anyone who has questions or concerns about their gambling – including online gambling and betting products.

They also provide information and support to family members or friends who are concerned about how gambling is affecting relationships or taking time away from other activities or how much money is being spent on gambling products.

- To speak to a **gambling counsellor**, call the Gambling Helpline on 1800 858 858 or for online supports visit www.gamblinghelponline.org.au
- To speak to **financial counsellor**, call the National Debt Helpline on 1800 007 007 or visit www.ndh.org.au

For more information on how support is being provided to clients during COVID-19 or to download the e-newsletter visit <https://racr.org.au/services/counselling-services/gambling-counselling-support-service>

2.5 Multicultural Mental Health Survey

Australia is becoming an increasingly multicultural country, with cultural landscapes having changed drastically over the last decade. We see many more immigrants from various backgrounds and with sometimes, drastic reasons for migration, which is likely to affect their mental health and wellbeing.

It is important for the Mental Health sector to provide targeted and appropriate services for Culturally and Linguistically Diverse (CALD) communities.

The purpose of this survey is to gather information about CALD communities in Australia and to prepare recommendations to be sent to Local, State and Federal levels of Government about what is required in this important area of Multicultural Mental Health.

We encourage all those who have migrated to Australia/ those who are of ethnic backgrounds to partake in this survey and help to improve the status of Multicultural Mental Health services in Australia.

The survey can be accessed on the following link <https://www.mhfa.org.au/Survey.aspx>

2.6 Stakeholder Reference Group Meeting Communique

The Department of Social Services (DSS) and the National Disability Insurance Agency (NDIA) established a Stakeholder Reference Group (SRG), which met for the first time on Wednesday 20 May 2020.

The SRG is advising Government jurisdictional representatives of the Mental Health Working Group (MHWG) on implementing the recommendations of the Disability Reform Council on psychosocial disability. The Council agreed to improve the access and experience for participants with psychosocial disability in the National Disability Insurance Scheme (NDIS), and to address interface issues between the NDIS and mainstream mental health systems.

Please see attached an update from the Group's last meeting for your information.

2.7 Office for Mental Health and Wellbeing Winter Newsletter

The latest newsletter from the Office for Mental Health and Wellbeing is available online at <https://us18.campaign-archive.com/?u=904a186abf3857c5f27332b45&id=3b033ef25b>

In this Issue

- Mental Health Support Package Information
- COVID-19 MHW Innovation Grants Program
- LifeSpan Steering Committee Meeting
- Youth Aware of Mental Health (YAM)
- LifeSpan Aboriginal and Torres Strait Islander Working Group
- Healthier Work promotes QPR for Business
- QPR Training for individuals information
- October is Mental Health Month! Register for events now.
- A different perspective on life during a pandemic
- OMHW Works from Home – it's not all fun and games, but some of it can be!

3. Novel Coronavirus (COVID-19) information

The ACT Health Directorate recently launched a website specific to COVID-19 in the ACT. This website includes Public Health Alerts, prevention guidelines, information on supports and resources etc. as well as information on the current testing criteria. The website can be accessed at the following link <https://www.covid19.act.gov.au>

Information about COVID-19 is also available 24 hours a day, seven days a week from the national Coronavirus Health Information Line on **1800 020 080**.

3.1 New Public Health Direction: updated CHO alert regarding the recent increase in COVID-19 cases in Melbourne

Please find attached an updated alert from the ACT Chief Health Officer regarding the ongoing escalation of COVID-19 cases in Melbourne, reflecting increasing community transmission of COVID-19. We appreciate your assistance distributing this update.

Key information for NGOs and residential facilities:

Public Health Direction

- A Public Health Direction came into effect in the ACT on Friday 3 July in response to increasing COVID-19 cases in Melbourne. The Public Health Direction has been updated as the situation in Victoria has continued to evolve.
 - o From 7:00am on Friday 3 July, anyone entering the ACT who has been in a Melbourne hotspot must quarantine for 14 days after leaving the hotspot.
 - o From 11:59pm on Monday 6 July, anyone entering the ACT who has been in the greater Melbourne metropolitan area must quarantine for 14 days after leaving Melbourne.
 - o From 12:01am on Wednesday 8th July, anyone (other than ACT residents) travelling into the ACT from Victoria will be denied entry unless they are granted an

exemption. ACT residents will be able to return home, but they will be required to enter quarantine until 14 days after leaving Victoria.

This information is available on the ACT Health Website (<https://www.health.act.gov.au/health-professionals/chief-health-officer-alerts>).

3.2 New COVID-19 Testing Clinics

In response to a surge in demand for COVID-19 testing, Canberra Health Services is opening several more free testing clinics to make it easier for Canberrans to be tested.

The first two new COVID-19 testing clinics will be at the West Belconnen Child and Family Centre in Kippax, and the COVID-19 Surge Centre on Garran Oval.

We are also investigating sites for an additional drive through site on Canberra's Southside. From Saturday 11 July, the COVID-19 Surge Centre located on Garran Oval will operate as a walk-in COVID-19 testing clinic, with a drive through option available from Monday 13 July. This service will operate from 9.30am to 5pm, seven days a week.

On Monday 13 July, the West Belconnen Child and Family Centre will open its doors as a free COVID-19 testing clinic. No appointment is required. It will open from 9.30am to 5pm, Monday to Friday.

For more information on COVID-19 testing sites and opening hours, visit covid19.act.gov.au

3.3 Update on visitor restrictions for health facilities

From Monday 13 July, all hospitals and community health centres across the ACT are returning to tighter visitor restrictions.

These include:

- one visitor per patient, per day
- children up to the age of 17 years should avoid visiting health facilities
- patients attending an outpatient and/or a community health clinic should, wherever possible, attend alone. If patients do require a support person, they should be asked to limit this to one person only
- admitted babies, children and young people (0 -17 years) may have one parent/carer present at all times, with an additional visitor up to one hour each day
- when a woman is admitted for care related to birthing, she may have up to two support persons present. This needs to be pre-planned with the relevant midwifery and obstetric staff during antenatal care.

This is to ensure the continuity of keeping our most vulnerable Canberrans safe from COVID-19.

The decision to restrict visitors to health services is always a difficult one, but it ensures we can protect the health and safety of patients, staff and their loved ones.

This is especially necessary for our most vulnerable, particularly patients whose health is already compromised.

3.4 COVID-19 Mental Health and Wellbeing Innovation Grants Program (MHWIGP)

Minister Shane Rattenbury MLA announced the opening of the COVID-19 Mental Health and Wellbeing Innovation Grants Program (MHWIGP). The MHWIGP is seeking applications from organisations, groups and individuals that have innovative ideas to support the mental health and wellbeing of the Canberra community as it rebuilds from the impacts of COVID-19. Applications will close on Friday 17 July 2020.

If you have any further questions about the MHWIGP, please contact Reinette McFarland via email to mhwig@act.gov.au or phone (02) 512 46118.

3.5 CARE Financial Inc - Help during COVID 19

Care Inc's services are running at full capacity to ensure everyone has access to the vital support they offer.

- Financial counselling services for people experiencing financial difficulty. Call 1800 007 007 or email admin@carefcs.org
- The Consumer Law Centre for legal advice around credit and debt, consumer and fair trading, and insurance. Call 02 6143 0044 or email clc.admin@carefcs.org
- Microfinance - No interest loans programs, including a specific program for people who have experienced and left domestic violence. Call 02 6257 1788 or email microfinanceteam@carefcs.org
- Education - for financial capability webinars or to access the \$100 Energy Support Voucher program call Care's education team on 0490008701 or email education@carefcs.org

For community safety, all services are provided online or via phone to ensure that they can continue to provide their high standard of support while observing social distancing guidelines. Care Inc continues to work closely with ACT Community Legal Centres and social services, and can provide appropriate referrals. Please call Care Inc's admin line on 02 6257 1788 for more information on how they can support the ACT community during COVID-19 or visit www.carefcs.org

3.6 Mental Health and COVID-19 Support Services

The BeyondBlue Coronavirus Mental Health Support Service is now online and offers free information, counselling, community forums and referrals online and by phone. It also provides information on topics ranging from coping and wellbeing advice, to digital self-help tools and advice for people, small business owners etc. who have been impacted by COVID-19.

This service can be accessed online at coronavirus.beyondblue.org.au/ or by calling 1800 512 348.

Other national mental health services that can also be accessed include the websites of [Head to Health](https://headtohealth.gov.au/covid-19-support/covid-19) (<https://headtohealth.gov.au/covid-19-support/covid-19>) and [Life in Mind](https://lifeinmindaustralia.com.au/support-for-those-impacted-by-adverse-events/mental-health-support-for-covid-19) (<https://lifeinmindaustralia.com.au/support-for-those-impacted-by-adverse-events/mental-health-support-for-covid-19>).

Locally, Woden Community Service (WCS) are still operating their mental health programs via telephone and online methods, and are still accepting referrals.

Information about each program can be found via the WCS website (www.wcs.org.au/services/mental-health). Below are the contact details for each program.

Transition to Recovery (TRec)
Contact: Jayne Tandl on 0409 706 827 or 6221 9511

The Way Back Support Service
Contact: Prue Gleeson 0437 112 483 or 1800 929 222

Early Intervention Programs

New Path: An early intervention service, to assist people to tackle severe mental health challenges with associated functional impairment, targeting 18-35 years and up to 64 years. For an electronic referral form, see: <https://www.wcs.org.au/services/mental-health/new-path>
Contact: Sophie Mayer: 0409 038 194

Next Step: A free and confidential psychological support service provided to people experiencing depression, anxiety, having difficulty adjusting to changes in life circumstances or experiencing grief and loss. Next Step is delivered by coaches who have been trained to deliver this model of psychological therapy. This model is particularly suited to people adjusting to the isolation associated with the COVID-19 pandemic. GP and self-referrals is encouraged.

Contact: 6287 8066 (business hours)

The impact of COVID-19 on the mental health and wellbeing of Australians has also been increasingly documented with organisations across the board creating new support resources: Mental Health: ACT & SNSW HealthPathways

3.7 ACTCOSS COVID-19

The ACT Council of Social Service Inc. have provided some recent updates regarding services and important information available for Canberrans.

ACT Health information for non-government community, disability and health service providers (NGOs): A [webpage to assist NGOs](#), including staff, volunteers and clients, to protect themselves and the community during COVID-19 has been launched. This page provides resources and materials for NGOs related to COVID-19 such as: Preparedness and business continuity; Pandemic planning and managing risk; Personal Protective Equipment (PPE); Management and care of people who are in isolation or quarantine at home; and useful links.

Grocery partnership: The Canberra Relief Network (CRN) has secured a grocery partnership with Woolworths. This partnership ensures consistent delivery of food staples and essential hygiene items, and the provision of gluten free staples to support vulnerable Canberrans.

Please direct eligible clients to contact the call centre on 1800 43 11 33 or 02 5104 9599 or go online at www.canberrarelief.com.au

COVID-19 Disability Strategy: The ACT Government has launched a [COVID-19 Disability Strategy](#) outlining principles, goals and objectives to support people with disability and the

disability sector through this crisis, and during the post-emergency transition back to 'business as usual'.

Pandemic response report: The ACT Legislative Assembly's Select Committee on the COVID-19 Pandemic Response has published a second [interim report with recommendations](#).

Support for people on temporary visas: The Red Cross will provide [Commonwealth-funded emergency relief support for people on temporary visas](#), and [ACT-funded support for Canberrans on temporary visas affected by COVID-19](#).

Mediation for tenants and landlords: Conflict Resolution Service (CRS) is providing FREE mediation for residential tenants and landlords, and is now open with a [Factsheet for Tenants \(pdf\)](#) and a [Factsheet for Landlords \(pdf\)](#). Registration for the residential tenancy mediation can be made via the [CRS website](#) or phone on 02 6189 0590.

Find more information in the [ACTCOSS COVID-19 Update No.15](#).

3.8 Free COVID-19 testing at GP Respiratory Clinics

The GP Respiratory Clinics in the ACT are located in established general practices dedicated to supporting their communities and increasing access to COVID-19 testing.

A GP Respiratory Clinic is different to a COVID-19 Testing Clinic in that GPs do a full assessment including taking a history, performing an examination, providing testing and treatment. If symptoms are diagnosed as another illness, such as pneumonia, the GP can provide treatment during the appointment, before returning care to the usual GP.

Book an appointment:

- Northside at Your GP@Crace
- Southside at Lakeview Medical Practice, Greenway
- Winnunga Nimmityjah Aboriginal Health and Community Services is providing culturally appropriate testing for Aboriginal and Torres Strait Islander people and existing clients.

Read the [Health InterACTion Newsletter](#) or go to the [Capital Health Network website](#) for more information.

3.9 Canberra COVID Legal Help

Canberra [COVID Legal Help](#) is a new portal from Canberra Community Law, Economic Justice Australia, CARE Financial Counselling and the Consumer Law Centre.

In their latest video Canberra Community Law has teamed up with Gordon Legal for an information session about Robodebt, the Robodebt Class Action, and Centrelink debt in general. This is great information for anyone who is affected by these issues.

Canberra Community Law's Facebook page has a collection of recent Facebook live videos available for free. There is no need to be subscribed to Facebook to be able to access these

videos.

<https://www.facebook.com/canberracommunitylaw/live>

4. Job Vacancies

4.1 Outreach worker (Step Up, Step Down), Wellways

The Step Up Step Down Program, managed in partnership with ACT Mental Health, Justice Health and Alcohol and other Drug Services, is a 24-hour residential mental health program that aims to prevent relapse and assist adults in recovery from an acute episode of mental illness. The focus is on recovery and supporting individuals to live independent and fulfilling lives in the community.

Under the direction of Step Up Step Down coordinators, the Outreach Worker will be expected to manage a caseload to engage participants through providing face to face support visits to provide best possible support and develop trusting relationships. The Outreach Worker will be responsible to take part in developing tailored plans to incorporate specific individual goals identified to achieve participant recovery, health and wellbeing. It is expected that the role will also support in managing operational and administrative requirement such as records maintenance and regular note-taking and any other administrative work relating to case management. This role will also ensure in promoting the integrity of indigenous psychosocial rehabilitation services.

Further information, including copies of the Position Description and Selection Criteria is available via the Wellways website

<https://wellways.recruitmenthub.com.au/Vacancies/5126525/title/Outreach-Worker> .

For a confidential discussion about the role, please contact Manon Keir - Coordinator, Step Up Step Down on 02 6245 6400 or mkeir@wellways.org using the subject line: **Outreach Worker enquiry via EthicalJobs.**

Applications close 16th July 2020 - Close of business

4.2 Mental Health Social Worker (Expression of Interest), Meridian

Meridian (formerly AIDS Action Council) are seeking expressions of interest for a Mental Health Social Worker to join their team. The MHSW will be leading a youth-focussed, co-designed social work project: Keeping YOUth Connected.

Keeping YOUth Connected supports LGBTIQ+ young people who are at risk of experiencing vulnerability or social dislocation as a result of COVID-19 by providing short-term, strength-based supports using an adaptive service delivery model. This project responds to a crisis of access and availability of safe and inclusive services, supports and spaces for LGBTIQ+ young people. The project aims to provide short-term proactive support for individuals, virtual drop-in sessions and regular online group and peer support activities delivered online by a mental health social worker.

This is a twelve month contract for a twelve month project.

For more information about this opportunity please email tom.skelton@meridianact.org.au or phone 6257 2855.

EOI applications close – COB 17 July 2020.

4.3 Development Officer, Community Assistance and Support Program (CASP), ACTCOSS

The ACT Council of Social Service (ACTCOSS) is the peak representative body for community organisations and disadvantaged and low-income people in the ACT.

CASP is an ACT Health program. The position focuses on policy and sector development related to community care and health provided under this program.

For more details about the role including the full position description and selection criteria please visit the following links:

ACTCOSS website: <https://www.actcoss.org.au/services-resources/job-notices/casp-development-officer-%E2%80%93-part-time-actcoss>

Ethical Jobs: <https://www.ethicaljobs.com.au/members/actcoss/development-officer-community-assistance-support-program/?locations=15>

For more information, please contact Dr Emma Campbell – CEO ACTCOSS on 0424 910 617 or email ceo@actcoss.org.au

Closing date and time is 11:59PM AEST, 19th July 2020.