



ACT
Mental Health
Consumer Network

NETWORK NEWS

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As reported in our last newsletter, with the assistance of a small one-off funding grant from the Office of Mental Health and Wellbeing the Network, with support from with other organisations, delivered PeerZone facilitator training to 11 consumers in mid-February. The training was a conducted in a train-the-trainer style course, with participants able to go on to deliver PeerZone modules for consumers in the ACT over the coming two years.

Our educators Petra and Jenny, along with Kath Laffey from Woden Community Service, delivered the first series of six PeerZone workshops via Zoom



(pictured having a celebratory non-alcoholic drink). The topics covered included: Stress, Anxiety, Sleep, Diet, Relationships and Finding Meaning and Purpose. The audience for these workshops were participants of Woden Community Service. The sessions were one hour long and provided a good range of information to help participants in the future.

PeerZone is a peer-based training program that includes a series of workshops, toolkit, and resources developed by Mary O'Hagan and Sara McCook Weir, both of whom have lived experience of mental distress and of working to improve the lives of their peers. PeerZone explores mental wellbeing; physical wellbeing; self-management; housing; services; work; income; relationships; belief and purpose and much more.

The Network is planning to hold a forum in the near future to find out which workshops and topics Network members are most interested in, and scheduling these into our training calendar to deliver online over the next few months with the possibility of moving to face to face next year.

More information about PeerZone and free resources is available from <https://www.peerzone.info/>

From the EO's Desk



Dear Readers

Welcome to the Winter 2020 edition of the Network News.

I would like to start by acknowledging Sue Salthouse who tragically passed due to a vehicle accident recently. Sue was a tireless advocate for people, and in particular women, with disability in the ACT. I had

the great privilege of working with Sue various times over the years, and her presence will be missed by all who knew her. If you are experiencing distress and need someone to talk to, I encourage you to contact Lifeline on 131 114 or contact a member of your support team.

This past few months has been an incredibly unusual time for everyone, and the Network is no exception!

Since March, you will have seen all our programs move from mainly face to face delivery (with the option to attend electronically) to fully online operations. This has been a very difficult time for the staffing team who needed to move from attending our friendly office every day for work, to needing to work remotely at a moment's notice. This has required an enormous technological shift, and we thank all our members for their patience and understanding during this difficult transition. Although the staffing team will hopefully begin returning to the office using a staged approach soon, unfortunately we are unable to give any indication of when we might be able to start moving back to face to face operations. We will be sure to let you all know as soon as we can so that those who have been unable to participate in online events can begin to engage again.

It has not been all bad news though! We have been pleased to see participation by some consumers who are unable to attend events in person, so we are trying hard to find ways to ensure the needs of both groups can be met well in future.

We have had some changes to the Board recently, with Kathryn Dwan having been appointed to the role of Secretary and Ben Shipard joining as an Ordinary Member in June. You will hopefully remember that Kathryn stood in as Program Manager for almost a year, having finished up on the staffing team around Easter time. Ben is a young person who is a dedicated mental health advocate. We were pleased to be able to welcome both Ben and Kathryn onto the Board and thank them for nominating for these sometimes challenging roles. Ben Matthews unfortunately needed

to resign from his position, leaving one Ordinary Member vacancy at the time of writing.

Jenny along with Kath Laffey from Woden Community Service recently partnered to deliver PeerZone training to a group of consumers via Zoom. To the best of our knowledge this is the first PeerZone training that has been delivered by any of the facilitators trained through our recent project, so we're really glad to see it up and running despite the difficulties caused by Covid-19. Petra is almost finished managing the digital resource project, so we're well on our way to launching these great training supports at our Annual General Meeting in November.

Isobel has been busily coordinating forums, submissions and other components of the Policy and Participation Program since her commencement in this role in April, and Jen is back in full swing in the Consumer Rep Program. Pema Choden has been temporarily back on the team providing some support to the CRP during Jen's transition back to work. Val has been extremely busy supporting the team and consumers, and undertaking a deep clean of the office while the rest of the staffing team operate from home. I'd like to extend a huge thanks to Val for all his hard work under very difficult circumstances.

We were pleasantly surprised by Minister Rattenbury's recent announcement of additional funding for mental health programs and supports in the ACT. In particular, the Network is looking forward to the introduction of two Safe Haven Cafes, and we are very pleased to report that Purity Goj, former Network Program Manager, will be leading this exciting project!

For Mental Health Month this year we are planning (HOPING!) to have a Ten Pin Bowling event on **Thursday 22 October** which will be a lot of fun if it comes to pass. If due to distancing restrictions we are unable to hold the bowling event we are planning a special Zoom event for which we will send out relevant equipment to participants ahead of time.

Finally, if you are receiving this by post you will also have received our **2020 Consumer Survey**. We will send out an electronic link shortly for others, and hope you all consider taking time to complete this important survey. You'll receive your \$20 gift card for your effort.

Until next time, thank you for reading and for all the fantastic work our members do to improve the lot of consumers throughout the ACT.

- Dalane Drexler

Network operations

As reported last newsletter and through our electronic communications with members, staff have been working remotely since early March 2020. The planned gradual return of staff to the office from July has been delayed due to re-emergence of COVID-19 cases in the ACT and the rising increase of positive cases being reported in Victoria and NSW. As the coming weeks unfold, a clearer idea of when staff can begin returning to the office will emerge.

We can still be contacted on our main phone number (02) 6230 5796 or, if unanswered, 0449 127 940 (9am 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 (Jen)	representation@actmhc.org.au 0449 127 941
Policy (Isobel)	policy@actmhc.org.au 0424 468 620
Education (Petra)	education@actmhc.org.au 0408 069 423

The Network is still being asked for consumer input on policy matters, so please regularly check your email for invitations to comment. Most consultations and other forums and events are now being held online via Zoom, with the exception of any hosted by ACT Government staff as they use Webex. If you are interested in commenting on policy but do not use email, please contact Policy on the above details to let Isobel know, so she can send you any documents.

Mental Health Month

Mental Health Month ACT is developing a new program for 2020, with a focus on community. The theme 'Conversations and Connection' will be delivered through numerous community events under the Mental Health Month reimbursement grant program, and through Wellbeing PrioriTea events held in your communities and workplaces. The Mental Health Month Awards will also take place in October as part of the month's events. To find out more or get involved, head to www.mentalhealthmonthact.org

The Network has been successful in receiving a reimbursement grant to host a bowling event on

Thursday 22 October, which we hope a lot of consumers will enjoy. However, we cannot predict how the future will unfold and, if the COVID-19 situation escalates dramatically over the coming months, we may need to either cancel or postpone the event.



Would like consumers to suggest alternative events for us to look at running for Mental Health Month in in case we cannot go ahead with bowling in October. If you have ideas, please contact Val on (02) 6230 5796 or email actmhc@actmhc.org.au

Online Drop-In

The Network continues Drop-In online via Zoom every Thursday from 10.30am to 12.30pm. 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 to the right in the blue bubble. Zoom is available for computers and mobile devices. If you haven't used Zoom before, when clicking on or typing in the meeting link provided you will be prompted to download and install Zoom for free on your device.

To join the Online Drop-In, click on, or type/copy and paste into your browser, the following link and enter the required passcode
<https://us02web.zoom.us/j/84043322259?pwd=SmhLZUN6cnUxdnJpciB3SGh2K1lWZz09>

Meeting ID: 840 4332 2259
Passcode: 357520

To join by phone

One tap mobile
+61370182005,,84043322259#,,#357520# Australia
+61731853730,,84043322259#,,#357520# Australia

Dial by your location
+61 2 8015 6011 Australia

Network Update

Community Education Program

Currently the Community Education Program consists of the following workshops:

- Self-Advocacy
- Consumer Representation Training
- Understanding the NDIS for Peer Workers
- Peer Co-facilitation Skills Training
- Peer Mentor Training

In addition, several Network members and staff have recently completed training that will enable us to facilitate 'PeerZone' workshops/toolkit modules. You can read more about this on the front page.

We are always open to ideas for new workshops on topics that are of interest and benefit to our members, so please let us know if you have an idea!

Digital Resource Project Update:

We have been working with a cinematographer to develop six new video resources for the Network! Four of these are for in-training use, and two are to promote the 'My Rights, My Decisions' and 'Understanding the NDIS for Peer Workers' workshops on our website and more broadly.

We are finally getting close to seeing the final product on this project. It has been challenging to edit the video content, since there was so much valuable input from our members and other stakeholders in their interviews! We will be introducing the videos as a part of our training over the coming few months, so keep an eye out for them!

Training Calendar - Upcoming Training Events

The following courses have been scheduled in mid-2020. We will be running workshops online, using Zoom. Please contact us if you are interested in participating in any of these, or you just want some more information!

- Peer Mentor Training
- Self-Advocacy Training
- Consumer Representation Training
- PeerZone Workshops

The training calendar for the remainder of 2020 is on page 7 with dates and times listed.

Peer Education

As advised in our last newsletter the scheduled dates for My Rights My Decisions workshops in April were postponed due to COVID-19. However, a My Rights, My Decisions workshop was held in June via Zoom, in partnership with the ACT Recovery College.

The Network strongly encourages consumers to put a My Rights, My Decisions form kit in place if it is possible that you may experience reduced decision-making capacity and be hospitalised in the future. The form kit allows you to express your views while you have decision-making capacity, and this can then be taken into account by your treating team if you are later hospitalised or otherwise in need of treatment.

It's a good idea to have some support while completing the form kit. One of the ways you can be supported is by attending a free My Rights, My Decisions workshop where you will get more information on what your rights are, how to complete your form kit, and who can help you if your wishes are not followed. You will also receive a keyring and a fold out card you can carry with you that contain phone numbers of those you would like to be contacted if you are hospitalised, as well as treatment and other important information you would like those treating you to know.

Petra has been diligent finalising the promotional and training videos for My Rights, My Decisions, and these are almost ready to use which we are very excited about. Once finalised, the training material for both consumers and ACT Health Services staff will be revised, to incorporate the range of quotes into the training. As said previously, this is an exciting phase of development for the My Rights My Decisions program, which will help the workshop to be more dynamic. It is hopeful that we'll be able to use these video's for consumers at the next workshop.

If you would like to participate in a future My Rights, My Decision workshop, please contact Jenny by email on peer.education@actmhcn.org.au or call the office on (02) 6230 5796 to register your interest.

Policy Program

This is my first report since becoming the Policy and Participation Coordinator and it is my pleasure to provide you the following update.

I've been working from home since March due to COVID19 and meetings transitioned to e-meetings across the ACT Community Sector, ACT Government and the Network. Since April 2020 we have attended a number of external meetings and facilitated and hosted e-forums and e-consultations. Attendance by consumers at these forums and consultations has been strong and we have received input via email from some members who were unable to attend. This continued engagement has supported the consumer voice to be included in submissions and consultations, despite the difficulties everyone is facing.

Policy issues and consultations E-Forum Canberra Hospital Services (CHS) Alert Management Procedure

Submission: A Policy e-Forum was held on 20 April 2020 and well attended by Members. Consumer feedback was provided in a submission to CHS on 30 April 2020.

E-Consultation Adolescent Mental Health Unit and Day Service Model of Care

The Network facilitated an e-Consultation hosted by the Centenary Hospital for Women and Children (CHWC) on 4 May 2020 to seek consumer feedback to the Draft Model of Care (MoC) for the Adolescent Mental Health Unit and Day Service. Feedback from was provided at the consultation as well as via email, all of which was provided To CHWC in relation to the MoC.

Canberra Health Services (CHS) Consumer Compensation Claims Procedure

An e-Forum was held on 28 May 2020 to review the CHS Consumer Compensation Claims Procedure. Consumers at the forum were comfortable with the document as it was written, but requested a meeting with a CHS senior staffer that has implemented the procedure. This is so that consumers can be sure that the procedure works in practice.

We subsequently held a meeting with a manager within Mental Health, Justice Health and Alcohol & Drug Services (MHJHADS) who was able to confirm that the procedure has been successfully used many times and it works well in practice.

ACT Regional Mental Health and Suicide Prevention Plan

Capital Health Network is the lead organisation on this project, and the Network is a member of the Regional Mental Health and Suicide Prevention Plan Working Group. Part A, which was the Framework and Guiding Principles was finalised earlier this year. Parts B and C were endorsed in June:

Part B: The Implementation Plan which consists of short, medium and long-term activities mapped against each of the strategic priorities

Part C: The Performance and Monitoring Plan which provides a framework for measuring how well the ACT Plan is achieving its objectives including indicators of successful reform and key evaluation activities

Consultation Paper: Proposal for a Peer-Led Service within Mental Health, Justice Health, Alcohol and Drug Services (MHJHADS)

The Network will soon prepare to provide feedback from consumers on the Proposal for a Peer-Led Service within MHJHADS. An e-Forum for consumer feedback was held in mid-July 2020. We are hopeful that MHJHADS will also have other mechanisms for consumers to participate in this incredibly important project.

Review of Canberra Health Services Governance Frameworks

In March 2020, we provided input to the Review of Canberra Health Services (CHS) Exceptional Care Strategy, Partnering with Consumers Framework and Clinical Governance Framework. Following this, the Network provided further feedback on the revised framework and that the next step for this document is for it to go out for staff consultation across CHS.

Mental Health Month 2020 Advisory Committee

Mental Health Month will proceed in 2020 and planning for alternative events to face-to-face are being explored by the committee. The 2019 theme 'Conversation and Connection' is continuing in 2020 as it remains relevant due to the impact of COVID19 physical distancing requirements, isolation and reduced social interaction.

The Network has an organisational representative as well as two Consumer Representatives on the Advisory Committee.

Part of the work of the Advisory Committee was to review applications for funding under the Mental Health Month ACT Reimbursement Grant Program

Grant Applications closed 3 July 2020 and I'm pleased to report that many grants for events by community-based, charitable, school, university, faith-based and other groups were approved for

event funding under this great program.

Meetings and teleconferences

Mental Health Consumer & Carer Advisory Committee Leadership Group - COVID-19 update
Canberra Health Services COVID-19 Plan Updates
Mental Health Month 2020 Advisory Committee
ANU Student Research Project Discussions
CDNet Steering Committee
Regional Mental Health and Suicide Prevention Plan
Office for Mental Health and Wellbeing Peaks / NGO
Committee Meeting

- Isobel Shearman

Consumer Rep Program

Jen Nixon returned to the role of CRP Coordinator in March 2020, initially in a reduced capacity. To support Jen and the CRP program during this time, Pema Choden, who previously worked as the Program Administrator, was temporarily re-employed to provide assistance. A special thank you to Isobel Shearman, who looked after the CRP Coordinator role during Jen's absence

To celebrate National Volunteer Week, a personalised letter of thanks was sent to all volunteers with the Network thanking them for their efforts and support. It was unfortunate that due to current conditions, we were unable to hold special event to acknowledge the important work that our representatives contribute in improving the services that mental health consumers need for their recovery.

As we are all aware, COVID-19 has changed the way many of us live and work. As advised when the pandemic first emerged locally, Consumer Representatives were encouraged to not physically attend committee meetings where possible. Regardless, committees were required to move to an online platform using Webex and our appreciation is extended to our Consumer Reps who have adjusted to this change.

Consumer Representative Forums continue to be held bi-monthly and are scheduled for the first Tuesday of every second month, in even months during the year. Again, due to COVID-19, these Forums are now held online via Zoom and run for shorter time. Consumer Representatives are able to attend these Forums either by internet or by phone. Details about how to join

Forums are sent to Consumer Reps with the notice and other related papers.

Consumer Feedback continues to be due to be sent to the Program Coordinator within a week following your committee meeting/s. If you prefer to provide feedback in an overall document covering the month please forward a monthly summary to representation@actmhcn.org.au on the last day of each month. This enables all feedback being collated and included in the Feedback Tables for Consumer Rep forums.

Alternatively feedback may be given via the Consumer Representative Program Feedback form or by making a time to provide it over the phone with the Program Coordinator.

Appointments

- Partnering with Consumers (Standard 2) (Terri Warner)
- MHJHADS Policy, Procedure and Guideline Development and Review Committee (Bianca Rossetti)

Opportunities

A number of vacancies are available for nomination from members eligible to be Consumer Representatives. We recently wrote to all eligible members inviting them to consider nominating for a vacancy, outlining the benefits being a Consumer Representative brings and the support the Network provides, including the appointment of a skilled mentor for each new Consumer Representative. A recruitment bulletin was sent out to all Consumer Representatives outlining the details of each vacancy but as a reminder the vacancies are as follows:

- Mental Health Clinical Services Plan Steering Committee
- Mental Health Act 2015 (the Act) Implementation, Evaluation and Monitoring Committee
- The Nurses and Midwives: Towards a Safer Culture (TASC) Steering Committee
- UCH Facility Wide Operational Management Meeting
- MHJHADS Clinical Governance Committee
- MHJHADS Corporate Governance Committee Meeting
- ACT Safe Haven Café Project Steering Group

Thinking about becoming a Consumer Representative?

If you are interested in becoming a Consumer Representative and would like more information please contact the CRP Coordinator, Jen Nixon, by email at representation@actmhcn.org.au or by phone on 0449 127 941.

2020 Training Calendar

The Network is pleased to be offering the following training courses to consumers for the remainder of 2020.

The first of these is 'Mentoring Consumer Representatives' which will be held in August 2020. The objective of this course is to train eligible members to use their skills in Consumer Representation to mentor new volunteers to the Consumer Representation Program.

Consumer Representatives who are commencing representative duties for the first time will be provided a mentor for the first three committee meetings they attend. This is intended to ensure the new Consumer Representative receives appropriate supports during the early phase of their representative work.

Mentors are appropriately experienced and trained Consumer Representatives with the skills required to support other Consumer Representatives. Ideally, Mentors have experience in the areas the committee will deal with.

If you have an interest in participating in any of the workshops listed on the calendar, please contact Petra on (02) 6230 5796 or email to education@actmhc.org.au

July 2020						
Mo	Tu	We	Th	Fr	Sa	Su
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

August 2020						
Mo	Tu	We	Th	Fr	Sa	Su
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

September 2020						
Mo	Tu	We	Th	Fr	Sa	Su
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

October 2020						
Mo	Tu	We	Th	Fr	Sa	Su
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

November 2020						
Mo	Tu	We	Th	Fr	Sa	Su
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

December 2020						
Mo	Tu	We	Th	Fr	Sa	Su
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Workshop	Day	Dates	Time	Number of sessions
Mentoring Consumer Reps	Wed	19, 26 August	11:00 – 2:30	2
Self-Advocacy	Wed	2, 9, 16, 23, 30 Sept	12:30 – 2:45	5
Consumer Representation	Wed	7, 14, 21, 28 Oct, 4 Nov	12:30 – 2:45	5
PeerZone	Wed	11, 18, 25 Nov, 2, 9 Dec	1:00 – 2:30	5

Note: All workshops facilitated online, via Zoom

Stakeholder Reference Group Meeting Communique

22 May 2020

The following is a report from Terri Warner, who is one of the Network's Consumer Representatives and member of this new Stakeholder Reference Group. Terri forwarded this communique to the Network, which we forwarded on to members in a recent bulletin and is included below for your information.

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. The MHWG SRG will have the opportunity to influence and refine early sector work that led to the Council's agreement to an enhanced approach to the NDIS for people with psychosocial disability. Membership of the MHWG SRG includes people and carers with lived experience, peak bodies, the Commonwealth, and state and territory governments.

The first meeting of the MHWG SRG focused on the development of the NDIS psychosocial recovery coach line item (now released to commence on 1 July 2020) and the NDIS Psychosocial Disability Recovery Framework. Feedback from the MHWG SRG included:

- The importance of aligned state, territory and Commonwealth Government action to improve the NDIS for people with psychosocial disability.
- The pricing of the recovery coach line item. The new NDIS Price Guide for 2020-21 has been released, which includes detailed information about the recovery coach line item, available at: <https://www.ndis.gov.au/providers/price-guides-and-pricing>.

- Qualifications and competencies of the recovery coach that will ensure NDIS providers can deliver quality supports and services. Noting the importance of other professions like peer work. More information about the recovery coach is available at: <https://www.ndis.gov.au/understanding/how-ndis-works/mental-health-and-ndis>.
- The importance of recovery-orientated practice within the NDIS and the applicability of an NDIS Psychosocial Disability Recovery Framework to wider service systems

MHWG SRG members were invited to provide feedback around reaching a common understanding of key definitions that could support legislative changes from the NDIS legislation review by Mr David Tune AO PSM (the Tune Review). Information about the Tune Review and the final report can be found at: <https://www.dss.gov.au/disability-and-carers-programs-services-for-people-with-disability-national-disability-insurance-scheme/2019-review-of-the-ndis-act-and-the-new-ndis-participant-service-guarantee>.

Next Steps:

The next meeting of the MHWG SRG is scheduled for 1 July 2020, with a focus on access, and linking and referring people who have been found ineligible for the NDIS.

The MHWG SRG will view papers around NDIS linking and referring roles for local area coordinators, and developing guidance around alcohol and other drugs as it relates to accessing the NDIS.

COVID-19 Updates

The ACT Health Directorate provides 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> and also contains links to other relevant State/Territory Health websites. 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**.

Latest Chief Health Officer alerts

The following Public Health Directions have come into effect in the ACT on the dates and locations below. These have been issued in response to increasing COVID-19 cases in Melbourne and NSW. These Directions will be updated as the situations evolve.

Friday 3 July

- 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.
- 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.
- 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.

Thursday 16 July

From 11:59AM on Thursday 16 July, individuals who attended the following locations in NSW on the specified dates are required to quarantine until 14 days after they were last in the location:

Location	Dates
Casula: Crossroads Hotel	Friday 3 July to Friday 10 July
Casula: Planet Fitness	Saturday 4 July to Friday 10 July
Picton: Picton Hotel	Saturday 4 July, Sunday 5 July, Thursday 9 July, Friday 10 July

Further to this, NSW Health has recently issued additional venues with dates and times:

Location	Dates
Batemans Bay: Soldiers Club	Monday 13 July, Wednesday 15 July to Friday 17 July
Campbelltown: Plus Fitness	9am to 10am, Saturday 11 July
Harris Park: Our Lady of Lebanon Cathedral	5.30pm Mass on Wednesday 15 July 6pm Mass on Thursday 16 July 1:30pm Funeral and 6pm Mass on Friday 17 July
Wetherill Park: Thai Rock Restaurant	Thursday 9 July, Friday 10 July, Saturday 11 July, Sunday 12 July, Tuesday 14 July

There is also a listing of areas and venues, where attendees are asked to monitor themselves for any symptoms. A full listing can be found via the NSW Health website (<https://www.nsw.gov.au/covid-19/latest-news-and-updates>)

These Directions and Locations are correct at the time of print. .

Testing locations

In response to a surge in demand for COVID-19 testing, Canberra Health Services has opened several more free testing clinics to make it easier for Canberrans to be tested. On the right is a map of all COVID-19 testing locations with some information about each below.

No appointment required

COVID-19 Testing Clinic Garran Oval

Open 9:30am to 5pm daily

Also operates as a walk-in COVID-19 testing clinic.

West Belconnen COVID-19 Testing Clinic

Open 9:30am to 5pm, Monday to Friday

Please use a mask and hand sanitiser available at the front door.

Weston Creek Walk-in Centre Respiratory Assessment Clinic

Open 7:30am to 10:00pm daily, including public holidays

- Please use a mask and hand sanitiser available at the front door.
- Children of any age can be tested at the Weston Creek Walk-in Centre.
- Children under two years can only be seen at the Weston Walk-in Centre when a GP is rostered on shift. Please call (02) 5124 8080 before visiting to confirm a GP is available.

Drive Through COVID-19 Testing Clinic at Exhibition Park in Canberra

EPIC, Flemington Road and Northbourne Avenue, Mitchell
Open 9:30am to 5:00pm daily (last car accepted at 5pm) including public holidays.

- This clinic cannot be accessed from public transport or on foot.
- You must be a driver or a passenger in a registered motor vehicle or motorbike to attend this clinic.
- Please note that children under the age of eight cannot be tested at the Drive Through COVID-19 Testing Clinic at EPIC.

Winnunga Nimmityjah Respiratory Clinic

Open 9:30am to 4:30pm, Monday to Friday

The Winnunga Nimmityjah Respiratory Clinic provides a culturally appropriate assessment and testing centre for First Nations people and existing clients of Winnunga. Testing is available for people of any age.

Before visiting, please call ahead on (02) 6284 6222 to let them know you think you may have COVID-19.

By appointment

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. **Children under two years can only be seen at the Weston Walk-in Centre when a GP is rostered on shift.**

Lakeview Respiratory Clinic @ Lakeview Medical Practice Tuggeranong

Open 9:00am to 1:00pm and 2:00pm to 6:00pm, Monday to Friday

Please call (02) 6185 1986 to book an appointment or book an appointment online at <https://www.lakeviewmedical.com.au/>

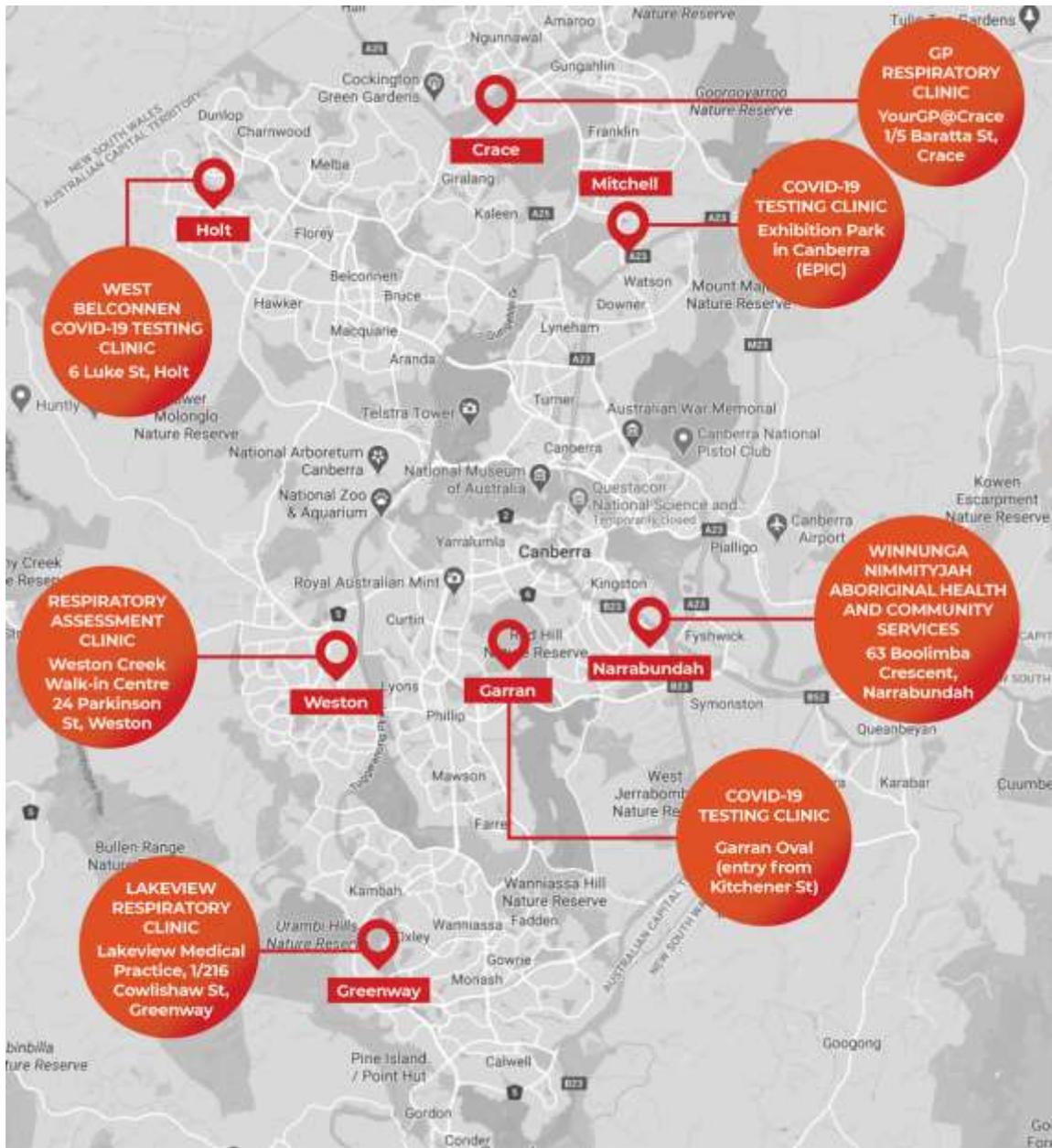
Testing is available for people of any age.

YourGP@Crace

Open 1:00pm to 5:00pm, Monday to Friday

Please call (02) 6109 0000 to book an appointment or book an appointment online at <https://www.yourgpcrace.com.au/>

Testing is available for people of any age.



Visitor restrictions for health facilities

From Monday 13 July, all hospitals and community health centres across the ACT returned 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.

Support services and Information

The ACT Council of Social Service Inc. has provided some recent updates regarding services and important information available for Canberrans. Consumers can stay up-to-date with services being provided and other important information by accessing their COVID-19 updates via <https://www.actcoss.org.au/policy/covid-19>

Food and Non perishable items

Canberra Relief Network (CRN)

The CRN has been established in response to the community's increasing demand for food and non-perishable essential items, following the COVID-19 Pandemic. CRN is a collaboration and network of a number of community services organisations in the ACT.

CRN is there to support the vulnerable in the community, impacted by this unprecedented health and economic crisis. CRN also have the capacity to support others impacted by the COVID-19 Pandemic: casual workers, international students, including those isolated due to COVID-19 infection, carers of individuals with COVID-19, disability, health challenges or chronic illnesses. Canberra Relief Network is here to help.

The 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 contact the call centre on 1800 43 11 33 or 02 5104 9599 or go online at www.canberrarelief.com.au

Temporary Visa holders

Australian Red Cross has received funding to support people who are on temporary visas with a small one-off emergency relief payment.

The emergency relief payment is to help people meet their basic needs, like food, medicine or shelter.

To read more about this support and to apply, visit <https://www.redcross.org.au/news-and-media/news/help-for-migrants-in-transition>

In addition to this, Temporary visa holders and international students affected by COVID-19, who are ineligible for Commonwealth assistance programs, will be able to access more support through a new ACT Government support package.

The support package will be provided via a new partnership between the ACT Government and the ACT Refugee, Asylum Seeker and Humanitarian (RASH) Coordination Committee, the Australian Red Cross and local tertiary institutions. Further information is available at <https://www.act.gov.au/our-canberra/latest-news/2020/may/temporary-visa-holders-and-international-students-to-receive-support>

Policy

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'. The Strategy can be accessed at <https://www.communityservices.act.gov.au/covid-19-community-service-information3/act-covid-19-disability-strategy>

The ACT Legislative Assembly's Select Committee on the COVID-19 Pandemic Response has published a third interim report with recommendations. The report can be accessed at <https://www.parliament.act.gov.au/parliamentary-business/in-committees/committees/select-committees/select-committee-on-the-covid-19-response>

Residential Tenancies

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 \(pdf\)](#) available from the CRS website <https://crs.org.au/about-crs/residential-tenancy/>

Registration for the residential tenancy mediation can be made via the [CRS website](#) or phone on 02 6189 0590.

Mental Health

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)

Further information and resources on maintaining individual mental health and wellbeing and/or support others is available from the ACT Health website <https://www.health.act.gov.au/services-and-programs/mental-health/mental-health-and-wellbeing-during-covid-19>

Financial

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 you during COVID-19 or visit www.carefcs.org

Legal

Canberra [COVID Legal Help](http://www.canberracovidlegalhelp.org.au) is a new portal from Canberra Community Law (CCL), Economic Justice Australia, CARE Financial Counselling and the Consumer Law Centre.

Changing laws can be confusing, so CCL have created this website to help you find legal information and the right legal service to help you, including common legal areas that have been affected by the COVID-19 pandemic. If you're not sure who can help you with your legal problem, you can call CCL on 6218 7900 and they will refer you to the appropriate service.

Appointments are the COVID Legal Clinic is available on Thursdays from 6pm—8pm. Call (02) 6218 7900 to make an appointment.

Further information and resources, including videos, factsheets etc. is available from <https://canberracovidlegalhelp.org.au/> Video resources are also available on Facebook <https://www.facebook.com/canberracommunitylaw/live>

About the Network



The ACT Mental Health Consumer Network is an organisation that is run by consumers for consumers. Our aim is to bring about a higher standard of health care in the mental health sector, through representation, lobbying and active involvement in new developments in the mental health sector.

Our organisation is extremely committed to the rights of mental health consumers. We promote a respectful and accepting system that involves Consumers, Carers and Professionals listening and respecting one another in an active healthy relationship. We also promote the development of support structures for all these groups.

All people who identify as being a mental health consumer are welcome to join the Network. An application form can be found on the following pages or by filling out and submitting via our website.

Drop-In

The Network is very pleased to offer a venue for Consumers to Drop-In for a chat and a cuppa, participate in activities, and/or to use the computers or phones for their self-advocacy needs. As the ACT Government has announced a Public Health Emergency due to the COVID-19 pandemic, the Network has closed face-to-face Drop-In for the foreseeable future.

Although physically closed, the Network holds online Drop-In for consumers. See page 9 for details.

We will notify members through our communications when we are able to recommence this face-to-face operation.



Level 2, Room 11
The Griffin Centre
20 Genge St, Civic

**CURRENTLY CLOSED
DUE TO COVID-19**



(02) 6230 5796



www.actmhcn.org.au



[www.facebook.com/
actmhcn/](https://www.facebook.com/actmhcn/)



ACT
Mental Health
Consumer Network

APPLICATION FOR PRIMARY MEMBERSHIP

NB: Primary membership is **free** for mental health consumers.

CONTACT DETAILS *Your name and at least one contact address/email is required	
Title:	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Other
First Name	
Surname:	
Address:	
Postal Address: (if different)	
Email:	
Home Phone:	
Work Phone:	
Mobile Phone:	
Other contact:	
Do you have lived experience of mental illness?	<input type="checkbox"/> Yes (please complete the rest of the form) <input type="checkbox"/> NO (do <u>not</u> complete the rest of this form. Ask for an Application for Associate Membership instead)
COMMUNICATION PREFERENCES:	
What is the BEST way for us to contact you?	<input type="checkbox"/> Email <input type="checkbox"/> Home Phone <input type="checkbox"/> Post <input type="checkbox"/> Text <input type="checkbox"/> Mobile Phone

Do you want to receive Newsletters and other information?	<input type="checkbox"/> Yes by email <input type="checkbox"/> Yes by post
How should we send information about AGMs and other major events?	<input type="checkbox"/> Home Address <input type="checkbox"/> Postal Address <input type="checkbox"/> Email
DEMOGRAPHICS	
Year of birth:	
Aboriginal:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Torres Strait Islander:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Language other than English:	<input type="checkbox"/> Yes: <input type="checkbox"/> No, English only
Gender:	<input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Transgender <input type="checkbox"/> Intersex <input type="checkbox"/> Other:
INTEREST and INVOLVEMENT IN NETWORK ACTIVITIES	
Self-Advocacy and Consumer Representation Training (SCR)	<input type="checkbox"/> I have completed Self-Advocacy Course <input type="checkbox"/> I have completed Consumer Representation Course <input type="checkbox"/> I want to attend ART <input type="checkbox"/> I'm not currently able to attend <input type="checkbox"/> I have completed a similar course at (organisation)
Consumer Rep Program	<input type="checkbox"/> I'm interested in becoming a Consumer Rep <input type="checkbox"/> I'm not currently able to be a Consumer Rep
Policy and Projects Program	<input type="checkbox"/> I want to be involved in discussions and projects: In these areas: <input type="checkbox"/> I'm not currently able to be involved
Network Events:	<input type="checkbox"/> I want to be involved in planning events <input type="checkbox"/> I'm not currently able to be involved

Thank you for taking the time to complete and return this information