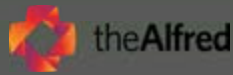


Community Program Newsletter



August 2020

A Message from the Community Program Head, Dr Neeraj Sareen

I would like to thank everyone who has helped me settle into my new role over last couple of months. There are a number of people who I have not yet met personally, and I look forward to meeting them in coming months. The last couple of months have been significantly challenging for everyone in our program, organisation and our community. It appeared as if the community in Victoria was going to escape the brunt of coronavirus, partly due to the massive effort put in by millions of Victorians early on in the year. However, last month has seen most significant restrictions to our way of life. While the nature of our work has meant that we continue to operate as an essential service, hundreds and thousands of Victorians have lost the opportunity to maintain social connections or vocation. The spread of coronavirus has been described as the greatest challenge Victorians have ever faced with significant impacts in years to come on Australian and global economy. However, our current challenge lies in providing mental health support to a number of our patients, community members, colleagues and their families who are experiencing a unique set of psychosocial challenges. The challenge we face as a group is how to continue to operate effectively in current circumstances.



I am thankful for the hard work each and everyone has put together in maintaining business continuity at St Kilda Road Clinic. Despite ever changing advice, stressful information about coronavirus numbers and fear of an outbreak, we have found a way to support each other. We have adapted to working remotely, across different weeks, use PPE and the practice of telehealth. These modifications to our clinical practice may seem unnatural and unwelcome at times but they are important to address the current situation. The government announcement of additional funding to help mental health services to deal with an increased demand is a welcome sign but there is little doubt in my head that meaningful difference can only be achieved through a dedicated, integrated and innovative team like ours. However, while supporting our community, I encourage you to continue to look after your own physical and mental health. This not only helps you but also reassures our community that the vital healthcare service that they rely on will remain open and ready to support them.

I am certain that this current pandemic is going to permanently change the landscape in which we operate. Hence, in addition to dealing with current day-to-day challenges, the senior leadership team at St Kilda Road Clinic and AMAH will continue to find improvements in our operations and opportunities to expand our clinical focus into the future. I endeavor to look for approaches that strengthen our clinical teams, sharpen our skill set, improve our approach to consumers with high degree of clinical complexity; and strengthen our partnerships with the hospital and primary care to smoothen transitions of our patient and their care across different sectors.

All the best. Stay safe.

Dr Neeraj Sareen
Community Program Head

Changes to PARC

As many of you know, Alfred Health and Wellways have worked in partnership to deliver the South Yarra PARC program for many years now and we would like to announce a change in provider partner.

From the 14th of September, Ermha365 will be the new partner with Alfred Health at South Yarra PARC and we look forward to delivering a high quality, contemporary and dynamic program for consumers and carers.

Ermha365 have an excellent reputation in the delivery of individualised PARC programs that collaborate closely with their clinical partners throughout Victoria. The PARC clinical team are excited for the coming transition.

At 5pm on the 11th of September, PARC will close for a period of 2 weeks for handover, orientation, training and some on site refreshment and maintenance, reopening for business on Monday 28th September. This means we will begin winding down intake over the coming weeks with the final entries in the program being around the 28th August for 2-week stays.

Communication to current and previous PARC Participants about the change in provider and disruption to service will be distributed via mail in the coming weeks.

Alfred Health would like to thank Wellways for the years of commitment to the South Yarra PARC program and we look forward to further opportunities to collaborate in the future.

Eloise Scott
Senior Clinician, South Yarra PARC

Art by Program Worker, Debra Peck



MSTS demonstrate how not to wear a face mask.

Thanks to the staff at MSTS who have kindly demonstrated how not to use PPE

You'll notice Peppy the budgerigar in between Kirsten and Liam, thankyou to Susanne and other clinicians who were able to care for Peppy while her owner was unable to. Fortunately Peppy has now been returned to the client.



Left —L - R Kirsten Walker,
Liam Cannell, Enda Cassidy
and Ian Protheroe

Free 24/7 Coronavirus Mental Wellbeing Support Service

Beyond Blue has developed a service to address the growing mental health impact of the pandemic, including fear about the virus, financial stress, business closure, family stress, anxiety and loneliness.

The service offers easy access to a broad range of practical supports from online wellbeing tips, self-help tools to phone counselling from trained mental health professionals and peer to peer support.



coronavirus.beyondblue.org.au or via phone on **1800 512 348**

Psychosis Group Program Update & Consumer Brochure

As you are aware, the Psychosis group program was put on hold at the end of March due to COVID-19 restrictions. I am pleased to announce that we will be running the group program as scheduled for the remainder of the year **ONLINE** until we are able to resume face-to-face group sessions.

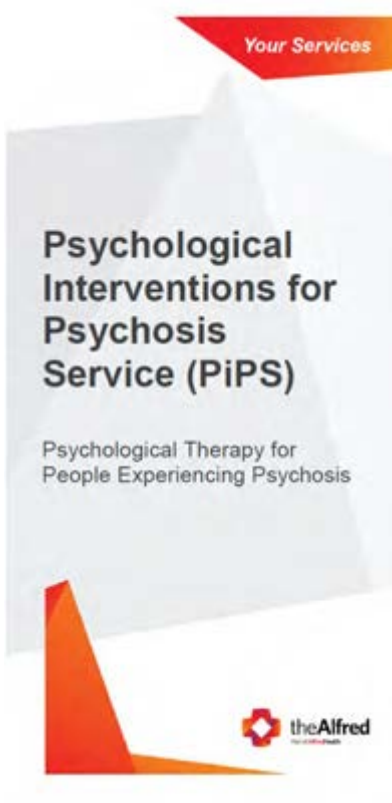
Rel8: Friendships will be running next in August. Keep your eyes peeled for recruitment to this group, which will commence towards the end of this month. This group will be run via MS Teams. If you have any referrals/queries please contact Kirstyn Windsor (k.windsor@alfred.org.au) or Sarah Birtles (s.birtles@alfred.org.au)

ACT for Recovery will be running next in October with recruitment starting a few weeks before the group starts. This group will be run via MS Teams. If you have any referrals/queries please contact Ellie Newman (e.newman@alfred.org.au)

Active Thinking Skills Shayden Bryce is running in a 1 to 1 format with Shayden via telehealth. If you have any referrals/queries please contact Shayden (s.bryce@alfred.org.au)

For more information on the groups outlined above and the individual psychological treatment options available to our clients please see the attached **new** consumer brochure. Please share this brochure with your clients so they can decide if they might like to have psychological treatment as part of their care. I would like to thank the consumers who contributed to the development of this brochure. Click on the [link](#) to access the brochure.

Please do not hesitate to contact any of your team psychologists if you have questions about the above groups or information outlined in the brochure.

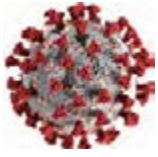


Dr Julia Nicholls
Senior Clinical Psychologist

FaPMI News

Families where a parent has a Mental Illness

Supporting Families During COVID –19



We know that parenting with a mental illness can be very challenging. Social distancing, avoiding public spaces and schools being closed can help to reduce the spread of COVID-19, but for many people, staying at home may increase stress within families for both parents/carers and children. Loss of connection to key supports will leave many families feeling isolated, especially those living with adversity.

Structure and routine provide stability, but with the current rapidly evolving situation this is much more difficult and means we are constantly adapting to change. This ongoing change and uncertainty is likely to put greater pressure on families where a parent has a mental illness. Limited respite options and the cancellation of holiday activities for children and young people means they will have drastically reduced access to sports, social activities and time with friends. As capacity to offer face to face contact is reduced, families will become even more isolated. It is important as a clinician that you check in with consumer-parents about how they are managing and if they need any extra support, especially around their own or their children's safety.

Some questions you may ask are:

- How are you and your family managing at the moment?
- How is having your children at home impacting on your mental health?
- What types of activities are your children doing?
- Are they going OK with their schoolwork?
- Do you have any worries about them?
- Who are your key supports? Do you feel like you need any extra supports for you or your family? How safe do you feel?

It is important to:

- Encourage consumer-parents to keep routines for themselves and their children
- Reinforce that everyone is in this together
- Identify and validate family strengths
- Focus on self-care and encourage seeking help



The Victorian FaPMI Program
Families where a Parent has a Mental Illness

Young Carer Bursary Now Open

The Young Carer Bursary Program supports young carers to continue with their education. The program offers 1,000 bursaries of \$3,000 each year. Young carers across Australia can apply go to:

https://youngcarersnetwork.com.au/young-carer-bursa-ry?mc_cid=3458b3dfb0&mc_eid=d175f84def

Applications close 8 September
2020 5pm AEST.



Working From Home Learning Opportunities Substance use and child aware practice.

New podcasts from Emerging
Minds.

Four practitioners share their insights about how children are impacted by their parent's substance use, how practitioners can open up supportive conversations with parents about their children, and how a child-focused approach can help to break intergenerational cycles of substance used as a coping mechanism when there is a history of trauma and disadvantage.

Listen to parts 1 and 2 on [Spotify](#), [Apple Podcasts](#) or [online](#).



Welcome Joel

Joel Sharrock will join Alice Morgan as our new FaPMI Coordinator on 12 August. Joel has worked recently as a social worker at Headspace. Please make him feel welcome.



FaPMI Coordinators are here to help you. Contact them for resources, service information and financial support to families. Alice Morgan: 0429 231 920 alice.morgan@alfred.org.au or Joel Sharrock j.sharrock@alfred.org.au



Free support for patients with severe/complex mental health conditions

Do you have patients with severe mental illness and complex needs who require co-ordination of their care and can't afford services?

Referrals have opened up in the Local Government Areas of **Stonnington, Glen Eira, Kingston** and **Bayside** for SEMPHN's free (funded) **Mental Health Integrated Complex Care (MHICC)** service, delivered by Star Health.

Appointments are currently by phone, video and limited face-to-face appointments.

Fax a referral and GP Mental Health Treatment Plan to 1300 354 053 or call SEMPHN Access & Referral on 1800 862 363 (8.30am-4.30pm).

Patients can also self-refer.

Find more information, clinical software templates and referral forms [here](#) or call Belinda Bruno on 0422 379 858.



Spectrum Training Free Q & A Sessions

Mental health clinicians are invited to attend this first of several monthly teleconference sessions with a panel from Spectrum's Workforce Development team to discuss practice issues in relation to working with people with borderline personality disorder (BPD).

These free Q & A sessions will be delivered by live video-conferencing and, in the current climate of disrupted work practices and training delivery methods, will provide an opportunity to raise questions regarding both practice and theory and to participate in facilitated and informative consideration of the questions raised.

Topics for consideration will be on general practice concerns rather than about specific clients.

The sessions are held as follows—please see registration details below.

Session 3: Friday the 28th of August from 10 to 11.30am

Session 4: Friday the 25th of September from 10 to 11.30am

To register for this event, please copy and paste the links below into your browser. The Zoom meeting invitation will be provided closer to the event.

<https://www.eventbrite.com.au/e/spectrum-training-event-q-a-session-three-registration-108940935270>

<https://www.eventbrite.com.au/e/spectrum-training-event-q-a-session-four-registration-108941091738>



Check out Sophie in the Alfred Health Newsround

We're well into lockdown, so here's a bit of Sophie to brighten your day. Sophie works part-time with our community mental health team at the St Kilda Road Clinic (SKRC), with her human, Adam.

Her main duties include making people happy, resting her head on laps and running up to greet people when they exit the lift. During the pandemic Sophie has brought a much needed morale boost for the staff and clients at SKRC, we hope her smile brings a little extra joy to your day.



Luisa's No Knead Bread Recipe

Luisa Senese has kindly shared her recipe for no knead bread. The response from everyone who has tried it, it's delicious! Click on the link below to access the recipe.

[Recipe](#)



Hepatitis A Vaccination

Reminder that SKRC are in a position to provide free Hepatitis A vaccination to those who are experiencing homelessness (very loose definition) or those who use drugs.

These vaccinations are only available for free until the end of August.

Contact Alice Ryan who can check if your client 'at risk' has either had a previously vaccination, if not Alice can help organise this with you.

Any question contact Alice Ryan on 9076 0889



Patient Portal

As you may have heard, Alfred Health has recently launched the new and exciting 'Patient Portal' – a web-based platform for Alfred Health patients to access medical and clinical information including; test results, upcoming appointments (if scheduled in Scheduling) and select information from their electronic medical records such as a Psychiatry Letters, all other Outpatient Letters and Inpatient Discharge Summaries. These documents are available from 25.5.2020.

Over time, we are likely to make further documents available to our consumers; this may include Mental Health Act documents and Care Plans such as Treatment & Recovery Plan. These documents would be available retrospectively, dating back to 25.05.2020. We will keep you informed on those developments.

Please sign up to your own Patient Portal to experience the ease of enrolment (have your drivers' licence ready for ID verification purposes) and how the Patient Portal looks/feels. Registration is quick and easy via our Patient Portal Support Team! To verify your identity and obtain a registration link, you and your patients can join our virtual waiting room by following this link: <https://vcc.healthdirect.org.au/t/patientportalregistration/join>

Be aware, the above link will get into the Alfred Telehealth waiting room where you will be picked up by the Patient Portal Support Team. Alternatively, our team is happy to help with your queries via phone on 03 9076 5000 or via email on: patientportal@alfredhealth.org

For more information, please go to the Alfred Health Connect page: <https://alfredhealthconnect.sharepoint.com/Dept/eTQC/Pages/Patient-Portal.aspx>

We are in the process of developing enrolment strategies for our clinics and consumers. Stay tuned for more information.

Conny Brune
Clinical Information Specialist

Alfred Health

Our Hospitals | Our Services and Clinics | Viewing health record for

Alfred Health Patient Portal homepage

Alfred Health website

- Health Record
- Messaging
- Appointments

Alfred Health Patient Portal

theAlfred | Sandringham HOSPITAL | Caulfield HOSPITAL

Alfred Health Patient Portal gives you access to view your Alfred Health electronic medical record.

You can view your pathology test results, discharge summaries and upcoming appointments.

If you need help using Alfred Health Patient Portal, you can, read the guiding information on each page or can call 03 9076 5000 during business hours.

We want to hear from you about your experience using the Patient Portal. [Click here](#) to complete a short survey

In the case of an emergency, call 000.

Allergies

No allergies recorded

Latest Results

Micro Molecular

COVID-19 PCR Result
NOT Detected
06 Jun, 2020

[View Test results](#)

The Street Smart Start Up With The News You Can Use

It's the kind of news Brett could have used in his stints on the streets.

Personal stories of others experiencing homelessness. Where to find showers and food. Tips on services and how to navigate nightmarish bureaucracies like Centrelink, without a drivers licence or fixed address.

Today, Brett – who preferred to just use his first name – is part of the small team tasked with pouring its collective knowledge about such matters into one of Australia's newest and unique publications.

"It's what people out there want and need, and it's coming from people in the same situation as they are," Brett said. "Instead of someone coming out of university, [we] have that actual street experience, drug experience, jail experience."

The editorial committee of eight come up with ideas and work with Cohealth support staff to get the words onto the page. *Need to Know* is then printed into a fold-out A5-size zine and distributed at churches, services or anywhere people sleeping rough were likely to go, Brett said.

"Everyone gets treated the same and gets to talk," he said of the editorial decision making. "I've never done anything like it. This is the big chance of my whole life. I'm 50 years old and I've never had a chance before."

Fortified by his handling of the responsibility, Brett, who has been in and out of homelessness since the age of 13 and is currently in transitional housing, plans to begin mental health and drug and alcohol studies at TAFE next year – pandemic pending.

The zine is the initiative of Cohealth and kickstarted with a grant from the City of Melbourne.

Cohealth homelessness outreach manager James Duffy said the team was now looking for about \$40,000 in funding, from any source, to keep *Need to Know* afloat for the next year.

In a separate program, the not-for-profit has also distributed about 100 mobile phones and tablets as a means to share information and engage with clients during the pandemic.

Cohealth has paid for the first six months of the plans and mobile data, which works out at about \$200-250 per person, and they have chosen models offering the greatest battery life.

'Like a five-star hotel!': Homeless find stability in a place of their own. It means people can get alerts about changing health information or directly access health, legal or addiction support, Mr Duffy said. Some clients have also been using their devices for fun activities like virtual tours of the zoo.

"We've had to really pull back on a lot of the face-to-face contact and treatment . but we're also being creative about how we engage with the community," Mr Duffy said.

Brett said the phones were invaluable for people with little other access to information.

"It's unbelievably difficult," he said. "There's no TV – that's the first thing you do in the morning to see how many passed or how many are infected. You can't easily find information about things like face masks or where to get them from. That's why we need services like this."

Homelessness Week ran between 3rd - 8th August 2020 with the theme "Everybody Needs a Home."



Useful Links Providing Support For Clients

At Southcity we're finding more engage-ability than usual with consumers because they are isolated and a bit lonely. This means more people are answering the phone when we call- and more are wanting long chats (sometimes long ambivalent chats lol).

The loneliness and isolation means people are more interested in twelve step meetings. It's a great way for people to get connected during stage four restrictions and it costs nothing!

I've included links and instructions below- AA and NA meetings and speakers on YouTube (for more nervous people who like to know what they're getting themselves into). The YouTube speaker clips are audio only- no faces because of anonymity.

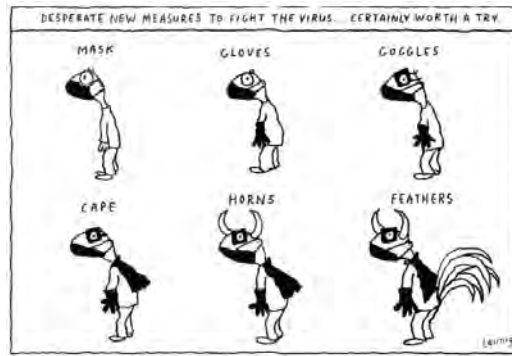
There's meetings all day every day- either in Victoria, other states in Australia or in the world. All the lists below have live links so once zoom is installed/set up, all people have to do is click on the link. People should enter a name... can be real, fake, or can be 'just listening' if the person doesn't want to be bothered or asked to share. Camera can be on or off. Meetings usually go for 60 or 90 minutes but people can leave whenever they want. It's a great alternative to being bored in hospital!

Here are zoom instructions for AA that would work for NA too <https://aa.org.au/meetings/zoom-help/> as well as the links.

Victoria NA	https://www.navic.net.au/meetings/
Australia NA	https://www.na.org.au/multi/online-meetings/
World NA	https://virtual-na.org/meetings/
Victoria AA	https://aa.org.au/meetings/online-meetings/next/
World AA	https://aa-intergroup.org/oiaa/meetings/
CMA (crystal meth anonymous)	http://www.crystalmeth.org.au/cma-meetings/ <i>N.B. CMA is popular with chem sex/MSM consumers. May be difficult for meth users who are not having chem sex.</i>
YouTube AA speakers	https://www.youtube.com/playlist?list=PLuSJRom1_4kBEKIuDwW5OS4_BILUAv4Q3
YouTube Mixed 12 step recovery	https://www.youtube.com/channel/UCFUgHDtT_gKwhalYiBVzoag
YouTube NA speakers	https://www.youtube.com/playlist?list=PLuSJRom1_4kDdltaeRpKRNghKM CjhYceZ
Al Anon	https://www.al-anon.org.au/electronic#svic
Adult Children of Alcoholics	http://acoasydney.com.au/meetings/
For the less 12 step inclined: family drug help phone line 1300 660 068	https://www.sharc.org.au/family-drug-help/
And a link to brilliant family resources on boundaries, assertive communication, I statements etc.	https://www.sharc.org.au/family-drug-help/family-drug-helpline/helpline-resources/

Gabby Cohen
Southcity Clinic

How it feels sharing the bed with my cat.



Stages of Quarantine



When your mom cuts your hair 🤔



MELBOURNE CUP 2020





This edition we shine the spotlight on Liam Cannell (OT, Mobile Support Treatment Service) and ask the really tough questions...

What is your favourite -

- **Food?** Pizza
- **Drink?** Whiskey
- **Ice cream flavour?** Cookies & Cream
- **Holiday destination?**
 - **Local?** Brighton
 - **International?** Croatia/Greek Islands
- **First childhood memory?** Opening up my Super Nintendo at Xmas
- **Your favourite toy as a kid?** Mickey Mouse doll
- **What would be the title of the movie of the story of your life?** Life's A Party
- **Who would play you?** Leonardo DiCaprio
- **If you had \$10 extra, what would you buy?** A pint of beer
- **Love the mental health profession because?** Love seeing our clients improve their quality of life
- **Best compliment you ever got?** "impressive beard"
- **Worst punishment you received at school** Afterschool detention cleaning the sports storeroom



What's Making News

[Car park proposal for homeless](#)

[Hotel stays for 2000 homeless extended until April under \\$150m package](#)

['I'm now thinking of retraining': Uni fee hike could see social worker exodus](#)

[Curfew must involve a plan for those who have no choice but to be out](#)

[Report on heightened suicide risk points to hope](#)

[A confrontational hospital visit changed my eating disorder forever](#)

[How to start meditating so that it works for you](#)

['Everybody gets it': Report on heightened suicide risk points to hope](#)

[Curfew must involve a plan for those who have no choice but to be out](#)

[Mental health system to get funding boost as Victorians struggle under weight of coronavirus burden](#)

Welcome	From	To
Dr Simone Farrelly (Psychologist)	Orygen	ARCC / MSTS / Co-ordinator Psychological Therapies for Psychosis (Maternity Leave position)
Movements	From	To
Joel Sharrock (Social Worker)	Headspace Bentleigh	FaPMI
Emily Nowak (RPN)	Inpatient Unit	Transition to Community Program
Emma Connelly (RPN)	IPU	MSTS
Dani Dabley (SW)	Primary Care Coordination - SKRC	Intake SKRC (6 month position)
Dave Pritchard (RPN)	Intake SKRC	Inpatient Unit - First Floor
Farewell	From	To
Dr Julia Nicholls (Psychologist)	Co-ordinator Psychological Therapies for Psychosis	Parental leave
Julia Mijnhout (OT)	SKRC CMHT	Sunshine Hospital IPU