

Community Mental Health Services



Our priority is the safety, health and wellbeing of everyone during the COVID-19 pandemic.

What is Coronavirus (COVID-19)?

COVID-19 is a virus which causes respiratory infections and flu-like symptoms. Because it is a new virus, the general population has no immunity and it can spread very quickly from person to person.

What are the symptoms?

- Fever (temperature of 38°C or above)
- Sore throat
- Cough
- Tiredness
- Difficulty breathing

How does COVID-19 affect Adult Community Mental Health consumers?

Where appropriate, your appointment will take place over the phone or by using the telehealth video chat (also called PEXIP). You can discuss whether telehealth is a suitable option for you with your Care Coordinator or Peer Support worker.

Home and community visits are continuing, but only on an as-needed basis with appropriate screening for COVID-19 symptoms by the Clinician beforehand and also on arrival.

If you do attend your appointment in person at your local Adult Community Mental health Centre, you may notice some changes such as:

- When you arrive for your appointment you may be asked screening questions, for example, “Are you experiencing flu-like symptoms (sore throat, dry cough, fever)? Have you been overseas in the last 14 days? Have you been in contact with a potential, suspected, or confirmed case of COVID-19?”. Your temperature may also be taken.
- In the waiting room, chairs and seating may be spaced out, or you may be asked to sit away from other people in the waiting room to ensure social distancing requirements are maintained.
- If you are early for your appointment you may be asked to return when it is closer to your allocated appointment time.
- It is important for your health and the health of everyone that social distancing requirements are adhered to, otherwise you may be asked to leave.

To make sure everyone is asked the screening questions (examples above), some locations have changed which doors you can enter through and may also ask your name to confirm you have an appointment before you can enter. Please contact your Adult Community Mental Health Service the day before your appointment to be advised of any requirements that are in place for COVID-19 management (phone numbers are on the next page).

What everyone needs to do:

1. Handwashing routine:
 - It is important to have a consistent and regular routine. This means washing your hands for at least 20 seconds with soap and water. (Alcohol-based rub is also acceptable).
2. Coughing and sneezing:
 - Turn your head away from those nearest to you and cough and sneeze into a tissue or your elbow.
 - Dispose of tissues and wash your hands again for at least 20 seconds with soap and water.
3. Social Distancing:
 - The more space between you and others, the harder it is for the virus to spread.
 - We need to keep 1.5 metres away from other people and avoid shaking hands, hugging and kissing.

Support for consumers and carers

The COVID-19 pandemic is a worrying time for everyone. If you have any concerns, please speak to a staff member.

There are a lot of resources available to support carers and consumers such as:

- The Recovery and Wellbeing College (The College) are updating their Facebook page regularly to provide information on self-care, staying healthy and making informed choices especially during the COVID-19 pandemic as well as providing online groups and workshops. Generally the college is open to those 18 years of age and over, however during this time The College has extended their eligibility to include people 16 years of age and over.
<https://www.facebook.com/SESLHDRRecoveryCollege/>.
- The Black Dog Institute <https://blackdoginstitute.org.au/> has information for managing anxiety, stress and wellbeing caused by the COVID-19 pandemic.
- Beyond Blue <https://coronavirus.beyondblue.org.au/> 1800 512 348
- The NSW Official Visitors Program is for carers, family, friends and other people with an interest in the care of treatment of consumers. Consumers and their families or carers may contact the Official Visitors Program at anytime by calling [1800 208 218](tel:1800208218)
- Support for families, carers and consumers: SANE Australia 1800 187 263 or <http://www.sane.org.au>

Further information and resources for COVID-19:

- Aboriginal health resources and resources in other languages please go to www.health.nsw.gov.au/Infectious/diseases/Pages/covid-19-resources.aspx
- Frequently asked questions relating to COVID-19: preview.nsw.gov.au/covid-19
- National Coronavirus Health Information line 1800 020 080
www.health.gov.au OR www.health.nsw.gov.au

Contact details for Community Mental Health

Eastern Suburbs Community MH (Euroa Centre) (02) 9382 3753		St George Community MH (Kirk Place) (02) 9553 2500
Eastern Suburbs Community MH (Maroubra Centre) (02) 9382 3753	Eastern Suburbs Community MH (Bondi Centre) (02) 9366 8610	Sutherland Community MH (The Sutherland Hospital) (02) 9540 7800

Other resources

NSW Mental Health Line 1800 011 511	1800Respect: 1800 737 732 Sexual assault, domestic and family violence counselling service
Translating or Interpreting Services 131 450	Health Care Direct for general health advice 1800 022 222