

**Kicking off at 2:30  
(please mute your mike)**



# **Sector Response to COVID-19**

**SESSION FOCUS:**

**NON-RESIDENTIAL SERVICES**



**WAAMH**

**Western Australian Association  
for Mental Health**

**In Collaboration with the Mental Health Commission**

# Acknowledgement of Country Welcome Housekeeping/Rego

If you have not registered yet – please email [KOBrien@waamh.org.au](mailto:KOBrien@waamh.org.au)



# Session Purpose



Checking in



What changes have you observed and how are they impacting on non-residential;

- Services and staff
- Consumers/clients?



What would support your organisation at with these impacts?

# THE TECH

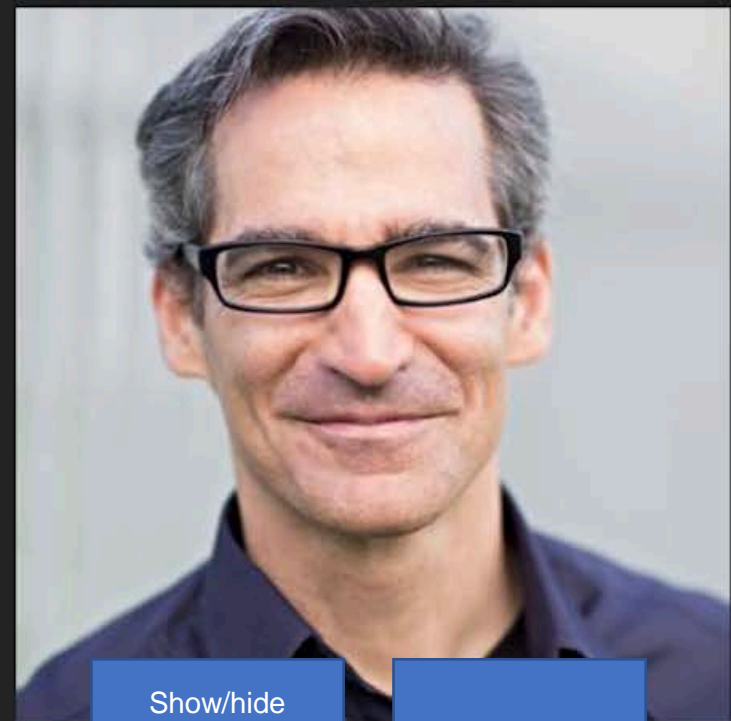




Participants (1)



Joel Levin (me)



Mute Me

Raise Hand

Claim Host



Chat

Microphone Video On/Off

Show/hide participant list Raise Hand

Show/hide Chat window

Chat to all or one person

Joel Levin

Mute Start Video

Invite

Participants 1

Share Screen

Chat

Record

Reactions

Leave Meeting

To: Everyone

Type message here...



# ONLINE ETIQUETTE

(1) Mute when not talking

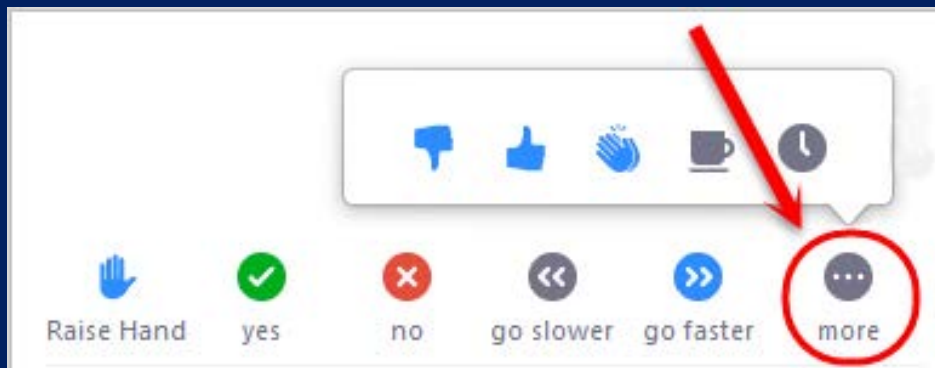
(2) Drop video if bandwidth is struggling



(3) Turn off emails and other things that go 'ping'



(4) Things take a little longer – lets work together



(5) Use online 'non-verbal' signals

# CRISIS CONSULTATION

## **(1) BE GENEROUS**

The shock and uncertainty is real for everyone – manage yourself so you don't add to people's distress.

## **(2) FOCUS ON WHAT IS NEEDED**

There will be time for post-mortems but right now we need to look forward

## **(3) DON'T LET PERFECT BE THE ENEMY OF GOOD**

There is and will be messiness in the consultation and responses elements. We need to get it right, but it may not be perfect.

## **(4) PUT YOUR EXPERINCE INTO A SECTOR-WIDE CONTEXT**

Everyone brings something unique and needed. How can that contribute to sector wide thinking?

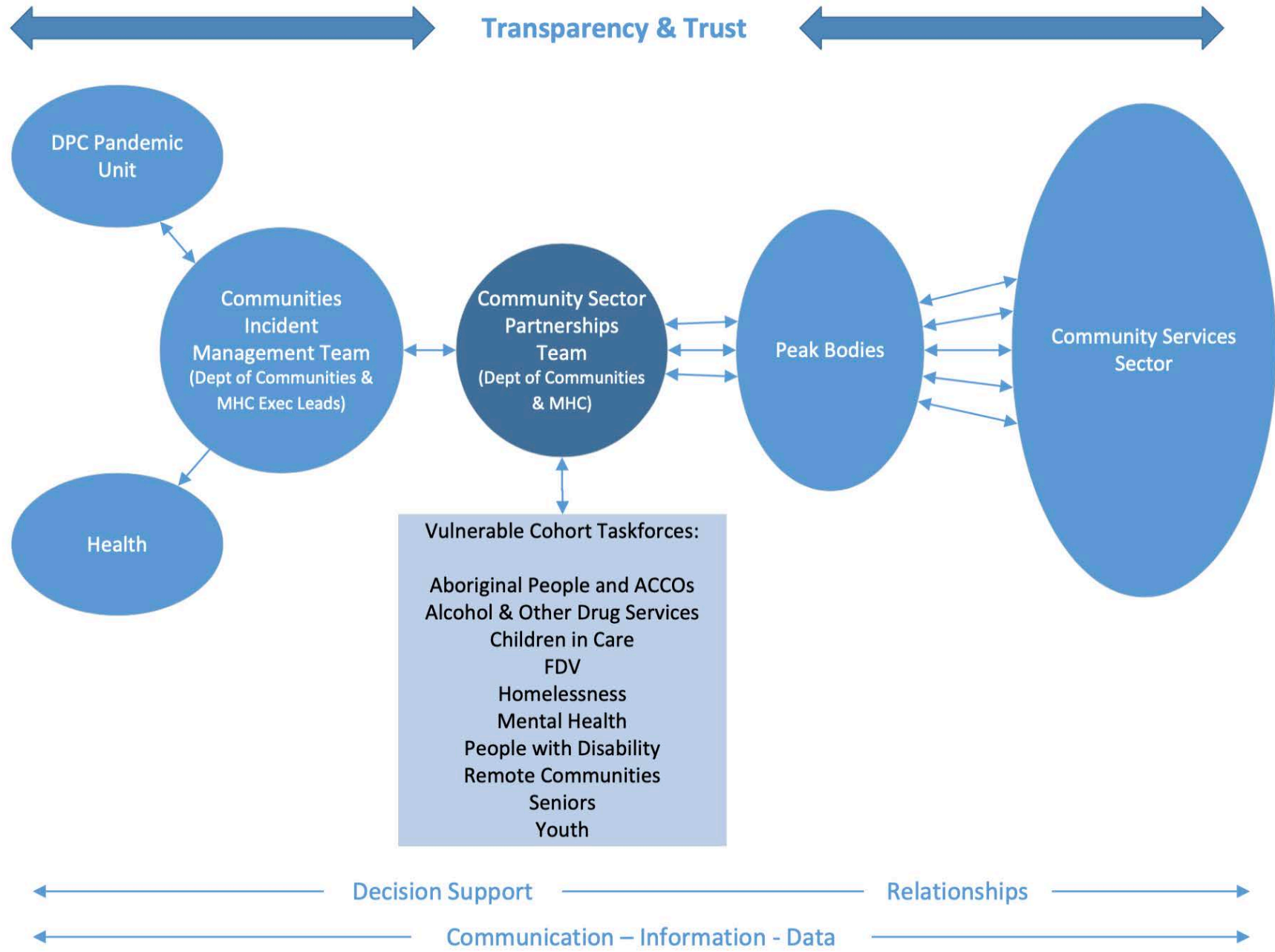
# Setting the Scene



## Mental Health Commission

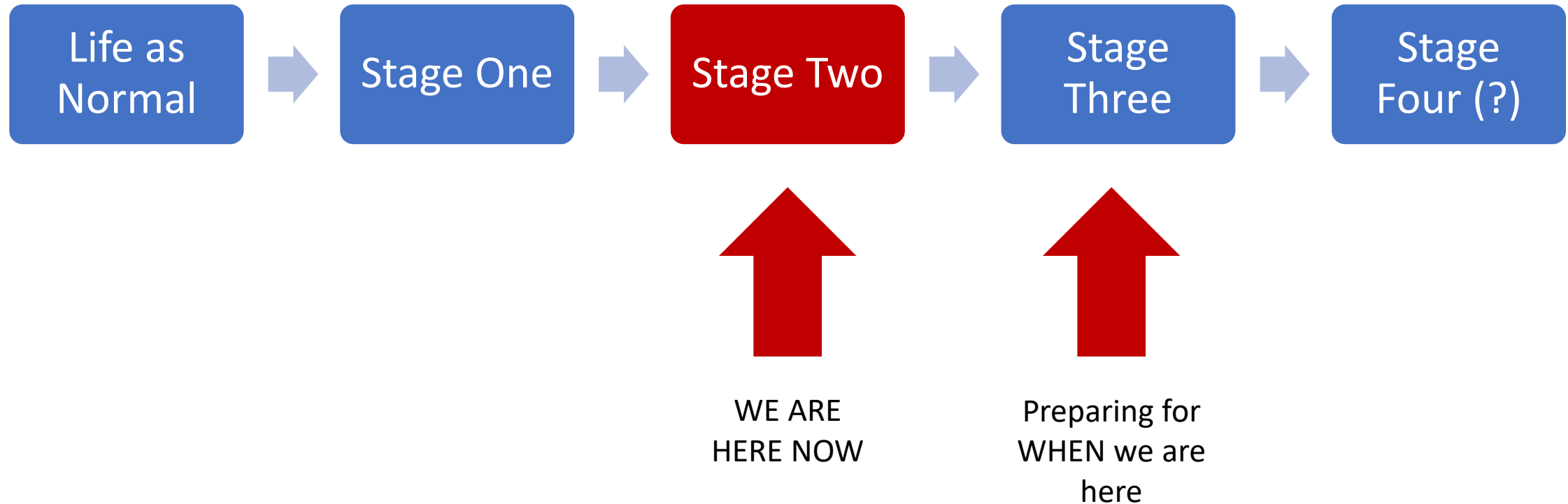








# COVID-19 Context





# Is the Sector an essential service?

Current Understanding

**Any service provider working with people who are vulnerable and would not be able to meet their own needs (activities of daily living) without support, cannot meet their basic needs of food, shelter and safety and prevent people from escalating into emergency departments falls into a “critical service”. This includes those in residential and non-residential services, food security and financial counselling.**

This applies to:

- Aboriginal people who utilise community service supports
- People who are homelessness includes couch surfing
- **People with severe and persistent mental health and drug and alcohol issues**
- Women and children escaping domestic violence
- Seniors
- Children in out of home care
- People (adults and children) with disability
- Residential services for all the above
- Remote Communities
- People experiencing poverty

Source:

Community Sector Partnerships Team

# Decision Making Principles

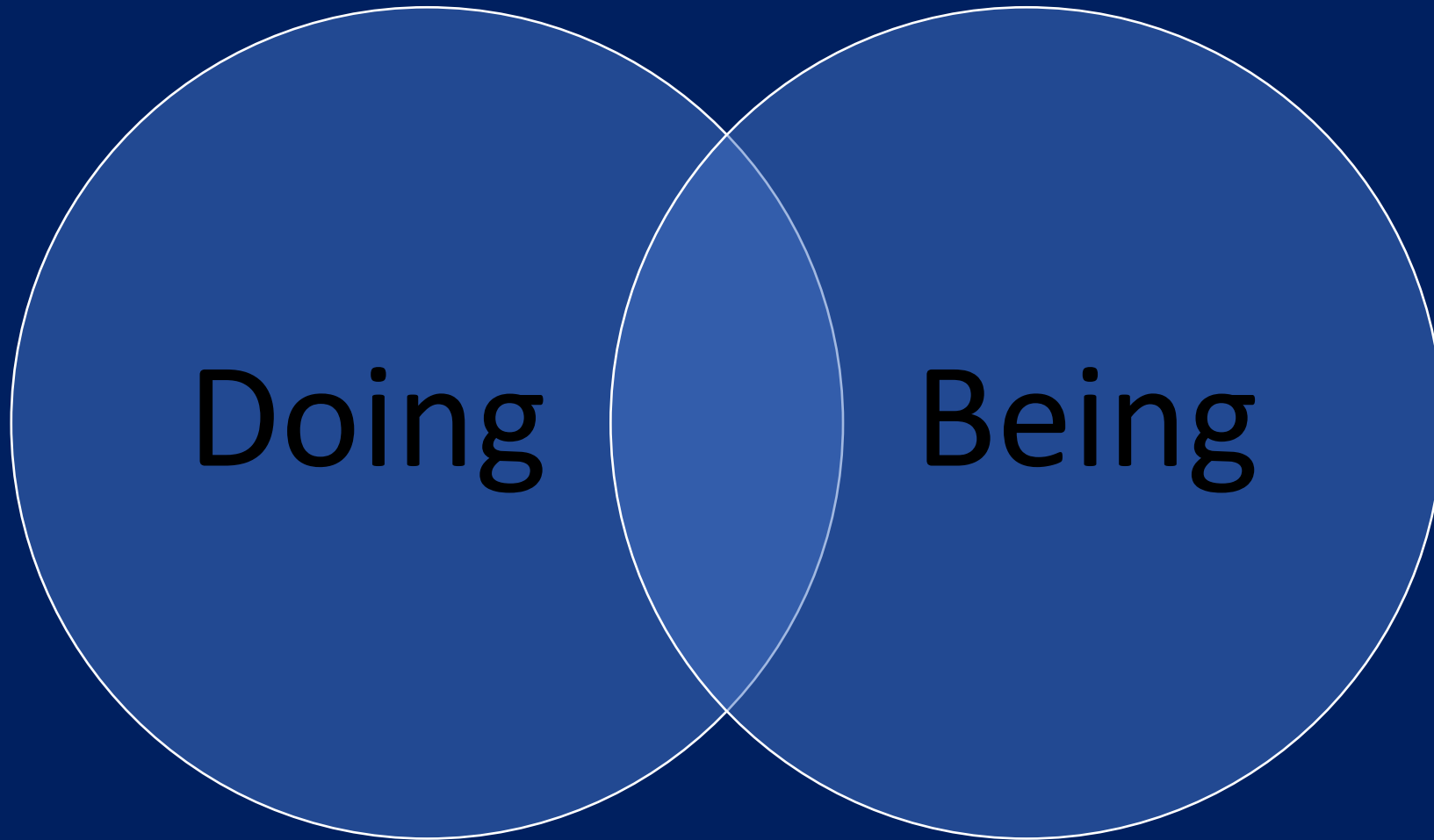


# Overarching Principles



1. **SAFETY:** Keep as many people as possible, as safe as possible (infection control)
2. **WELL-BEING:** Keep people well, and out of hospital if safe to do so
3. **DO NO HARM:** Being clear on the 'essential' elements to enable a rapid response while maintaining appropriate balance with what the sector knows is important to the consumer (eg: recovery, human rights)
4. **FLEXIBLE:** Integrate a “yes if...” approach to developing new responses to new situations
5. **COLLABORATIVE:** Looking systemically – how can we each contribute to the response needed?
6. **INTEGRITY:** Not letting the crisis get in the way of quality and not letting the ideal get in the way of necessity

# Checking In





# Session Purpose



Checking in



What changes have you observed and how are they impacting on non-residential;

- Services and staff
- Consumers/clients?



What would support your organisation with these impacts?



Non- Residential Services

Decision-Making Principles

Group 1 - Service Providers a...

Group 2 - Service Providers a...

Group 3 - Service Providers a...

Group 4 - Consumers and Clie...

Group 5 - Consumers and Clie...

Group 6 - Consumers and Clie...

THEME TEAM WORKSPACE

THEME TEAM - Service Provi...

THEME TEAM - Consumers a...

This document will save your changes automatically

As the group above you writes more it will push the page down of your work

Group 1 - Service Providers and Staff

What changes have you observed in the community and other types of services (eg: medical etc)?	How are these changes impacting on non-residential service and staff?

[tiny.cc/waamh4](https://tiny.cc/waamh4)



# Next Step

Contact Chelsea with further comments: [cmckinney@waamh.org.au](mailto:cmckinney@waamh.org.au)

**thank you**



@AhaConsulting



@ahaconsultingau



[www.linkedin.com/company/aha-consulting-australia](http://www.linkedin.com/company/aha-consulting-australia)

