

### OVERVIEW

The continued spread of COVID-19 across Melbourne brings changes for all health services including St Vincent's Mental Health (SVMH). Services must respond and adapt to challenges that include:

- Reduced workforce capacity when staff are impacted directly by COVID-19 and cannot work
- The need to provide a service response that is safe for consumers and staff
- Reduced access to acute services including inpatient mental health and the Emergency Department at times they are particularly impacted
- Increased service demand as the mental health of the public is impacted by the medical, social and financial impacts of COVID-19.

### KEY POINTS

- All teams and functions within St Vincent's Mental Health will continue to operate
- We will continue to provide service and support to all current consumers
- We are still accepting referrals for new consumers
- All of our contact details remain the same

### PRACTICE

To continue to deliver all elements of our mental health service, we will:

- Prioritise treatment, ensuring new and existing consumers are able to access the services they need
- Streamline teams to ensure the health and wellbeing of staff to maintain workforce capacity in the longer term
- Deliver care in a manner that supports the safety of staff and consumers

### SUPPORTING CONSUMERS

- Staff are strategically grouped and located to maintain social distancing and ensure the right skill mix in the event of staff illness
- We are supporting people by telephone and Telehealth or online, where it is safe to do so
- We continue to see people at the clinics and in their own homes with extra safety precautions in place to protect staff and consumers
- We continue to provide an acute community crisis response
- We endeavor to be responsive to demand, yet some delays may occur during this time

### TRIAGE

The Mental Health Triage advice line (1300 558 862) is experiencing technical difficulties as a result of increased demand on the Telstra network. This is being investigated.

If you are trying to contact Mental Health Triage and cannot get through on the 1300 number please contact St Vincent's Hospital switchboard on (03) 9231 2211 and ask to be put through to Mental Health Triage.