

FACILITATING SERVICE ACCESS & COORDINATION

The role of Primary Care Partnerships in promoting and sharing service disruption and access changes during COVID-19

- A snapshot of the inter-organisation communication strategies applied in response to COVID-19 by Campaspe Primary Care Partnership

Newsletter production weekly; distribution to 620 recipients



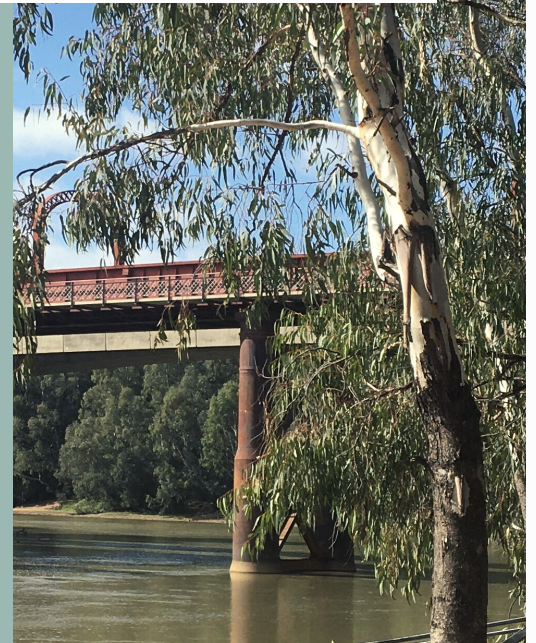
Weekly Newsletters commenced 19 March providing linkages to

- DHHS and DoH information sources and resources
- sharing of service changes in partner organisations
- sharing of the Enliven Easy English resources;
- reference to peak body news (particularly VCOSS, VHA, FV, NACCHO) and regional PHN

10 Newsletters

552 average opens per newsletter

82 average clicks per newsletter



SOCIAL MEDIA POSTS

50 COVID-19 related posts

171 likes
17,109 reach

101 shares
1,310 engagement



website



302 website visits

207 users

175 new users

833 page views



'Having all the information in one place made it easy for access to services and the updates saved time searching the net.'

Promoting service access changes and community education

Newspaper advertisement

Full page advert in 3 local newspapers (Echuca, Kyabram, Rochester) with distribution total of 9,500 circulation and 23,750 readership (x 2 advertisements in April)

- Included Coronavirus information for community not accessing online information
- Volunteering message
- Service Access changes related to Coronavirus. Organisations involved Health Services, Disability Providers, Family Violence Service Provider, Women's Health, ACCHO, Local Government, Emergency Relief Providers.

Coronavirus: Information and key contacts

What are the symptoms of coronavirus?
The most common coronavirus (COVID-19) symptoms reported are:

- Fever
- Coughing & Sore Throat
- Shortness of breath
- Loss of taste
- Loss of smell

Many people who contract coronavirus (COVID-19) will not experience symptoms. The majority of health problems will clear within people who get better within 2-3 weeks.

Who is most at risk of coronavirus (COVID-19)?

- Older people
- People with long-term medical conditions
- People with weakened immune systems
- People with long-term medical conditions
- People with long-term medical conditions

How can you prevent yourself from getting coronavirus (COVID-19)?

- Wash your hands often with soap and water for at least 20 seconds
- Avoid close contact with people who have symptoms
- Avoid going to crowded places
- Avoid touching surfaces that many people touch

Coronavirus helpline
Contact the 24-hour helpline 1800 232 388, or call your doctor to discuss your symptoms and risk factors. They will advise you if you need to be tested for coronavirus (COVID-19).
Please refer to page 2 for emergency use.

Coronavirus Screening Clinics
Screening Clinics (SCs) are open to people who are at risk of coronavirus (COVID-19).
• A SC is a place where you can get tested for coronavirus (COVID-19).
• A SC is a place where you can get tested for coronavirus (COVID-19).
• A SC is a place where you can get tested for coronavirus (COVID-19).

How do you know if you have coronavirus (COVID-19)?
If you are feeling unwell and have a fever, cough, or shortness of breath, you may have coronavirus (COVID-19).
If you have been in contact with someone who has coronavirus (COVID-19), you may have coronavirus (COVID-19).
If you have been in contact with someone who has coronavirus (COVID-19), you may have coronavirus (COVID-19).

What is a coronavirus (COVID-19) test?
A coronavirus (COVID-19) test is a test that can tell you if you have coronavirus (COVID-19).
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Communication of Mental Health supports during COVID-19

Enabling local networks to rapidly develop localised mental health support resource for service providers and the community

Listing local and regional service access points for tertiary, primary and other mental health services, this resource also provides links and reference to helpline and online mental health support providers

MENTAL HEALTH CRISIS - 24 Hour Services - If you need urgent help, call triple zero (000)		CONTACT
Mental Health Regional Triage Service (includes Campaspe)	24/7 Mental Health Triage for people in the Loddon Campaspe region - providing information, reassurance and referral.	Ph: 1300 363 788
Accession Mental Health Triage (NSW)	24/7 Mental Health Triage for anyone in NSW. Crisis and non-crisis support and referral pathway for mental health, suicide, psychosis, alcohol and drugs and sexual violence.	Ph: 1800 800 944
Lifeline	24/7 Crisis Counselling, support groups and suicide prevention services.	Ph: 13 11 14 www.lifeline.org.au
Suicide Call Back Service	24/7 Support if you or someone you know is feeling suicidal.	Ph: 1300 659 447 suicidecallbackservice.org.au
heyobdoo	24/7 Counselling over the phone, chat and online support groups.	Ph: 1300 224 636 hello@heyobdoo.org.au

LOCAL SERVICES - Mental Health Support/Counselling/Social Work Services		CONTACT
Echuca Community Mental Health Services (Bendigo Health)	Community Mental Health Team provides comprehensive mental health assessment, treatment & support to children, adolescents, adults & older adults. Access through Mental Health Regional Triage Service.	Ph: 1300 363 788
Echuca Regional Health	Generalist Counselling, Family Support, daily community response to COVID-19. These are phone/telehealth consultations only at this time.	Ph: 031 5485 9800
Rochester & Elmore District Health Service	Social Work Services	Ph: 031 5484 4445
Kyabram District Health Service	Social Work Services, Generalist Counselling Services	Ph: 031 5887 0200
Rural Mental Health Support (NSW)	Non-crisis Mental Health Support	Ph: 1800 201 1123
MyStep to Mental Wellbeing Western (NSW)	Stepped Care Service providing low, medium and high intensity psychological interventions.	Ph: 1800 954 544
General Practitioners	See your local GP. If you are concerned about any aspect of your mental health.	https://www.healthdirect.gov.au/australian-health-services
Psychologists	Psychologists provide effective interventions for a range of mental health concerns. People may be eligible for a Medicare rebate if referred to by a GP. To find a psychologist ask a GP or go to the website.	https://www.healthdirect.gov.au/australian-health-services
Angicare Victoria	Financial Counselling, Gambler's Help and Victims Assistance program.	Ph: 1800 244 323 www.angicare.org.au
Psychosocial Recovery Services	Psychosocial Support for individuals who are not supported through the NDIS and are significantly affected by severe mental illness.	https://www.murraygph.org.au/prs/

Supporting food security providers during COVID-19

Mobilising rapid responses to inform community

Due to pre-existing network relationships, Campaspe PCP have been able to rapidly contact local Emergency Relief providers to determine service disruption and changes. This resulted in the development and distribution of a local resource to share with community regarding changes to food security provision.

PROVIDER	FOOD RELIEF PROVISION	CONTACT SERVICES	ADDRESS	PHONE
Hyacinth Community Learning Centre	Food relief, hot meals, emergency clothing, blankets, clothing repairs.	Community computers, family support, education.	21-23 Laka Rd, Echuca	5421 0200
Echuca Neighbourhood Food Bank	Food relief from Monday to Friday 9am to 5pm. Free fresh produce, clothing, blankets, hygiene products. Please call ahead if you need help.	Free fresh produce, clothing, blankets, hygiene products. Please call ahead if you need help.	201 High St, Echuca	5420 2914
Rochester Community Centre	Food relief on Tuesdays of 10am to 12pm. Free fresh produce, clothing, blankets, hygiene products. Please call ahead if you need help.	Open for essential consumer goods only. Free fresh produce, clothing, blankets, hygiene products. Please call ahead if you need help.	43-45 Mackay St, Rochester	5424 3400
Organ Community Centre	Food relief on Tuesdays of 10am to 12pm. Free fresh produce, clothing, blankets, hygiene products. Please call ahead if you need help.	Free fresh produce, clothing, blankets, hygiene products. Please call ahead if you need help.	27 Myrtle St, Echuca	5426 6422
Wendee Aboriginal Corporation	Open for essential consumer goods only. Free fresh produce, clothing, blankets, hygiene products. Please call ahead if you need help.	Medical clinic, clothing, emergency food, hygiene products, family support, financial counselling, legal support, free mobile phone.	85 Howe St, Echuca	5421 4522 ext. 3
Rochester Community Centre	Not able to offer food support at the moment.	Free fresh produce, clothing, blankets, hygiene products. Please call ahead if you need help.	43 High St, Rochester	5424 3400
Steph Community Activities Centre	Food relief available from Monday to Friday 10am - 12 noon.	Free fresh produce, clothing, blankets, hygiene products. Please call ahead if you need help.	78 Morgan St, Tumpola	5429 1248
Stations Army - Contact by phone				5421 4722
Stations Army - Contact by phone				5424 1704
Stations Army - Contact by phone				5423 1129
Stations Army - Contact by phone				5427 7521
Stations Army - Contact by phone				5424 3504
Stations Army - Contact by phone				5423 2074
STPS (Temporary Closed)				
Feedback Echuca Community Church (Closed)				Campaspe Echuca
Echuca Meals on Wheels (Temporary Closed)				