



Sonder

Better Care Better Health



Your local health news.

MAR/APR 2020 EDITION

Info & contact

YOUR LOCAL health NEWS

A publication dedicated to promoting better information exchange for primary healthcare professionals and organisations in South Australia.



Sonder

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welcome

There appears to be no news other than COVID19 and news about any endeavour or any issue other the virus can't break through the blanket of COVID19 related news. There have been many words and many webinars produced about what societal response to the pandemic and what the world will look like once we come out on the other side. In that spirit I have painted a vision for our staff for what that other side looks like for Sonder by drawing on the analogy of the Great Ocean Road.

The Great Ocean Road, a 243 kilometre stretch of geographic delight between Torquay and Allansford, built after the Great War by returning soldiers who were not able to find work. This feat of engineering and graft was only possible because a visionary government paid for an innovative solution that carved a road through a mountain while simultaneously providing workers with meaningful employment during a period of dire economic and social dysfunction.

A period not unlike our own today.

We are today faced with a period in world history that is being compared to a World War. The COVID19 tyranny has rendered vast swathes of our communities as desolate and unsafe for socialisation and has destroyed the backbone of our economy. We are being asked to see this period as war in our time and to battle this unseen, virulent monster in the same way soldiers fought the tanks and the gas and the guns.

But if we look over the parapet and see beyond the devastation of COVID19, it is also helpful to look at that new world through the lens of post-war reconstruction. Only a values-based central government has the will and financial muscle to turn the huge numbers of unemployed into a force of workers to build the infrastructure of tomorrow. Will future generations drive on another great ocean road and pay respect to our generation for building a thing that lasts forever or transforms our nation? Only a government that is focused on redevelopment post this war against COVID19 can solve the long term problem of those who may not return to the workforce. Only a caring federal government can re-tool our workforce for the

economy of the tomorrow and get us truly ready for a post-war environment.

What then is the post-war prognosis for Sonder? How do we carve a future beyond the tyranny of this virus? How do we come out at the other end of this pandemic better and stronger for the ordeal?

The answer is best framed if we ask 'What is our Great Ocean Road?'

What is the infrastructure that we can build that takes us through uncharted territory into a world that is connected and is future proofed? How do we mobilise our workforce to see the potential for great beauty in a landscape that is now barren and forlorn? How do we build a vision of our future that is not about disease and dysfunction but rather about hope and innovation? And importantly, how do we bring together the range of individuals within Sonder with their myriad of professional expertise, bound together by a common purpose to serve those who are voiceless?

This is a powerful blend of dreamers, doers and fixers and my job is create the space that frees up that potential within our family to vision a future for Sonder, to build the IT and service infrastructure, and to build a platform for a rejuvenated Sonder. A Sonder that rises from the doom and gloom of our time to a Sonder that leads the regeneration of our health and wellbeing system. A Sonder that has bridged the gap between the 26 years of our legacy to a new world beyond this Great War.

Sonder will build our new Great Ocean Road and I invite you to be a builder with me.



Sageran Naidoo

Sageran Naidoo
Chief Executive Officer



Sonder Telehealth Services

In response to COVID-19, we are adjusting our service delivery at Sonder to incorporate video and phone counselling (Telehealth).

WE'RE HERE WITH YOU

At Sonder, our client's safety is our number one priority and we know how important it is for us to be there for you during this uncertain time.

Whilst we continue to offer in-person counseling services at all of our Sonder Centres (including our headspace Adelaide, Edinburgh North and Onkaparinga Centres), we have also launched Telehealth Services to ensure the safety of our clients, their family and friends, and Sonder staff during the COVID-19 outbreak.

HOW DOES A TELEHEALTH APPOINTMENT WORK?

After receiving a referral, clients will receive a notification that an appointment has been made for them to access a Sonder or headspace service. Clients may then opt for a Telehealth appointment over an in-person service. Telehealth appointments allow you to talk to a Sonder Worker, privately through a phone or video call rather than seeing them in person. The Sonder Worker will listen and help you with strategies to get through tough times. You will be able to see, hear and talk to your Worker, exactly as if you were talking to them in person.

A Telehealth appointment is just like a normal appointment; only you will be seeing and speaking to your Worker on a phone or computer/smart-phone screen. Your worker will already have relevant information about you to support your telehealth session.

TELEHEALTH SOUND STRANGE, WHAT IF I'M NOT COMFORTABLE WITH IT?

For some people, a Telehealth appointment can be strange at first, however your Worker will help you feel comfortable and become familiar with the process.

Phone and video services can be a positive experience, as people may feel less self-conscious. If you're not comfortable, let your Worker know.

Once they understand your challenges they're

much better placed to address them and support you to access sessions in a way that works for you. This could include a follow up face-to-face visit, a Telephone appointment (without video) or trying a second video Telehealth visit after some problem solving or adjustments to suit you.

WHAT ABOUT CONFIDENTIALITY AND PRIVACY?

We will not record or store Telehealth appointments.

Your rights to confidentiality and privacy will always be respected. Sonder will not disclose your private information unless we have your consent to do so, or are authorised or required to by law.

If we have concerns there is a risk to the safety of you or others, we will need to act on this, and this may involve sharing your details with others.

Please refer to the Privacy Collection Notice and Privacy Policy on our website for more details.

If you have any concerns about our policies and procedures relating to Telehealth or would like to lodge a complaint or concern you may do so at any stage by contacting us on (08) 8209 0700 or info@sonder.net.au

Supporting our community through COVID-19

Sonder has implemented precautionary strategies at all Sonder and headspace Centres.

The latest information on the Coronavirus (COVID-19) outbreak and responses can be found by following Public Health Alerts and by following SA Health directions as outlined on the website. The Australian Government Department of Health is also providing regular updates, further information and direction on responding.

In line with strategies employed and recommended by the Australian Government, Sonder has implemented precautionary strategies at our Sonder and headspace Centres (Adelaide, Edinburgh North and Onkaparinga) in response to the Coronavirus (COVID-19) outbreak.

These initiatives are advised by the Federal Government's official statements and will of course be updated as the situation evolves.

WE ARE:

- Cancelling non-essential events and gatherings
- Minimising work meetings
- Introducing COVID-19 screening processes across our services

- Putting work-at-home provisions in place
- Reducing the delivery of non-critical face-to-face service but continuing to work face-to-face with some clients where appropriate
- Restricting visitor access
- Putting staff leave provisions in place to provide security

These strategies will ensure a safe environment for staff and clients, whilst ensuring the continuity of care for clients.

Sonder will continue to monitor the global, national and state situation regarding COVID-19 and act upon information released by the Australian Federal Government and each of the various State Governments.

We look forward to updating you as these strategies change in the future and appreciate your understanding in this unusual circumstance as we all continue to adapt to this ever-changing circumstance.

How to cope with stress related to novel coronavirus (COVID-19)

It can feel stressful and overwhelming during an event like the outbreak of novel coronavirus (COVID-19) and we can all be affected differently.

You might feel overwhelmed by the information, conversations and the increased levels of stress in your community.

It can also be hard to know what information to trust, especially in a situation where things are changing so quickly. However, it is important that we learn to manage our stress before it turns to more severe anxiety and panic.

This information sheet outlines some useful strategies to help cope with the stress or anxiety experienced as a result of the coronavirus outbreak.



Learn the facts

Try to limit related media exposure and instead seek out factual information from reliable sources such as the Australian Government Department of Health, or other trusted organisations such as the World Health Organisation or Centers for Disease Control and Prevention.

It can be helpful to take a break from the 24-hour news cycle.



Keep things in perspective

Rather than imagining the worst-case scenario and worrying about it, remind yourself:

- The actual number of confirmed cases of coronavirus in Australia is extremely low
- Illness due to coronavirus infection is usually mild and most people recover without needing specialised treatment
- Even if the worst were to happen, you may be underestimating your ability to cope.

(08) 8209 0700 • sonder.net.au

Sonder helps people to live better lives by providing high quality care, health and support services. Sonder's range of services include mental health counselling, addiction services, Aboriginal health and employment support.



Take reasonable precautions

Being proactive by following basic hygiene principles can keep your anxiety at bay. The World Health Organization recommends to:

- Wash your hands frequently
- Avoid touching your eyes, nose and mouth
- Stay at home if you begin to feel unwell until you fully recover
- Seek medical care early if you have a fever, cough or experience breathing difficulties.



Practice self-care

Engage in activities that promote a sense of calm and feeling grounded (use of alcohol and other drugs can be counterproductive with this). Do things that make you feel physically and emotionally safe.

Keep up social connections with those who are helpful to your wellbeing. Call, message or video-call friends and family members.

Maintain a healthy lifestyle to strengthen your immune system. Eat a balanced diet, exercise regularly and get good quality sleep. Try practising relaxation or meditation to give your mind and body a break.

MORE SUPPORT

Sonder's Walk-in After-hours Mental Health Service is operating as normal. No appointment needed.

When Mondays, Thursdays, Fridays & Saturdays

Time Operating from 5 - 10 pm

Where headspace Edinburgh North

For more information about this service, call Sonder on (08) 8209 0700

If calling after-hours: (08) 8209 0711

Lifeline 24 Hour Crisis Counselling
13 11 14

Lived Experience Telephone Support Service (LETTS)
1800 013 755

LGBTIQ Helpline
1800 184 527

Mental Health Triage
13 14 65

If you require emergency assistance, please call:

Emergency Services
000

Tips for talking with children about the coronavirus

Don't be afraid to talk about the coronavirus with children. It is important that they can speak to you about their own concerns.

You can help to reduce their anxiety by:

- Speaking to them in a calm manner. Manage your own anxieties before bringing up the subject
- Explaining that it is normal to feel worried when new and stressful situations arise. Reassure them that you will work together to manage whatever comes up in the future and that you are there to listen to them.
- Giving them a sense of control by explaining what they can do to stay safe (e.g. washing hands regularly). Think of some ideas of how together as a family you can help others in this time (e.g. picking up groceries for a neighbour).
- Keeping up a routine and focusing on things that are in their control, such as school work and piano practice.



Sonder at Southern Region Nunga Tag 2020

The free, annual event held at Christies Beach brings together Aboriginal students, families and community members to network and engage with school and local service providers over sport

Nunga Tag provides the opportunity for Aboriginal students to showcase their skills and flair in a sporting event that brings community together under the banner of cultural inclusion, wellbeing and determination.

The Nunga Tag football event promotes the importance of 'life skills' and education through the application of team sport participation. The event date coincides with the beginning of the school year and generates an ideal platform to bring into focus awareness about educational engagement and participation. The event allows the opportunity for services, organisations and government bodies to work in collaboration to support and deliver positive youth development outcomes.

The 2020 Nunga Tag carnival was held on 11 March 2019 at Christies Beach High School. The event achieved tremendous outcomes with growth in student participation and community service contribution to the event.

Nunga Tag carnival is an event that applies the methodology that everyone can play a part in the development of youth and this was evident by the attendance of 37 service providers and community organisations.

Nunga Tag is the only Aboriginal specific regional sporting event tailored for Aboriginal and Torres Strait Islander (ATSI) high school students held in Southern Adelaide.

Positive benefits from the annual event include; strengthening a positive self-image for students, encouraging them to be proud of their own identity as young Nunga's, building self-confidence and self-resilience, working as a team player through developing effective communication skills and curbing anti-social behaviour through sports participation. The Carnival encourages inter-school participation and engagement through a healthy activity that promotes the importance of health and wellbeing.

Nunga Tag also provides students with an opportunity to access information about local service providers within their region. Allowing students to build and enhance community relationships and their awareness of local business and government agencies.

Sonder and headspace Onkaparinga look forward to continuing to support this important southern community event in future.



We're seeking Private Allied Health Practitioners.

Clinical Psychologists, Registered Psychologists, Social Workers & Occupational Therapists

Sonder is seeking sub-contracted private allied health practitioners to complement the mental health platform of our service model. Practitioners interested in providing contracted services can negotiate flexible arrangements so as to maintain existing private or public work.

Interested practitioners must be eligible to provide services under the Medicare Benefits Scheme: Better Outcomes for Mental Health Initiative.

Benefits

- Guaranteed client case load
- Support from Clinical Lead and Intake Team
- Rent free
- Free professional development
- Reception & admin support
- Flexible hours

Get in touch today to learn more! (08) 8209 0700 • sonder.net.au



Alarming mental health data prompts headspace to urge young people and families to seek support

Alarming findings released by YouGov regarding the stress Australians are feeling as a result of COVID-19 has prompted headspace to issue a warning to family, friends and young people to seek and access support if they're not coping as early as possible. The survey, carried out between Thursday 9 April and Easter Monday, found one in four relationships are under strain, one in two people are feeling isolated and 57 per cent are feeling stress. Furthermore, the survey found that 54 per cent said restrictions due to COVID-19 were causing tension in the household.

In an effort to provide tools to support people through this time, headspace National Youth Mental Health Foundation has created a resource for young people, family and friends on the ways in which people can try to understand and manage any conflict within their households that may be heightened as a result of COVID-19.

Vikki Ryall, Executive Director Clinical Practice at headspace said that during these unprecedented times, headspace is encouraging young people and families to look for trusted information, support and online tools that will help them to get through this period.

"As a society, we've never experienced anything like COVID-19. We want to remind people that there are things they can do to look after themselves and headspace will continue to provide young people and families with information and tools that might help them best manage what they're going through. We acknowledge that for some people this might be a time of connection with families and coming together alongside increased stress."

"The fact sheet for managing family dynamics is accessible on the headspace website, and includes information about dealing with family conflict, understanding and managing emotions and communication techniques that can be helpful for people when it comes to managing conflict or tension.

"It's important to remember that conflict is a normal part of all relationships. We know that it's likely that tensions are heightened as a result of the stress of COVID-19 and subsequently, job losses and

uncertainty regarding income, study and work." Ryall said.

The research from YouGov also found that 70 per cent of respondents are drinking more than they normally would, prompting headspace to remind young people of the ways in which they can maintain a healthy headspace during this time including the importance of cutting back on alcohol and other drugs.

Speaking on the findings, headspace CEO, Jason Trethowan said, "It's not surprising to learn that people are feeling more stressed as a result of COVID-19 and those feelings are entirely valid. These are very challenging times and we know that impacts of COVID-19 have the potential to be wide and far reaching.

"We want to remind people that there is support and trusted information available, including things like our seven tips for a healthy headspace that can be accessed during this time and incorporated into our lives."

"Proactively managing our mental health needs to be a priority, particularly in circumstances such as this where many people are really feeling the stress of what's going on in the world. The tips include things like staying active, eating well, cutting back on alcohol and other drugs and finding ways to stay connected to our community and loved ones.

"We strongly encourage young people, family and friends to reach out for support if they need help getting through this time either for themselves or someone they're worried about. Support is available and we want to reiterate to young people in the community that they are not alone and headspace is here to help." Trethowan said.

[Click here](#) to access the headspace Fact Sheet on family conflict or any other materials on coping with stress related to COVID-19.

To learn more about how to access Sonder's headspace Centres - headspace Adelaide, headspace Edinburgh North or headspace Onkaparinga, visit www.sonder.net.au



headspace Adelaide host early psychosis education event for GPs



On Monday 10 February, headspace Adelaide hosted an education session on psychosis and young people. The education session was held in collaboration with Orygen, Sonder and the Adelaide PHN.

The education event was delivered by presenters Associate Professor, Andrew Thompson, Clinical Director, John Callery, General Practitioner, Dr Stephanie Taylor and Orygen Youth Consultants, Angus Weller and Sean Kellery.

The event was well attended by over 50 GPs, Psychiatric Registrars, Medical Officers and Psychiatrists.

The presenters provided attendees with information on the importance of early intervention in the treatment of psychosis. The presenters discussed current recommendations for the treatment of young people experiencing psychosis and the available screening tools and referral pathways to the Early Psychosis program at headspace Adelaide.

For a complete list of upcoming events for health professionals, available through Sonder, visit sonder.net.au/education-events or call (08) 8209 0700 and ask to speak to Sonder's education events team.

To learn more about headspace Adelaide's Early Psychosis program, visit headspace.org.au/adelaide or call the centre on 1800 063 267



Family & Friends information session

On 24 February, Sonder and headspace Edinburgh North hosted a Family & Friends Information Session for family and carers of young people.

Nina Pearce, presented the group with an overview of Sonder services, specifically a young person's journey through the emerge program.

Over cups of tea, coffee and biscuits, attendees were also given an opportunity to share some of their lived experiences as mothers of young people experiencing mental health difficulties.

The attendees showed gratitude and appreciation for the information and also for being able to come together and meet with others who are in caring roles.

To learn more about our groups and workshops, visit headspace.org.au/edinburgh-north



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Clinical Psychologists, Registered Psychologists, Social Workers & Occupational Therapists

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- Rent free
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- Reception & admin support
- Flexible hours

Get in touch today to learn more! (08) 8209 0700 • headspace.org.au/edinburghnorth

headspace Edinburgh North is operated by Sonder. headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health



volunteer with us

Our Youth Reference Group is made up of young people aged 16-25 who are passionate about making a difference.

They help with decision making and planning and attending groups/events.

Join our Youth Reference Group today



SCAN ME

bit.ly/headspaceYRG

Or ask our friendly staff for more information via email on info@sonder.net.au

headspace Edinburgh North is operated by Sonder. headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health. The emerge service is supported by funding from the Adelaide PHN through the Australian Government's PHN program.



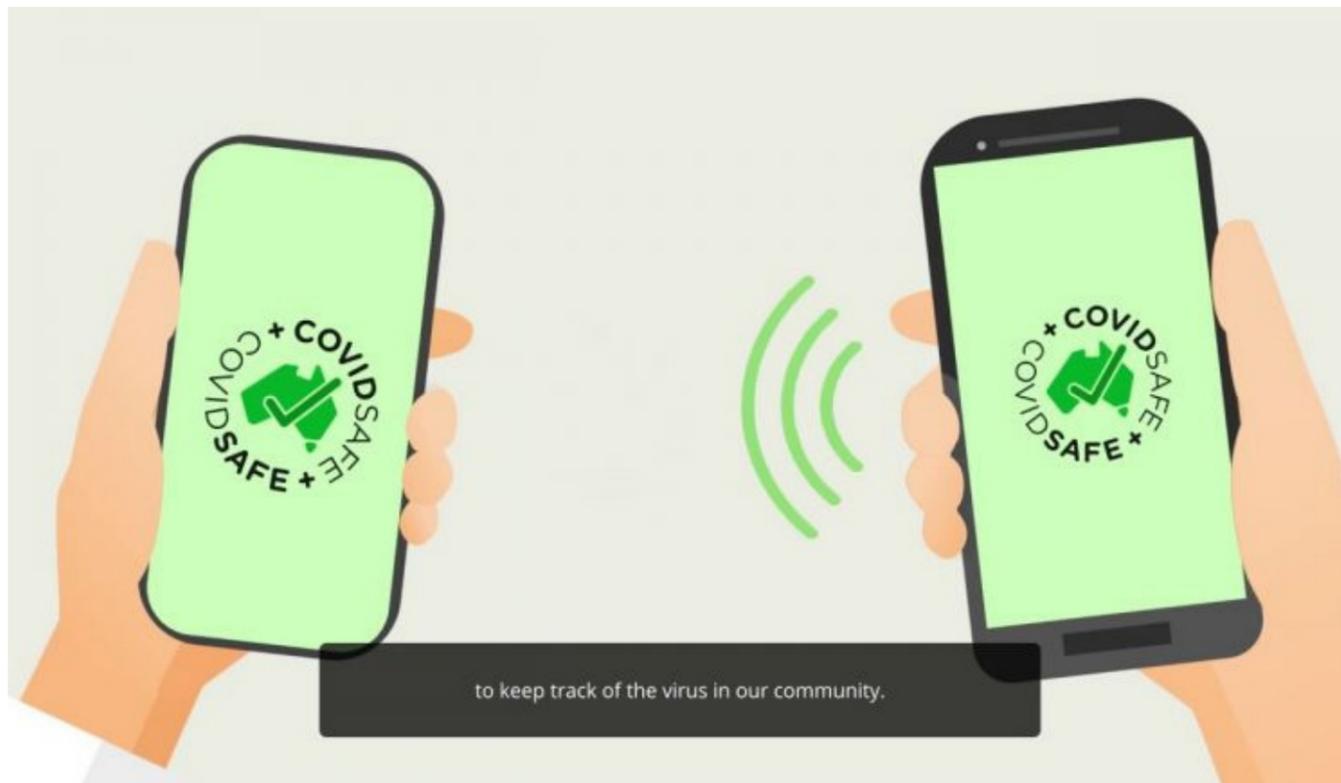
HELP TURN PSYCHOSIS AROUND

Psychosis can be a frightening and often misunderstood illness that can turn a young person's world upside down. The earlier it's diagnosed, the sooner we can turn it around. headspace Early Psychosis offers specialist services to help young people experiencing psychosis.

headspace.org.au/earlypsychosis

headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health.





COVIDSafe tracking app reviewed: the government delivers on data security, but other issues remain

COVIDSafe tracking app reviewed: the government delivers on data security, but other issues remain.

About 1.13 million people had downloaded the federal government's COVIDSafe app by 6am on April 27 2020, just 12 hours after its release, said Health Minister Greg Hunt. The government is hoping at least 40% of the population will make use of the app, designed to help reduce the spread of the coronavirus disease.

Previously dubbed TraceTogether – in line with a similar app rolled out in Singapore – the coronavirus contact tracing app has been an ongoing cause of contention among the public. Many people have voiced concerns of an erosion of privacy, and potential misuse of citizen data by the government.

But how does COVIDSafe work? And to what extent has the app addressed our privacy concerns?

GETTING STARTED

The app's landing page outlines its purpose: to help

Australian health authorities trace and prevent COVID-19's spread by contacting people who may have been in proximity (to a distance of about 1.5 metres) with a confirmed case, for 15 minutes or more.

The second screen explains how Bluetooth technology is used to record users' contact with other app users. This screen says collected data is encrypted and can't be accessed by other apps or users without a decryption mechanism. It also says the data is stored locally on users' phones and isn't sent to the government (remote server storage).

In subsequent screens, the app links to its privacy policy, seeks user consent to retrieve registration details, and lets users register by entering their name, age range, postcode and mobile number.

This is followed by a declaration page where the user must give consent to enable Bluetooth, "location

permissions" and "battery optimiser".

In regards to enabling location permissions, it's important to note this isn't the same as turning on location services. Location permissions must be enabled for COVIDSafe to access Bluetooth on Android and Apple devices. And access to your phone's battery optimiser is required keep the app running in the background.

Once the user is registered, a notification should confirm the app is up and running.

Importantly, COVIDSafe doesn't have an option for users to exit or "log-off".

Currently, the only way to stop the app is to uninstall it, or turn off Bluetooth. The app's reliance on prolonged Bluetooth usage also has users worried it might quickly drain their phone batteries.

PRELIMINARY TESTS

Upon preliminary testing of the app, it seems the federal government has delivered on its promises surrounding data security.

Tests run for one hour showed the app didn't transmit data to any external or remote server, and the only external communication made was a "handshake" to a remote server. This is simply a way of establishing a secure communication.

Additional tests should be carried out on this front.

ISSUES FOR IPHONE USERS

According to reports, if COVIDSafe is being used on an iPhone in low-power mode, this may impact the app's ability to track contacts.

Also, iPhone users must have the app open (in the foreground) for Bluetooth functionality to work. The federal government plans to fix this hitch "in a few weeks", according to The Guardian.

This complication may be because Apple's operating system generally doesn't allow apps to run Bluetooth-related tasks, or perform Bluetooth-related events unless running in the foreground.

SOURCE CODE

"Source code" is the term used to describe the set of instructions written during the development of a program. These instructions are understandable to

other programmers.

In a privacy impact assessment response from the Department of Health, the federal government said it would make COVIDSafe's source code publicly available, "subject to consultation with" the Australian Cyber Security Centre. It's unclear exactly when or how much of the source code will be released.

Making the app's source code publicly available, or making it "open source", would allow experts to examine the code to evaluate security risks (and potentially help fix them). For example, experts could determine whether the app collects any personal user information without user consent. This would ensure COVIDSafe's transparency and enable auditing of the app.

Releasing the source code isn't only important for transparency, but also for understanding the app's functionality.

Some COVIDSafe users reported the app wouldn't accept their mobile number until they turned off wifi and used their mobile network (4G) instead. Until the app is made open source, it's difficult to say exactly why this happens.

CIVIC DUTY

Overall, it seems COVIDSafe is a promising start to the national effort to ease lockdown restrictions, a luxury already afforded to some states including Queensland.

Questions have been raised around whether the app will later be made compulsory to download, to reach the 40% uptake target. But current growth in download numbers suggests such enforcement may not be necessary as more people rise up to their "civic duty".

That said, only time will reveal the extent to which Australians embrace this new contact tracing technology.

RESOURCE

The Conversation theconversation.com

Urban Aboriginal people face unique challenges in the fight against coronavirus

We know from past pandemics, such as swine flu (H1N1), Indigenous Australians are more likely to become infected with respiratory viruses, and have more serious disease when they do.

There seems to be a myth in Australia that Aboriginal and Torres Strait Islander people mostly live in remote communities. But the vast majority (79%) live in urban areas.

The federal government has rightly decided the best policy to protect Indigenous people from COVID-19 is to socially isolate remote communities.

Now the government needs to turn its attention to the risks Indigenous people face in urban and rural areas.

GREATER RISK OF HARM

The elderly and those with underlying conditions are most at risk of severe illness and dying from the virus.

Chronic diseases such as respiratory diseases (including asthma), heart and circulatory diseases, high blood pressure, diabetes, kidney diseases and some cancers are more common in Indigenous people, and tend to occur at younger ages, than in non-Indigenous people.

These diseases, and the living conditions that contribute to them (such as poor nutrition, poor hygiene and lifestyle factors such as smoking), dramatically increase Indigenous people's risk of being infected with coronavirus and for having more severe symptoms.

So Elders and those with chronic disease are vulnerable at any age.

We know from past pandemics, such as swine flu (H1N1), Indigenous Australians are more likely to become infected with respiratory viruses, and have more serious disease when they do.

As of 24 April, there had been 44 cases of coronavirus among Indigenous people, mostly in our major cities. We're likely to see more in coming months.

This suggests the decision to close remote communities has been successful so far. But we also need to now focus on urban centres to prevent and manage further cases.

Current Australian government advice is for Aboriginal and Torres Strait Islander people 50 years and over with existing health conditions to self-isolate. General government health advice tells all Australians to maintain good hygiene and seek health care when needed.

But this advice is easier said than done for many urban Indigenous people.

So what unique family and cultural needs and circumstances so we need to consider to reduce their risk of coronavirus?

LARGE HOUSEHOLDS

Many urban Indigenous households have large groups of people living together. So overcrowding and inadequate accommodation poses a risk to their health and well-being.

This is particularly the case when it comes to infectious diseases, which thrive when too many people live together with poor hygiene (when it's difficult for personal cleanliness, to keep clean spaces, wash clothes and cook healthy meals) and when people sleep in close contact.

Crowded accommodation also means increased exposure to passive smoking and other shared risky lifestyles.

Households are also more likely to be intergenerational, with many children and young people living with older parents and grandparents. This potentially increases the chances of the coronavirus spreading among and between households, infecting vulnerable older members.

Immediate solutions to prevent infection are, with guidance from Aboriginal organisations, to house people in these situations in safe emergency accommodation. But it is also an opportunity to work with Aboriginal organisations in the longer term to improve access to better housing to improve general health and well-being.

POOR HEALTH LITERACY

Indigenous Australians don't always have access to good information about the coronavirus in formats that are easily understood and culturally appropriate.

The National Indigenous Australians Agency (a federal government agency) has developed some excellent videos in languages and in Aboriginal English, using respected First Nations leaders, as have others in Western Australia.

The challenge is to get these distributed in urban centres urgently. These health messages should also be distributed in Aboriginal Medical Services waiting rooms and on Indigenous television and radio.

INADEQUATE ACCESS TO SOAP AND VACCINES

Poverty will limit some families' ability to buy hand sanitiser, face masks, disinfectant and soap.

Although there are provisions for Indigenous Australians to receive free vaccines against the flu and pneumococcal disease to protect against lung disease, not all age groups are covered.

SCEPTICISM OF MAINSTREAM HEALTH SERVICES

Due to policies and racism that have marginalised Indigenous people, many do not use health and other services.

This is why Aboriginal Controlled Health Services are so important and successful in providing culturally sensitive and appropriate care.

However, there is concern these health services are not adequately funded or prepared to manage a coronavirus pandemic in urban centres.

They need more personal protective equipment (including masks). They also need more Aboriginal health workers, community nurses and others for testing and contact tracing.

WHAT DO GOVERNMENTS NEED TO DO?

Some regions' responses have been better than others.

In Western Australia, the urban-based Aboriginal Community Controlled Health Services (ACCHS) are working with key state government departments to coordinate the COVID-19 response. This includes guidance about how best to prevent and manage cases.

In Southeast Queensland, the Institute for Urban Indigenous Health, which manages 21 ACCHS, is coordinating health and social government services.

It's time for other governments to set up collaborative arrangements with ACCHS and other Aboriginal controlled service organisations in urban centres to better manage the COVID-19 pandemic.

This should include more staff to:

- provide care
- help people self-isolate
- explain and embed the digital COVID-19 media messages about hand washing, use of sanitisers and social distancing
- enable accommodation that is acceptable and safe, especially for Elders and homeless people.
- These services should also provide free flu and pneumococcal vaccinations.

Getting Indigenous health experts to lead this defence is clearly the way to go.

We must listen and respond to these leaders to implement effective strategies immediately.

If ever there was an opportunity to demonstrate that giving Indigenous people a voice to manage their own futures is effective, it is this.

Our hope is that, after this pandemic, the value of Aboriginal control will be recognised as the best way to improve Aboriginal health and well-being.

RESOURCE

The Conversation theconversation.com

Are you an employer looking for high-quality applicants?



We can help.

Sonder Employment Solutions is a free & voluntary employment support program for migrants and refugees.

This service can help your business by linking you with our clients – **migrants and refugees who are eager and ready to work, and are being personally mentored by our team of Career Coaches.**

We will take the time to understand your workplace needs and introduce applicants who have the right qualities and skills.

Why Sonder?

Our program is a government funded initiative, meaning no contracts, fees or obligations – **just free support.**

Almost one-third of Australians are born overseas, making Australia a richly diverse nation.

There is a host of advantages to having multicultural workforces, including innovative thinking, adaptability and connecting with new markets.

Contact us today

For more information, call Sonder on **(08) 8209 0700** and speak with one of our friendly Employment Solutions team members.

(08) 8209 0700 • info@sonder.net • sonder.net.au



Public Health Information

COVID-19 Update: #18

30 April 2020

The broad COVID-19 testing criteria, outlined below, will continue beyond SA Health's two week testing blitz. High levels of testing are an important component of South Australia's ongoing response to COVID-19. Even patients with mild symptoms should be tested for COVID-19.

Patients who meet the following clinical criteria should be tested:

- Fever OR history of fever or chills in the absence of an alternative diagnosis that explains the clinical presentation* OR
- Acute respiratory infection (e.g. cough, sore throat, shortness of breath, runny nose) OR
- Acute unexplained loss of smell or altered sense of taste OR
- Persons with new onset of other clinical symptoms compatible with COVID-19 (headache, myalgia, nausea, vomiting, diarrhoea) AND who are close contacts of a confirmed case of COVID-19; or who have returned from overseas in the past 14 days.

* Clinical discretion applies including consideration of the potential for co-infection (e.g. concurrent infection with SARS-CoV-2 and influenza)

Options for patients to access testing:

- Medical practitioners with access to appropriate PPE can collect swabs.
- Drive-through testing. Note: patients need to get a 'specimen collection request form' from their GP to access this service.
- Home (domiciliary) testing. Note: patients need to get a 'specimen collection request form' from their GP to access this service. Pre-approval from the CDCB is no longer required.
- COVID-19 testing clinics. Ensure the GP's name is on the request form. Note: regional clinics may require patients to make an appointment or obtain a GP referral before attending these clinics.
- Respiratory clinics. Note: these clinics are by appointment only.

Health workers are reminded to:

- **Advise** patients who are tested to remain in isolation until the test results are available. Persons who meet the criteria for quarantine (e.g. recent interstate or overseas travel, or contact of a known case) are required to remain in isolation until the period specified for that person is completed, irrespective of the test results.
- **Not work** whilst symptomatic with fever or an acute respiratory infection.
- **Seek testing** if symptoms compatible with COVID-19 develop.
- **Refer** to SA Health's COVID-19 Information for Health Professionals page for further information on PPE, infection control and specimen collection (including information on testing centres).
- **Send** specimens to SA Pathology. Request respiratory viruses including COVID-19.
- **Do not** send patients with suspected COVID-19 to a general pathology collection centre.
- **Do not test patients for 'medical clearance' certificates for schools or workplaces.**
- **See** the Australian Government Department for Health for further information <https://bit.ly/2QAK1JU>
- **Notify** suspected and confirmed cases online: <https://extapps2.sahealth.sa.gov.au/CD-CB-Notify/>
- **Regularly visit** the SA Health website: for SA updates: www.sahealth.sa.gov.au/COVID2019
- **Note** that the Barossa Valley is no longer considered a higher risk region.

Further information is available at www.sahealth.sa.gov.au/InfectiousDiseaseControl

For all enquires please contact the CDCB on 1300 232 272 (24 hours/7 days)

Education for health professionals



Stay up to date with the latest educational workshops! Subscribe to receive our event snapshot at www.sonder.net.au/subscribe

Practice Owners Network

Wednesday 15th April 2020

This education event was held via a live online webinar for GPs, Practice Owners and Practice Managers. The event focused on the COVID-19 economic stimulus packages. Presenter Matthew Holden from Brentnalls Health provided participants with a concise and easy-to-digest summary of the Federal, state and Banking support announced to date, with practical examples detailing how these might apply to personal and individual circumstances.

This activity was supported by funding from the Adelaide Primary Health Network through the Australian Government's PHN program and Brentnalls Health.



Sonder regularly runs free education sessions and events for health professionals in the northern and western Adelaide metropolitan region.

Visit www.sonder.net.au/education-events for more info and to RSVP.

For education enquiries, contact our Education Officers on (08) 8209 0700 or email education@sonder.net.au

Dealing with difficult patients

Tuesday 28th April 2020

This education event was held via a live webinar in collaboration with SAPMEA. The webinar was intended for frontline staff dealing with patients, either in person or over the phone, including receptionists and clerical staff.

Presenter, Marc Kalme from Tactical Training demonstrated effective communication techniques and provided frontline staff with strategies for responding to difficult and anxious patients during this critical time of the COVID-19 pandemic.

This activity was supported by funding from the Adelaide Primary Health Network through the Australian Government's PHN program.

Face-to-face education events postponed

In context of the current COVID-19 pandemic and following advice from the CDC branch of SA Health, all Sonder face-to-face education events have been postponed until further notice. In the interim, webinars will be available and we will continue to be guided by health authorities to assess holding future face-to-face events.

Sonder would like to thank our clients, GPs and partners for their dedication to health and safety.

Access immediate support.



People experiencing mild mental health concerns such as stress, grief & mild depression can now receive immediate support, for free.

Walk-in After-Hours Mental Health Service now available Thursdays, Fridays, Saturdays & Mondays from 5pm - 10pm



Immediate help

Receive immediate treatment for mild mental health concerns like stress, grief, depression and anxiety.



No appointment required

Simply drop-by Sonder Edinburgh North to access the service.



Experienced support

Friendly & non-judgmental clinicians.

2 Peachey Road, Edinburgh North SA 5113
(08) 8209 0711 (after hours) • sonder.net.au • info@sonder.net.au



This service is supported by funding from the Adelaide Primary Health Network

Health Professionals Classifieds

General Practitioners

Senior Medical Practitioner

Women's & Children's Health Network, Port Adelaide. Indicative Total Remuneration: \$173,448 - \$225,821 (pro rata) - Temp P/T (7.6 hrs p/wk, temporary up to 12 months) - MDP4 You will participate in responding to the health burden created by domestic and family violence by providing expert medical advice and guidance within a multidisciplinary team. This will include providing clinics for consumers with women's health issues, including health care in response to domestic violence. You will be part of a small team of doctors, nurses and social workers. Please contact vicki.jones@sa.gov.au or O8 8444 0700. Applications: www.sahealth.sa.gov.au/careers Search Job Ref: 704372 - Closes 17/01/20

Trinity Medical Centre Salisbury

We are a well-established and GPA accredited surgery located in the Northern suburbs. We are currently seeking VR GP's for a very busy 7 days bulk billing practice. Evening and weekend desirable. We have an onsite pharmacy and pathology, visiting specialists and allied health providers. 3 practice nurses and excellent administration support. For further information please call 8258 1677 or forward resumes to the Practice Manager Helen - trinitymc@internode.on.net

Martins Rd Family Medical Practice

Looking for VR/Non VR doctor for 7 day bulk billing practice AGPAL accredited practice in the Northern suburbs of Adelaide. Practice nurses, pathology collection, podiatry, physiotherapy, dietitian, psychology and specialist services available. We are in a DWS area. We are offering 70% of received income or VR \$150K or Non VR \$125K, whichever is greater. Please contact Taryn Page Ph: O8 8283 4411 Email: tpage@martinsroadmed.com.au

Blair Athol Medical Clinic Full and part time general practitioners are required for a rapidly growing clinic. Our clinic is doctor owned and managed, purpose built clinic 7 kms from the Adelaide CBD. We are fully accredited by AGPAL. A fully computerized practice using ZedMed. We offer practice nurse support. We also have allied health practitioners including physiotherapist, podiatrist, diabetes educator, dietitian and a psychologist. Pathology laboratory and Pharmacy on

site. Clinic opens day and night, 7 days a week. Flexible hours are available with attractive remuneration. Dedicated car parking. If you are interested in joining our friendly team please contact Dr Wella O8 8349 9292 or email wella@blairatholmedicalclinic.com.au

Greenacres Surgery seeking VR GPS to join dedicated team of male and female doctors. Our well established, fully accredited practice is GP owned with exceptional support staff, on site pathology. We are offering full or part time positions with flexible days. Applicants must be Australian Citizens or Permanent Residents with full AHPRA registration and medical indemnity insurance. Please email or fax resume with cover letter to greenacres@internode.on.net or fax: 8266 6899. For further information, please contact surgery on 8261 1122 and ask for Leigh Dryden (Practice Manger) or Dr Juliana Ling.

Ingle Farm Medical Centre is looking for a male/female VR/Non VR GP to cope with increasing patient load. We offer a competitive minimum salary or 70% of billings depending on qualifications. We are a DWS site and accredited by AGPAL. Please contact Dr Muazzam Rifat ,O8-82652227, ADMIN@IngleFarmMedical.com.au

Salisbury Medical Clinic seek full-time/part-time GP to work in a busy, established practice. The practice is modern with young VR GPs. The practice is able to accept applications under the District of Workforce Shortage Guidelines. Hours are negotiable. Offers excellent remuneration and incentives. Fully computerised and well equipped. Friendly staff with excellent registered nurse. Practice accredited. No after hours or off-site visits. Agencies need not apply. Currently we are not accepting applications from candidates with limited registration. Our surgery currently has 2 rooms available to rent which would be ideal for a General Practitioner, Lawyer or Allied Health Professional. Contact Nick Vlahoulis on 8258 1732 or email Lynn Hannaghan on lhannaghan@gmail.com

Springback Medical Centre require a VR GP in DWS area - Burton SA. Springbank Medical Centre is a mixed billing 'Teaching Practice' practice. The centre has adequate parking and easy access from Waterloo Corner Road. Do you want to work in a practice with a great team of professionals who are committed to the care of patients within the Community? The practice is very busy and well established. The clinic provides holistic quality medical services to the local community including the usual complement of onsite Allied Health services and on site pathology collection. Remuneration depending on experience and competency of practitioner between \$200,000 - \$300,000 p/a. Please contact Mrs Fiona Brabender - pmanager@sbmedical.com.au

EBM Family Medical Practice is looking for caring, empathetic doctors and/or experienced RMOs to join fast growing, multicultural practice. We are located in a thriving, town which has DWS status. EBM patient base is very varied from the very young, to the elderly and with many international university students. Hours would be 6.00pm - 10.00pm with a good rate of pay on offer for the right person. Contact Raelene Fry on O409 099 110 for further information.

Europa Medical Centre is looking for a full-time VR GP who is motivated and enthusiastic to join our busy 7-day Practice. Our team consists of 8 GP's, 4 nursing staff and our friendly admin and reception staff. Our practice is fully computerised, accredited practice with on site Pharmacy, Dental, Physio, Pathology, visiting Specialists and Allied Health Providers. We are willing to give a sign on bonus to the right applicant. If interested, please forward your CV to europamedical@adam.com.au

Madison Park Family Medical Practice URGENTLY needing VR/Non VR Doctor full registration for 7 day Bulk Billing, GPA Accredited practice in the northern suburbs of Adelaide. Once off Bonus \$20,000 for VR & \$10,000 NON VR. Practice Nurses , pathology collection, podiatry, physiotherapy, dietitian, exercise physio, psychologist available. We are in DWS area .VR \$150K or NON VR \$125K, up to 70% of receipted income whichever is greater. Contact: Miss Leticia Bugg Ph: O8 8182 5700 Email : lbugg@martinsroadmed.com.au

North Eastern Health Centre are seeking an unrestricted VR GP to join us at our exciting, new purpose built busy practice in Tea Tree Gully. We are a family friendly practice that has a team of doctors and staff who all share a passion for quality care. New, dynamic and growing practice, open 7 days, Pathology and Allied Health onsite, Mixed billing practice, flexible hours, 65%-70% billings negotiable, Contact Clinical Manager admin@gullymedical.com.au or phone 82642300

Surrey Downs Medical Centre and **Klemzig Medical Centre** have both full time and part time opportunities available for GPs to assist with large patient bases. Both centres are long established family practices, conveniently located in Adelaide's north eastern suburbs. You will be joining a strong team of Doctors and support staff and the centres also offer treatment room and CDM nurse support. Excellent Allied Health facilities are available living in Australia, and ideally should hold General or Specialist Registration with AHPRA. For further information contact Moira Fritsch on O477 323 361 or email moira.fritsch@ipn.com.au

Modbury North Medical Centre seeking full-time VR GPs with full AHPRA

registration to work in fully equipped practice with excellent nursing and administration support. If you enjoy working in a dynamic team environment where patient care is your focus contact Practice Manager on (O8) 8264 7824 for a confidential discussion or send your resume at manager@mnmc.com.au

Cross Keys Medical Centre (DWS) seeking full-time VR & non-VR GP (General Registration only) with full AHPRA registration to work in our fully equipped practice with excellent nursing & administration support. If you enjoy working in a dynamic team environment where patient care is your focus contact Practice Manager on (O8) 8264 7824 for a confidential discussion or send your resume at manager@solitairemedicalgroup.com.au

Para Hills Medical Centre seeking VR GP (up to 80%). Adelaide Northern suburbs, in DWS area. 7 Days Modern Medical Centre with 7 consulting rooms, 1 treatment room. Friendly team of 6 GPs, 3 RNs, Fulltime PM. Supportive experienced admin team. On-site Allied Health and Pathology. AGPAL accredited. Large patient base Full-time GP with FRACGP/FAACRRM. 80% of receipted billings. Not suitable for doctors under limited or provisional registration. IMGs with APHRA General Registration (unrestricted) can apply. Email adelaidemedpostions@gmail.com or O434028703 for confidential discussion.

Salisbury Heights Surgery fully equipped, established, modern and purpose built general practice seeking male or female full-time GP. Practice open Monday-Saturday (Saturday work optional). 70% billing, AGPAL-accredited. Contact Dr Stephen Ghan on O8 82582878 or email stephenghan@yahoo.com

Allied Health Professionals

Playford Family Medical Seeking Clinical Psychologist for weekend work at a busy and growing medical practice to work with a range of presentations in children, adolescents, adults, families and couples. Essential Criteria: post Graduate degree in Psychology, appropriate registration with the Psychology Board of Australia, full AHPRA registration. To apply, please send cover letter and resume to manager@playfordfamilymedical.com.au. If you wish to discuss the position please call Pankaj Malik on O430 917 635

Hyde and Partners (Gawler) are seeking a Physiotherapist to work in a highly desirable clinic, 40 minutes from the CBD. Established for more than 40 years with an excellent reputation for providing high quality medicine. Hyde and Partners service a population of 70000 people and currently have wait lists of 2-3 weeks for regular appointments. We can guarantee a

busy position and financial rewards from the start. Please contact our Practice Manager, Jo, on 85230689 or manager@hydeandpartners.com.au

Nurses

Resthaven is hiring Registered Nurses for both Residential and Community sites. If you have aged care experience with AHPRA registration, visit www.resthaven.asn.au for further information and details on how to apply.

Greenacres Surgery seeking an experienced Practice Nurse to join our dedicated team. Our well established, fully accredited practice is GP owned with exceptional support staff and on site pathology. We are offering a minimum of 16 hours a week with flexible days. Applicants must be Australian Citizens or Permanent Residents with current RN registration, Insurance, Police check and CPR Certificate. Experience with health assessments, care plans and childhood immunisations preferred. Please email or fax resume with cover letter to greenacres@internode.on.net or fax: 8266 6899. For Further information, please contact surgery on 8261 1122 and ask for Leigh Dryden (practice manager) or Dr Juliana Ling.

EBM Family Medical Practice looking for experienced Registered Nurse required to run specialized clinics and all general practice duties. Seeking someone who is experienced in General Practice with AHPRA registration, National Police clearance and current CPR certificate. If you have a passion for making a difference, growing a practice, love a challenge and are not afraid to go the extra mile to get things done, this could be the position for you. Please contact Raelene on O40909110 for more information.

Practice Staff

Calvary Central Districts are looking for an experienced and motivated Infection Control Health Professional. Join one of Australia's leading health, community and aged care providers. Permanent Part time position - flexible hours available. Excellent salary packaging options available. To join our diverse, compassionate and dedicated team for a rewarding Calvary career, please submit an application to: Toni-Ann Miller, Director of Clinical Services toni-ann.miller@calvarycare.org.au

Room for Rent

SA Group of Specialists has brand new professional consulting rooms available for associate or sessional practitioners from a broad range of specialties at 480 Specialist Centre, Windsor Gardens. We have over 45 specialists and allied health providers working at 5 Adelaide metropolitan sites. To find out how we can help you succeed in private practice, contact Sylvia Andersons on O499 974

710 or sylvia.andersons@sagroup.net.au. Visit www.sagroup.net.au for more information about us.

Northern Eye Specialists Consulting rooms available for Sale or Lease - 1/ 14-16, Hurtle Parade, Mawson Lakes. 88m2 area. Close proximity to other GP and specialist practices. Would suit specialist or allied health. Rent \$24,000 per annum plus outgoing GST. Contact Siva on O449047905 or email siva.madike@ilmobilityequipment.com.au for arranging inspection or for more information.

North Eastern Health Centre a well-established General Practice in Tea Tree Gully which has been in the area for 50+ year's recently relocated to new purpose built building. We have the rare opportunity of room to rent suitable for visiting Specialist or Allied Health. available as a lease or on sessional basis. Contact Clinical Manager admin@gullymedical.com.au or phone 82642300

Practice for Sale

Fields medical center in Davoren Park for sale. Busy clinic, fully computerised, paperless. Accredited medical center. Both building and business for sale, total \$550,000. Contact Dr Mohammed on O415764994.

ADVERTISE WITH US

Health organisations and services in Adelaide's north enjoy free advertising in our 'Opportunities' section. To be eligible, your advertisement must be written in text, no more than 80 words and relevant to one of the following categories:

- General Practitioners
- Nurses
- Allied Health Specialists
- Practice Staff
- Room for Rent