

20 July 2022

Dear CYMHS and headspace service users and families,

I am writing to you today to provide you with an overview of the current service delivery that CYMHS and headspace is able to provide, given the recent surge in COVID-19 cases and the flu season upon us.

CYMHS and headspace are community located services that are part of the Mental Health Service of the Mildura Base Public Hospital, which in effect means we are bound by the same policies and procedures of the general Hospital in regard to service provision, infection control and staffing matters.

You may be aware that other community agencies might be operating differently to us during this time, and I can appreciate that this can be confusing when trying to arrange appointments.

In order to protect the community, yourself and our staff we have re-introduced the following levels of service delivery:

- Providing face to face contact only for a mental health crisis.
- Providing face to face contact only when the Case Manager and Client have agreed is required in order to prevent a mental health crisis and/or deterioration of a person's mental health.
- Offering Telehealth Appointments.
- Offering Phone Appointments.

During our face to face contacts CYMHS and headspace Staff will wear N95 face masks and protective eyewear, we will also provide and encourage our families to also wear N95 face masks , however you are able to wear surgical masks if not wishing to use N95 face masks. If you have a medical condition preventing you from wearing a mask the appointment will still go ahead.

All appointments will continue to be pre-screened for COVID-19 symptoms and also at the time of attending an appointment.

I thank you for your understanding at this time and I hope this provides you with an understanding of our service provision for the present time. Should any of these restrictions change, your Case Manager will update you.

Thank you.

Kind regards,



Tania Brookes

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