

6 April 2020

COVID-19 update

Responding to an immediate COVID-19 issue

If you require urgent advice regarding a COVID-19 infection, please contact 1300 066 055. They will direct you to your local Public Health Unit. If the matter is not urgent contact your contract manager and/or [NADA](#).

AOD service availability

As you would be aware, Alcohol and Drug Information Service (ADIS) is a NSW state-wide 24/7 anonymous and confidential counselling service for people with AOD concerns, and also provides information to people looking for service availability in the sector. We encourage members to provide ADIS with the latest information about your service amidst COVID-19 by [clicking this link](#), otherwise please call ADIS on 1800 250 015 to provide the information.

Government support for members

We encourage members to keep up to date with the [Federal Government's](#) economic response. View the full list of COVID-19 support measures on the [ATO website](#). You can contact the ATO to request assistance on their Emergency Support Infoline 1800 806 218.

AOD treatment is an 'essential' service

We have received advice from the NSW Health that AOD treatment is an essential service. Whilst we wait to have that confirmed in writing, NADA has developed a template for your staff to continue to be able to undertake their work. [Essential worker template letter](#) [DOCX]

Are your clients able to access services provided online and over the phone?

As we adapt our practices to provide more online and telephone services, many people won't have access to the technology or data services required to receive this support. Here is [an overview](#) of what the telco industry is current doing. NADA has escalated this matter to NSW Health and hope to be able to provide more advice shortly. In the meantime, please contact [NADA](#) to let us know what your service's telehealth needs are so that we can advocate on your behalf.

Access to materials to continue to provide services

We know that many of you are having trouble accessing materials that are important for continued service delivery (PPE, food and other supplies). The most recent issue of the [member email update](#) provided some useful contacts, however, we encourage you to contact [NADA](#) if you are still have issues so that we can escalate this to NSW Health.

COVID-19 response governance structures

The NSW Ministry of Health has established a [COVID-19 Clinical Council](#) that will coordinate the activities of the 24 Communities of Practice (CoP) established beneath it. Larry Pierce, NADA CEO has been nominated as the lead for the NGO CoP. The NGO CoP provides an opportunity for sharing of ideas, strategies, local solutions and concerns with respect to COVID-19 pandemic preparedness. Representation on these structures means NADA is able to provide expert advice and guidance to the system based on your feedback, and to escalate matters that require a state-wide or system response.

For more information

Larry Pierce
Chief Executive Officer
E: larry@nada.org.au
T: 0411 747 106

Robert Stirling
Deputy Chief Executive Officer
E: robert@nada.org.au
T: 0421 647 099

Suzie Hudson
Clinical Director
E: suzie@nada.org.au
T: 0410 708 670