



The Crisis e-Card

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PHN Showcase May 2021



Acknowledgement of Country

I would like to acknowledge the Awabakal and Worimi peoples, the traditional custodians of the land we meet on today and pay my respects to the Elders both past and present, and acknowledge Aboriginal people participating today.



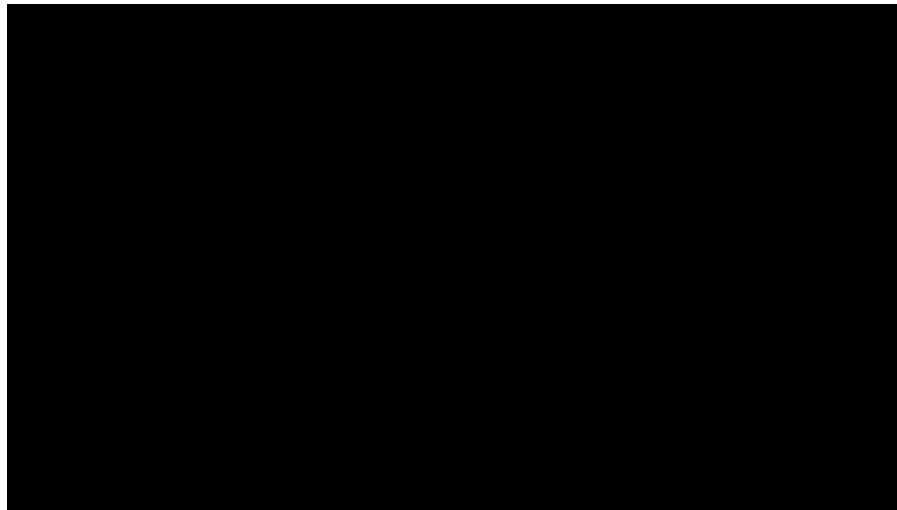
The COVID-19 Context

- Early to mid 2020
- A sudden move to majority telehealth
- Reduced use of paper resources (infection control)
- An increase in demand for mental health services (uncertainty, financial stress etc)
- An influx of resources (?information overload)



The COVID-19 Context

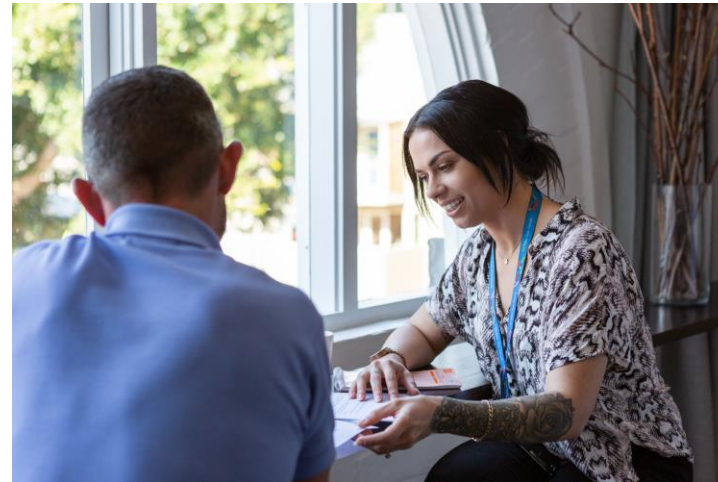
- And a chance to innovate
- Our idea to simplify and add value...





Before

- The Crisis Card (a paper version).
- Was (and still is) handy wallet-sized resource which some clients prefer.
- But: It can be lost, phone number can change, links can become obsolete, numbers can be mis-transcribed, and can't be given out in telehealth sessions.



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We listen. Care. Connect.

**MENTAL HEALTH WEBSITES
FOR RESOURCES**

- reachout.com.au
(young people and their parents)
- headtohealth.gov.au

SAFETY PLANNING APP

BeyondNow – create a personalised safety plan:
available on Google Play, Apple Store and online

- kidshelpline.com.au (young people 5 – 25 yrs)
- headspace.org.au
- beyondblue.org.au 24 hours, 7 days a week
- kidshelpline.com.au (young people 5 – 25 yrs
and their family)
- headspace.org.au (young people 12 – 25 yrs
and their family)
- lifeline.org.au (7pm – 12am)
- mensline.org.au
- qlife.org.au (LGBTIQ community, chat available
3pm – 12am)

CONTACTS





After

- The Crisis e-Card (electronic version).
- Simple: ‘The paper crisis card, but on your phone.’
- Private: Doesn’t require download or login details, no google analytics. In essence, a book mark.
- Easy Access: via QR code on your phone (most clients now familiar because of QR check in during COVID).
- Inclusive: Consultation with an Aboriginal staff member, text to speech function.
- Can be Updated: Information and resources stay current. Unlimited space.



Added Value

- Another option for clients which is simple and useful in a crisis.
- Developed by HPC staff for HPC clients... but freely accessible
- You are welcome to use yourselves as a learning tool or share with clients
dropcard.net.au/HPC
- Or to collaborate, please get in touch.



Added Value

- Developed as part of HPC's inaugural Innovation Challenge, an opportunity to foster creativity amongst staff; e.g. Maddy (voiceover talent in video) was part of project team; Good for team morale and connectedness.



Thank You

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Any questions?