**COVID-19: 1737 Response Factsheet**

## Whāngaia te ahurei Hei whakamana te mauri o te whanau

## When the uniqueness and special gifts of each of us are nurtured, they will bind together as the soul of the many

## **Q: What is the need?**

**A:** more Kiwis are calling 1737, in response to COVID-19, and we need mental health professionals to support the service. We are seeing an increase in call volumes. Issues include:

* Relationship issues exacerbated by lockdown (including family violence)
* People with huge stress around careers and financial security
* Health anxiety re COVID-19
* Increase in people presenting with risk (suicide, self-harm, harm to and from others)
* More people in mental health contacting as Face-to-Face services temporarily cut down/stop mahi.

We need skilled clinicians who can work with callers to 1737 and the National Telehealth Service in a brief context (calls can average around 15 minutes but are longer as required). This is to provide support, collaborate on strategies to support their wellbeing, assess and manage risk and help them link with external resources where required.

## **Q: Where can I work from?**

## **A:** You’ll be able to work from home. We’ll provide a ‘Virtual Desktop’ to allow access our system from home. Your work area at home will need to be free of distraction and background noise. You’ll need to ensure that there aren’t any dependents (whānau/family members, friends or pets) that need your attention while you are working. Also, your screen shouldn’t be able to be viewed by anyone else.

## **Q: How do I access the Virtual Desktop?**

## **A:** The Virtual Desktop will give you access to everything you need to take 1737 calls. There are some technical requirements for accessing the Virtual Desktop. You’ll need:

* An internet speed of at least 5Mbps - go to <https://www.chorus.co.nz/speed-test> to check
* Internet data of at least 200GB per month
* A device (laptop, desktop, tablet) with either Windows 7, Windows 10 or Mac OS Sierra or above (**note:** if using a tablet, it will need to have a separate keyboard and mouse
* A headset that links to your computer (if you can Skype with it, it will be fine for this purpose too)

## **Q: What support is available?**

## **A:** You will be given the contact details of a People Leader. You can raise any questions concerns with them.