

# Regional Plan Workshop

## Summary of Discussions



# Coordinated Care

How can services improve their work so that the services involved in my care communicate well and are well co-ordinated?

## Common themes/priorities

- **One care plan**
- **Service knowledge/information sharing** – improve knowledge of other services, available resources
- **Case conferencing** – with all involved in care
- **Continuity of care** – one door policy, effective transitioning, same case worker/psychologist throughout treatment
- **Communication** - between organisations (Gov and non-Gov), network/stakeholder meetings



## Ease of Access

How do I know which service is best for me? How do I make sense of all the different eligibility criteria?

### Common themes/priorities

- **Service/resource directory** - available to service providers/community, online
- **Centralised Database**
- **Centralised phone line** – information, support, referrals
- **Flow chart/decision tree** - to direct appropriate referrals
- **Community education** – ad campaign, clear communication/marketing, expo, social media
- **Mobile App** – service information, contact details, navigation tool

# Consumer and Carer Participation

How can I be involved in improving organisations and the system that supports me?

## Common themes/priorities

- **Consumer and carer feedback –**  
Gain, listen, assess, respond.  
Feedback sessions, forums, surveys, workshops
- **Involve consumers and carers –**  
Business/strategic plans, planning/steering committees, advisory groups, committees.  
Formalise pathways for participation



# Outcomes that Matter

My life is more than a target number of sessions or activity. How does the service know when I have reached my health and wellbeing goals?

## Common themes/priorities

- **Standardised outcome measurement tool** – goal progress, need identification, standard classifications
- **Listen to consumer** – review/change/refine/extend goals, flexibility, gain consumer feedback, ongoing communication
- **Focus on outcomes not numbers**
- **Share** - outcome reports, progress reports, strategies

# Workforce of Impact

How can we strengthen our workforce to meet my needs in an effective way?

## Common themes/priorities

- **Peer workforce** – expand, strengthen, train, support, create opportunities
- **Information sharing** - between service providers
- **Recruitment processes** – Recognise experience (not just qualifications), review selection criteria, employ multicultural staff
- **Education and training** – access, opportunities, MH training for staff outside of MH/AOD sectors, cultural training
- **Workforce mapping** – who is working where? Current and future projections. What are the gaps?
- **A shared language** – More precise descriptions and understanding of service goals, roles, scope of practice



# Integration of Mental Health and Alcohol and Other Drugs Sectors

How can I be supported holistically if these sectors don't work as one?

## Common themes/priorities

- **Education and training** – for service providers to understand how MH and AOD are integrated, how to form treatment plans to address both issues, relevant policies. Utilise dual diagnosis specialists. Online training
- **Partnerships** – co-located program to address presenting issues and needs then and there, strengthen partnerships with AOD organisations



# One Place for Information

How can we move towards a central intake for the Gold Coast?

## Common themes/priorities

- **Utilise My Health Record**
- **Information sharing** – Improved sharing of information between service providers (private and public), communication between service providers, online forums
- **Centralised database** – live database, capacity to protect info, involve GP's and service providers in development
- **Centralised contact** – 1 phone number, 1 website, 1 mobile app



# Intervening Early for Holistic Health

How can the system support me with holistic health care before things get worse?

## Common themes/priorities

- **Work with GP's** – support, education, training re identification of MH/AOD and appropriate referrals
- **Equip parents/families** – education, support
- **Support schools/child care centres** – provide more programs/services in schools, support to implement mental health and wellbeing framework, upskill, build relationships
- **Wellness Hubs** – holistic funded and private services, appointment and drop in
- **Community education** – break down stigma
- **Address underpinning causes** – eg. childhood trauma