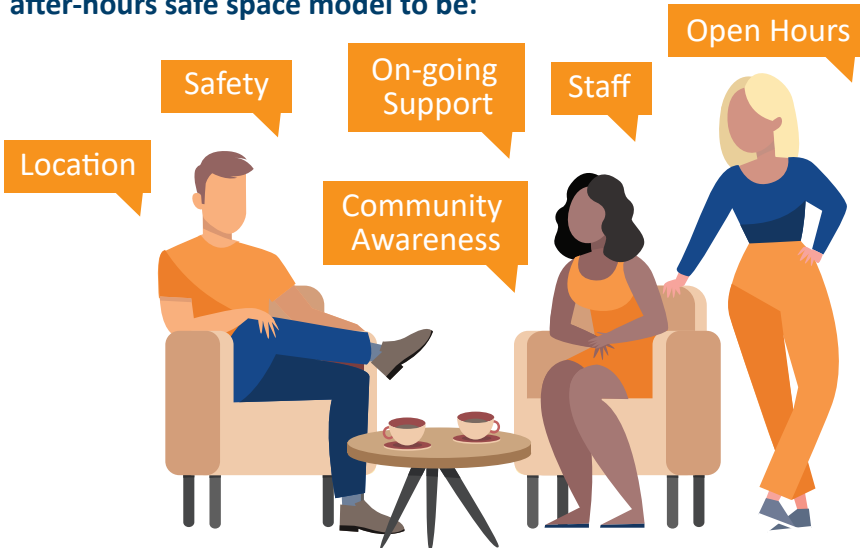


GCPHN Community Advisory Council (CAC)

MEETING 14.05.21

After-Hours Safe Space Co-Design

The CAC identified the most important elements for an after-hours safe space model to be:



What changes did CAC members believe will add value?



- ✓ Security and safety
- ✓ Client follow-up
- ✓ More locations
- ✓ Mobile service option
- ✓ Advertising
- ✓ Female doctor availability
- ✓ Interpreters available

How could we reach hard to reach groups incl. young people, females, culturally and linguistically diverse (CALD), Indigenous peoples and LGBTIQ+?

- ✓ Advertising at high schools, universities & TAFE.
- ✓ Advertising via services and apps (e.g. Spotify, Tiktok, Kids Helpline)
- ✓ Recruiting volunteer peer educators from hard to reach groups
- ✓ Utilising connections with existing organisations to reach marginalised group
- ✓ Marketing should include photos to represent these groups.
- ✓ Inviting representatives of hard-to-reach groups to planning meetings to assist in marketing and referrals plans.



How do we make the environment welcoming to these hard to reach groups?



People under the influence should not be in view from the entrance of the service.



If people present under the influence they should be denied service and referred to an appropriate service.



Efforts need to be made to ensure the client feels included and heard.

WHERE SHOULD THE SERVICE BE LOCATED?

Lack of similar services Southern Gold Coast and in the Northern Corridor

The service should be somewhere that is central and accessible

Close to the areas of greatest need, as shown by data

A mobile service option should be considered



WOULD YOU BE COMFORTABLE RECOMMENDING THIS SERVICE TO FRIENDS/FAMILY/PATIENTS?



✓ CAC members who said 'yes' believe it's a good service, particularly for those who need help, but are intimidated by the hospital environment.

✗ Some CAC members said 'no' due to safety and security concerns, distance from their home to the service and they needed more information about whether the service was successful for clients.

"I feel it would have helped me, so why not the ones I love?" - CAC Member

"I need to be confident that the service will be useful and productive before recommending to anyone." - CAC Member

Recommendation to the GCPHN Board:

That CAC member feedback be considered in the next stages of development of After-Hours spaces on the Gold Coast.



GCPHN Community Advisory Council (CAC)

MEETING 14.05.21

Other Elements of Gold Coast Crisis Response Continuum



1300 MH CALL

33%
had heard
of 1300 MH Call
67% had not

Letters in the phone numbers should be replaced with numbers to keep it simple and easy to remember.

1300 MH CALL often refers to places which are already at full capacity.

Some members who had used it said they wouldn't use it again as it didn't meet their needs and didn't reach a positive outcome.

Expectation

Well-trained staff who are empathetic and can give consumers the tools and resources to cope and get additional support.

Expectation

A response with immediate care, followed by a referral to a service which has capacity.

Other General Feedback

Frequent changes to services and programs makes things difficult because consumers and health professionals have to continuously seek out the latest information. Coordination and linking of these services doesn't seem to work because things are constantly changing.

Ensuring appropriate system for safety are in place for crisis care services operating at night.

The homeless community, who could benefit from these services are mostly unaware they're available.

