

# Benalla, Wangaratta and Mansfield Local



## Our Journey

Harry Hill<sup>1,2,3</sup>

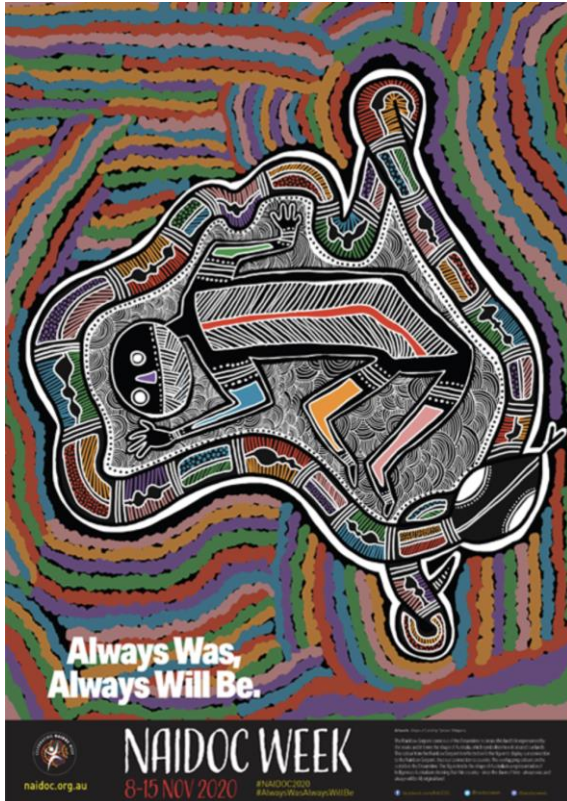
Clinical Director

Gary Croton<sup>1</sup>

Towards Change Clinical Lead

1. Albury Wodonga Health
2. IMPACT, Deakin University
3. Barwon Health

# Acknowledgement of Countries



I'd like to begin by acknowledging the traditional owners and custodians of the lands and waterways from which we are meeting today.

We recognise their diversity, resilience, and the ongoing place that Aboriginal and Torres Strait Islander people hold in our communities.

We pay our respects to the Elders, both past and present and commit to working together in the spirit of mutual understanding, respect and reconciliation.

And I wish to extend that respect to any aboriginal people here today.

# Recognition of Lived Experience



*The Benalla, Wangaratta and Mansfield Local Service acknowledge people with lived and living experiences of mental health challenges, psychological distress, addiction, and recovery. We also acknowledge their family, carers and other supporters who walk alongside them.*

*We recognise their vital contribution to our service, and community, and value the courage of those who share this unique perspective for the purpose of mutual learning and improving outcomes for all.*

*We are proud to be lived experience led, as we walk towards a reformed Mental Health and Wellbeing system in Victoria.*

# Agenda



- **We want to share the narrative of our journey in setting up our local**
- **We want to share our challenges and solutions to local issues**
- **We want to shift people's impressions of rural and regional care**
- **We want to invoke conversation, so please ask questions!**

# Locals in a nutshell



- a new service that supports Victorian adults to get mental health and wellbeing treatment, care and support closer to home.
- Services will focus on listening and understanding your concerns so they can work with you and, if you are comfortable, your family, carers and supporters, to design a care plan that meets your goals and preferences. This may involve connecting you to other health and social services if you need them.
- Mental Health and Wellbeing Locals are for anyone aged 26 years and over experiencing mental health or wellbeing concerns. This includes anyone who is experiencing mental health and substance use concerns at the same time.
- If you are a family member, carer, friend or supporter of someone with mental health concerns, you can also access support to help you in your caring role, or for your own mental health needs.

# The change



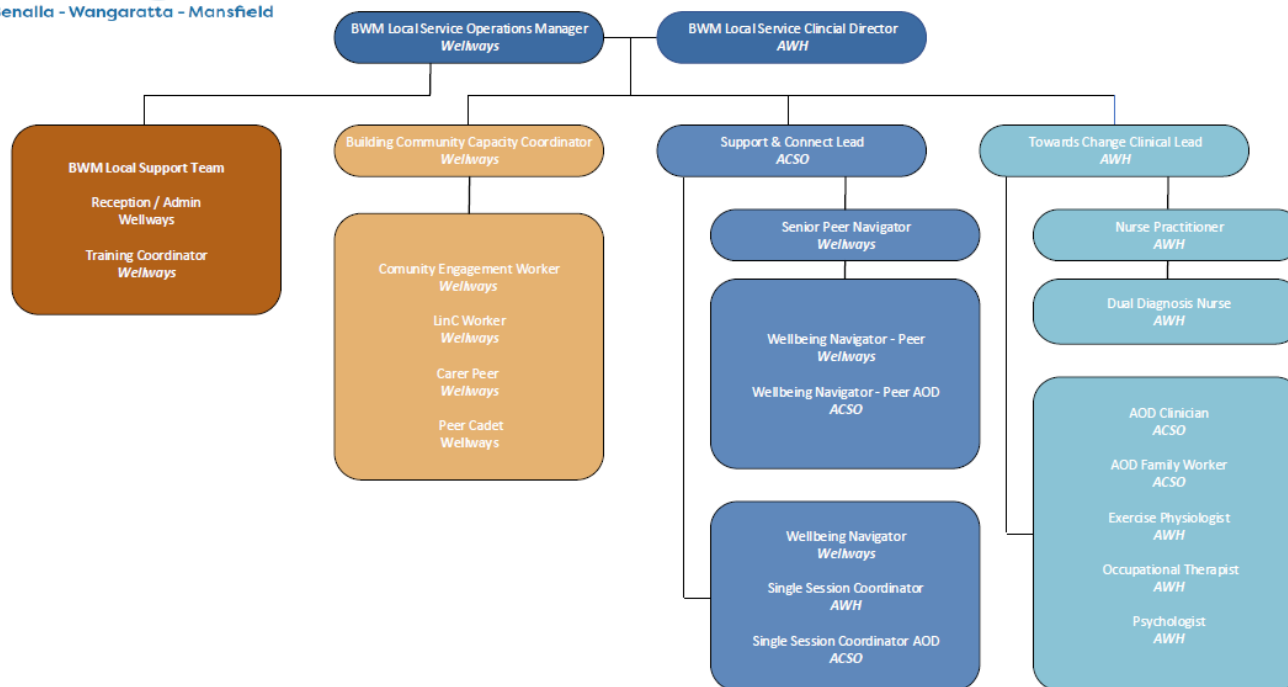
# Our Partnership Team



**wellways**



# Organisation Structure by Partner





# The Implementation Timeline



June 2022

- Victorian State Government Announcement of the first Six "Local Service" Providers

July 2022

- Partnership Establishment
- Recruitment of Implementation Team

August 2022

- Interim Premises Secured - Benalla and Wangaratta
- Development of common procedures within Partnership

September 2022

- First BWM Service Leader Recruited
- Weekly Steering Committee Meetings Commence

# The Implementation Timeline



October  
2022

- Clinical Director Recruited
- Lived Experience Co-Design Consultants Recruited

November  
2022

- Operations Manager Recruited
- 20% of Staff Successfully Recruited
- Branding and Marketing Commences (under embargo)

December  
2022

- Permanent Sites Identified and Designers Engaged
- 45% of Staff Successfully Recruited
- Communications Embargo Lifted in Late December

# Challenge 1

## Recruitment and Retention



# Recruitment and Retention



- Recruiting with the flexibility to find the right people to meet and exceed BWM service goals
- Focus on meeting goals over fixation on roles/discipline



# Team Value





# The Implementation Timeline



January  
2023

- Spatial Co-Design Commenced
- Local Service Promotion Commenced ahead of Launch
- 70% of Staff Successfully Recruited

February  
2023

- Service Commencement - 35 Participants Welcomed to Service
- Service Policies Developed for Partnership
- 80% of Staff Successfully Recruited

March  
2023

- 95% of Staff Successfully Recruited
- First Community Events Attended
- 75 Participants Welcomed to Service

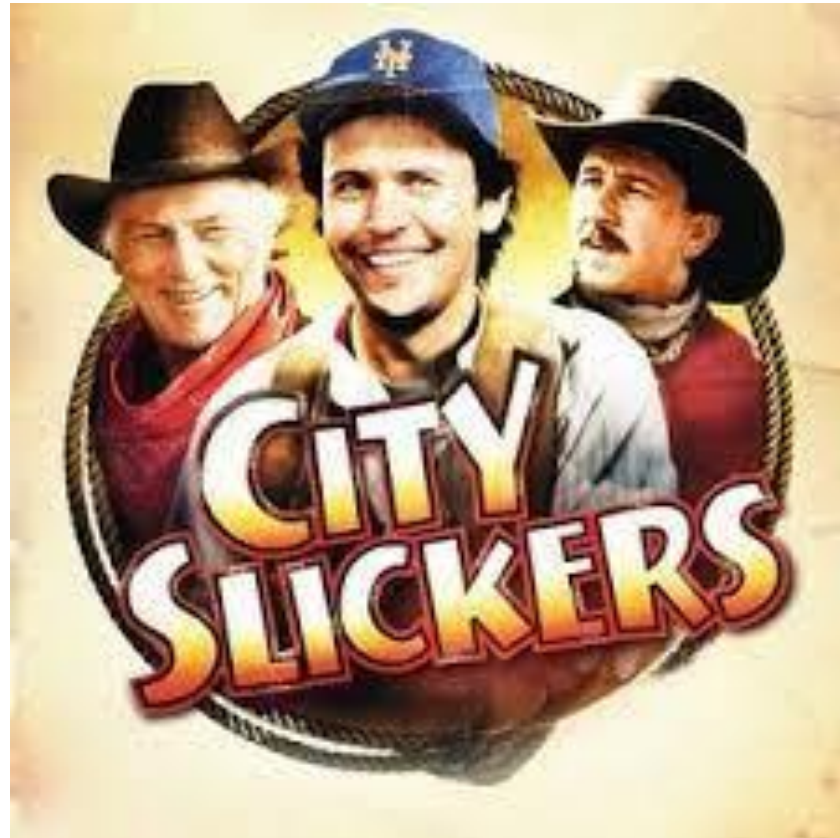
## Challenge 2



### Creating a new culture

“An urban professional seeking to reorganize an area of rural practice may feel bewildered at the passive-aggressive behavior of their rural colleagues. As Fors observed, they are mistrusted as colonisers when they had expected to be welcomed as rescuers.”



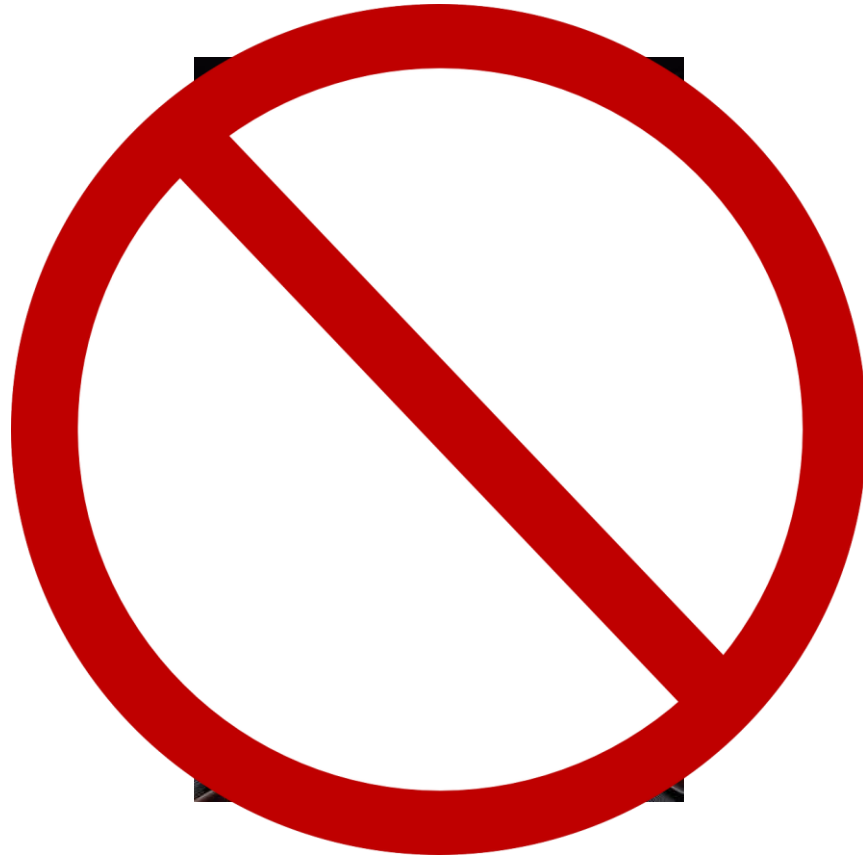


# Co-design



# Challenge 3

## Sustainability



# Our model of integration



A holistic approach means to provide support that looks at the whole person, not just their mental health needs. The support should also consider their physical, emotional, social and spiritual wellbeing.



# Participant Experience



Recovery  
Focussed  
Peer  
Conversations



Clinical AOD  
and Mental  
Health  
Support



Social and  
Community  
Connection



Service  
Navigation  
and Referral



Collaborative  
Multi Agency  
Support



# Participant Experience



## Intake

- Information gathering from referrers
- Peer connection and rapport building
- Discussion with Duty Clinician
- Referral added to Client Management System (MMeX)

## Initial Appointment

- Risk and Safety Assessment
- Consumer Risk Management Plan (if required)
- IAR-DST

## Clinical Review

- Participant presented
- Treatment plan discussed
- Internal and external linkages identified

# Participant Experience



## Support

- Clinical – Counselling, medications reviews, Therapy, Assessments
- Non-clinical – peer engagement, community engagement, group work

## Agencies

- NDIS, Centrelink, Child Protection, Housing, Health, Employment services, Family Violence services
- GPs, Pharmacies, AOD Services

## Groups

- Recovery group
- Coffee Social Group
- Sharing Group
- Family and Carers Group

# Our Feedback



## 1. How did you find the process of linking in with the Local Service?

- *Very easy, had no issues at all. BWM called and within 3 or 4 days the first appointment was made. Says they're amazing.*
- *They felt comfortable.*
- *they didn't initially want to as they had poor experiences in the past but grateful that I did.*
- *I've had good feedback from yourself (LinC and peer) and everything has happened that was meant to happen in each of those meetings.*
- *found the process smooth.*



# Our Feedback



## 2. How did this process compare to other Mental Health / AOD / Health Services you may have used in the past?

- *They had lost trust in previous facilities.*
- *they believe everything BWM has done was perfect.*
- *they didn't have any push back when speaking and were welcomed by workers to speak as much as they want.*
- *our intake was So Quick, bang straight away –(they wanted to get on with the healing process.)*
- *Interacting with our service was a lot different to other services (in a positive way)*
- *you're obviously a bit more passionate about your job than people I've had over the years.*

# Our Feedback



## 3. What are some things we did well during the intake process?

- very down to earth and they don't tend to be judgemental in anyway shape or form. It's more personalised.
- *peer felt like a best friend and that they could easily speak as they knew they'd understand.*
- *good because they felt like they were listened to and the areas they needed help in is where they are getting the help.*
- *They were never really getting heard where they feel like they're being listened to now.*
- very down to earth and they don't tend to be judgemental in anyway shape or form. It's more personalised.



## 4. What are some things we could have done better?

- *everything was done brilliantly.*
- *they are happy with the whole interaction.*
- *I think at the moment you're achieving what you're trying to achieve. I mean I was really evident to me you (LinC) were doing some work after you've seen me because you would be in touch by mobile or text or whatever.*
- You do feel as if someone does care, it's just that little bit – it's just nicer.

# Our Feedback



## 5. Is there anything you would suggest to improve the experience in your opinion?

- couldn't think of anything.
- *believe the groups we are running are helpful and it think they should go more often.*
- *"No, I think you're doing alright. |*
- *Nothing, you're already doing what I requested.*
- you're fulfilling everything I need.

# Our Feedback



## 6. Any other comments or feedback you would like to add?

- they would like if our service would go to places like Kerferd and *start the process earlier as trying to see a psych in there was horrible.*
- *They want the BWM staff to know that they are doing a brilliant job compared to other mental health agencies.*
- *one on one interactions work so much better than large institutions.*
- *if they saw someone from our service in their first week they never would have ended up in hospital.*
- Nothing else they can think of, they've had nothing but positive experiences using our services.
- *No, I think you're doing alright.*
- *"you've always followed up when you need to follow up, and I think that's important."*

# To Chat with us Further



Benalla, Wangaratta and Mansfield Mental Health and  
Wellbeing Local

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