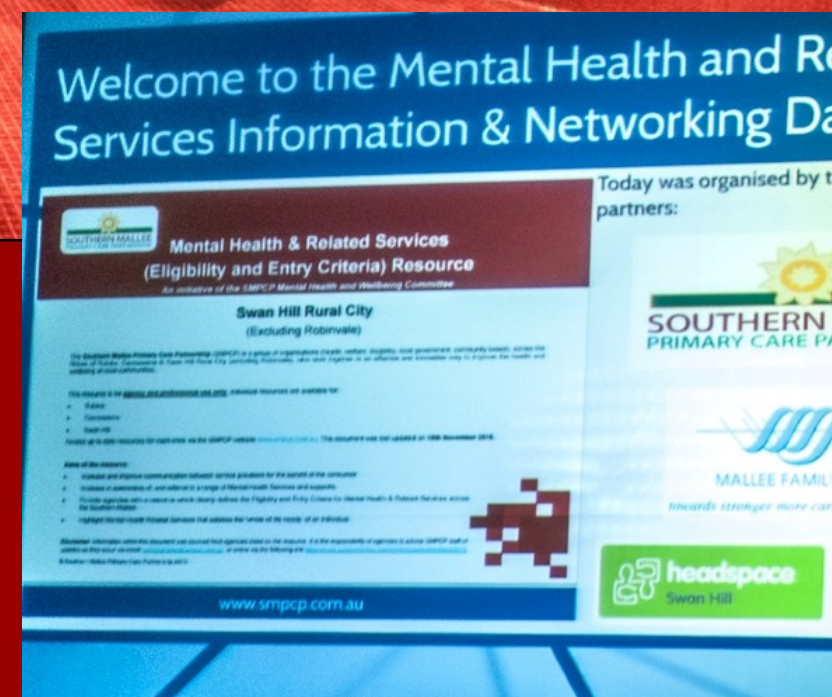




Swan Hill Mental Health & Related Services Information & Networking Day FORUM REPORT 2015



On Thursday 26th November 2015 the Southern Mallee Primary Care Partnership held a successful “**Swan Hill Mental Health & Related Services Information & Networking Day**” at the Swan Hill Town Hall. The aim of the day was to improve agency staff awareness of Mental Health & Related Services in Swan Hill.

The event addressed the following areas and was co-facilitated by Jess Merrett (SMPCP) and Ian Johansen (headspace Swan hill):

- **Welcome & Hopes for the day** [p.3](#) Deborah Chaplin (SHDH) and Jess Merrett (SMPCP)
- **Swan Hill Rural City Council Community & Demographics** Mayor Les McPhee
- **A chance to hear from Service Providers** presenting about who they are, what they do, and how they provide services in Swan Hill as listed on the [SMPCP Mental Health & Related Services \(Eligibility & Entry Criteria\) Resource](#).
- **Meet new people and Network** with local mental health and related service providers as well as agencies contracted to provide outreach services in Swan Hill.
- **Discuss** how we can work more collaboratively in the future to benefit the Swan Hill and surrounding communities.

PRESENTATIONS

Each agency listed on the Swan Hill SMPCP Mental Health & Related Services (Eligibility & Entry Criteria) Resource had the opportunity to provide a 4 minute presentation on their service. Refer to the [SMPCP Mental Health & Related Services \(Eligibility & Entry Criteria\) Resource](#)

POLL EVERYWHERE

Polleverywhere was used to capture the participants key thoughts, comments and burning questions throughout the day. Participants liked the autonomy & being able to text through a comment whenever they felt like.

BURNING QUESTIONS

Participants could text through questions at any stage throughout the day and these questions were addressed in the afternoon session

CONSUMER VOICE

SMPCP Where do I Start? Project Findings and Digital Story Bronwyn Hogan (SMPCP) [p.3](#)

FURTHER INFORMATION

For further information about the day or how to become involved in **Actions ~ Next Steps** [p.4](#) contact Jessica Merrett jessica.merrett@smpcp.com.au or access our website www.smpcp.com.au





What do you hope to get out of today?

- "I want to find out what services are available and how to refer"
 - "Coffee #karen # Kim"
 - "What predictive text come up with today?"
 - "Looking forward to oval updates"
 - "Strengthen relationships between mental health and related service agencies"
 - "Hi :)"
 - "Looking forward to meeting some new people."
 - "I want to see what services are on the ground and available on Swan Hill."
- Live Audience Polling
powered by Poll Everywhere

HOPES FOR THE DAY

During the warm up, participants text through what they hoped to get out of attending;

- Want to see what services are on the ground and available in Swan Hill
- Meet some new people
- Strengthen relationships
- Hear a headspace Swan Hill update
- Put a name to the face & e-mail
- Talk about collaborative practice

KEY OUTCOMES

Key discussion points & themes throughout the day included;

- Navigating the service system
- Working Together/ Building Relationships/ Care for ourselves and each other
- Telehealth
- Know our community, respect our community
- Opportunities: new positions, good will, existing networks and structures etc.

CONSUMER VOICE



What's on your mind?

Text **SMPCP** to +61 427 541 357 once to join, then text your message

"Very moving. Wasn't expecting that. Sounds like a great project."
25 days ago

"What an amazing project."
25 days ago



After a great networking luncheon, Bronwyn Hogan (SMPCP) presented the findings of the [Where do I start project?](#) Access to Mental Health Services in the rural and remote Southern Mallee. The project's [digital story](#) was played. This presentation really gave a good example of why it is important as services and professionals that we work together in the best way possible to improve the consumer experience and make a difference for our communities.





ACTIONS - Next steps, where to from here?

- SMPCP to make any relevant forum material available via www.smpcp.co.m.au
- Revise the SMPCP Mental Health & Related Services (Eligibility & Entry Criteria) Resources, so they are kept up to date & continue to be of value
- Agencies endeavour to connect better with one another individually and by utilising existing committees and networks e.g. SMPCP Mental Health & Wellbeing Committee, Swan Hill & District School Wellbeing Network, Swan Hill Child Youth & Family Network
- SMPCP to plan an annual event (2016 Forum) in Swan Hill for Mental Health service providers to come together and network and share information about services being provided, work through case studies and hear from each other around collaborative practice
- SMPCP to investigate capacity building suggestions identified from LMMML Collaboration Workshop and this Forum including, Shared Care Planning/ Case Conferencing training, Bridges Out Of Poverty Workshop, opportunities to explore partnership work
- Advocacy for and promotion of Telehealth methods and, use of VC/TC
- Investigate advocacy options for gaps/concerns raised at forum e.g. PEHP no longer being funded
- Just do it



Swan Hill Mental Health & Related
Services, Information &
Networking Day 2015

60

Participants

76

Capacity Building

Feedback

Networking

Individual Agencies Involved
in our Partnership

Who does what, where?

Feedback - 70% response

**More than
80%**

of participants met someone new
reported increased knowledge
had improved awareness of services
to refer to in the future

INVITATION

*19 new participants joined the
SMPCP Mental Health & Wellbeing
Committee*

SMPCP Resources

Great, useful, fabulous,
informative...

62%

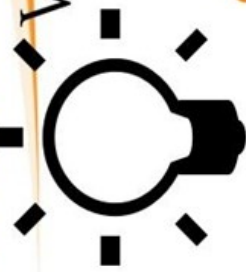
more than 62% learnt about atleast one service they weren't aware of

74%

**Established better networks
with Swan Hill service providers**

60%

Gained a better understanding of local providers service delivery model



What next.. Ideas that inspire change

Referral Pathways Case Studies

**More
Forums**

Telehealth

Networking

2016

Next Forum