

Working Together for Mental Health – Cross Government and Cross Sector Approaches

7 August 2003

Mental Health and Home and Community Care

HaCC Services need to change their whole culture in provision of services, including how to inform people that are homeless, live in boarding houses etc about their services.

Group Recommendations:

1. Case planning, client reviews and care planning must have a multi-disciplinary approach involving all parties including clients, carers and key agencies.
2. There is strength in the case management model as it acknowledges the client. The Case Manager provides high-level support, encourages cooperation and motivation, is a companion (working partnership) and can focus on the personal potential of the client. Case Management can provide service/program linkage (COPs model)
3. Establish carer support including respite and drop-in groups.
4. Specific training is needed that is skills based for workers in HaCC and mental health services.
5. Accurate diagnosis needs to be made in order to arrange appropriate services and clinical interventions.
6. Further work is needed to de-stigmatise mental health.
7. Better targeting of resources is needed, including skills acquisition for clients, recreational programs, enhanced service delivery.
8. Service delivery has to be more accountable, covering such things as adherence to guidelines, acceptance of responsibility and communicate and network well.