

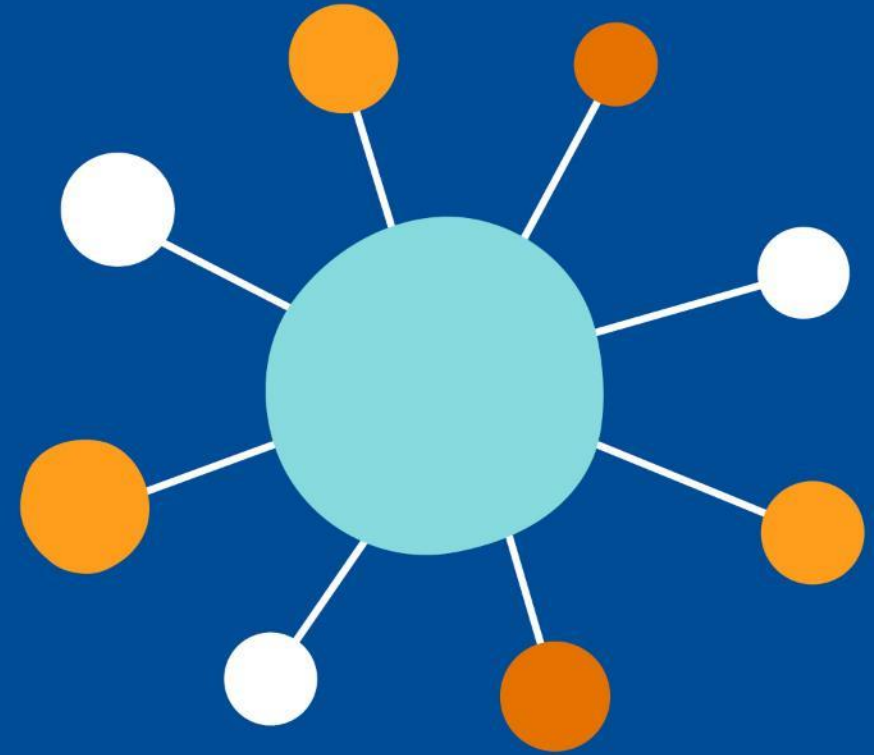
Models of Care

Chair | Rachel Halse, ANMF Victoria Branch

1. The future is bright:
AOD nurse-led models
of care
2. Achieving the vision of
truly integrated care
with a multi-
disciplinary team
3. Connecting carers:
new approaches to
delivering
family/carer-led
services

Connecting carers: New approaches to delivering family/carers led services

Anna Guthrie, LLE Practice Lead and Katherine Cameron, Manager
North East Metro Connect



Today's topics

- Overview of Connect centre model.
- Governance and advisory group structure.
- NE Metro lived/living experience service model.
- Initial co-design work.
- How co-design continues to inform program development.



“Relational approaches must be a central part of the approach to treatment, care and support.”

Royal Commission into Victoria’s Mental Health System Final Report



Who runs the 8 Connects?

sharc

**gateway
health**



wellways



**BERRY
STREET**



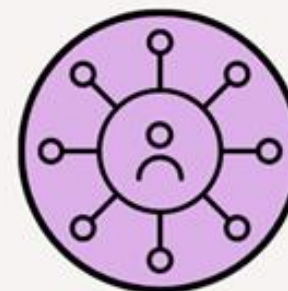
Connect model



Lived/living
experience led



Safe, welcoming
& inclusive



Hub & satellite
model

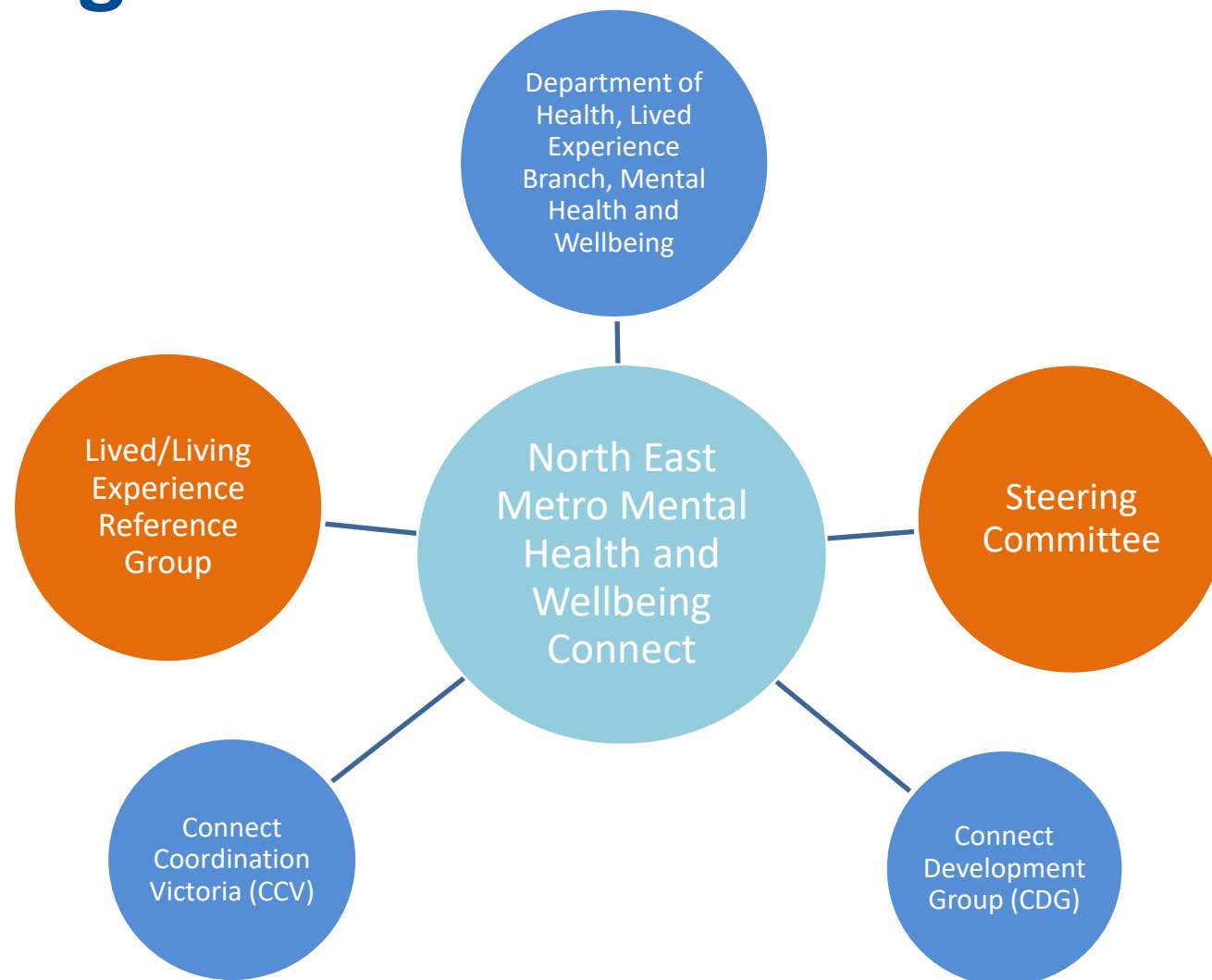


No assessments or
referrals needed



No costs involved

Local governance framework



Role of Steering Committee

Operational oversight
and strategic governance

Implementation

Service delivery

Evaluation

Role of LLE Reference Group

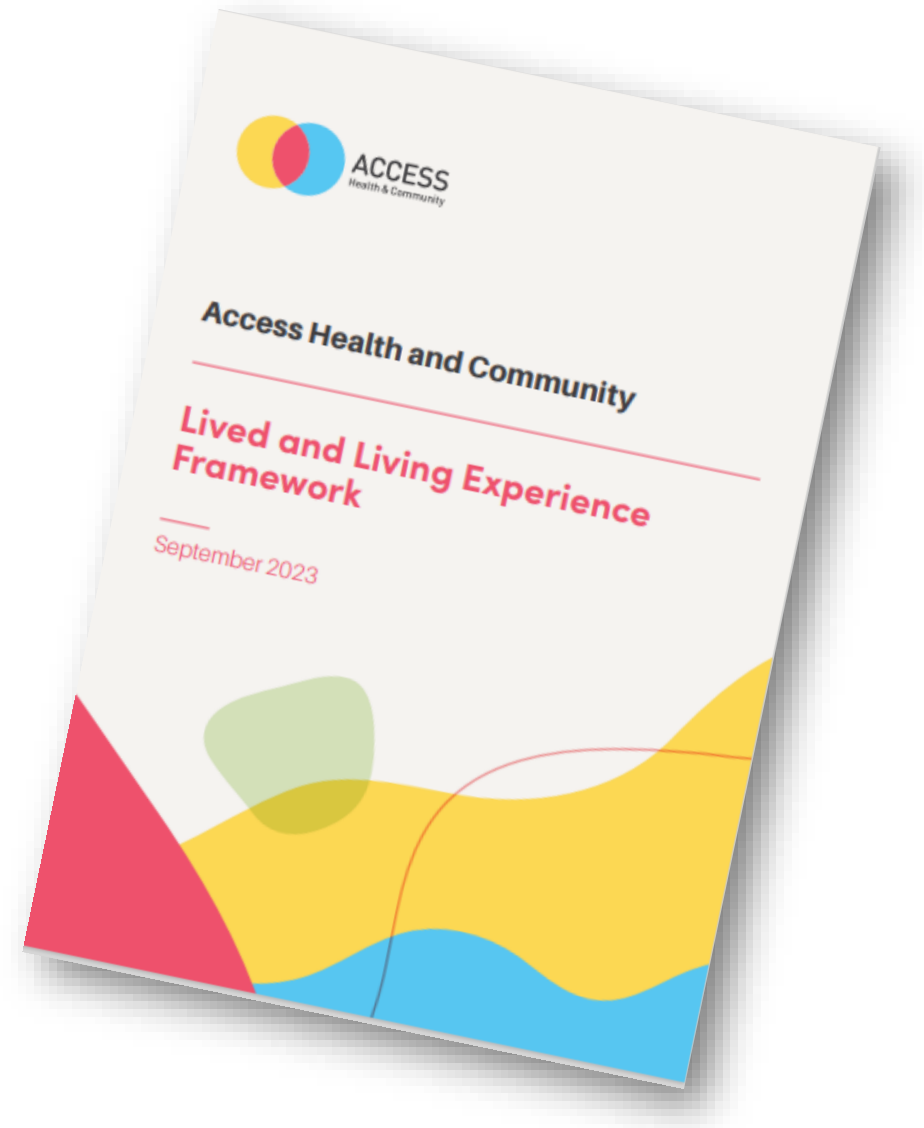
- Advise, consult and/or decide on design, activities, service delivery planning, implementation, outcomes and review from a family/carer perspective.
- Develop strategies for encouraging participation and engagement.
- Promote Connect within the community.



LLE framework

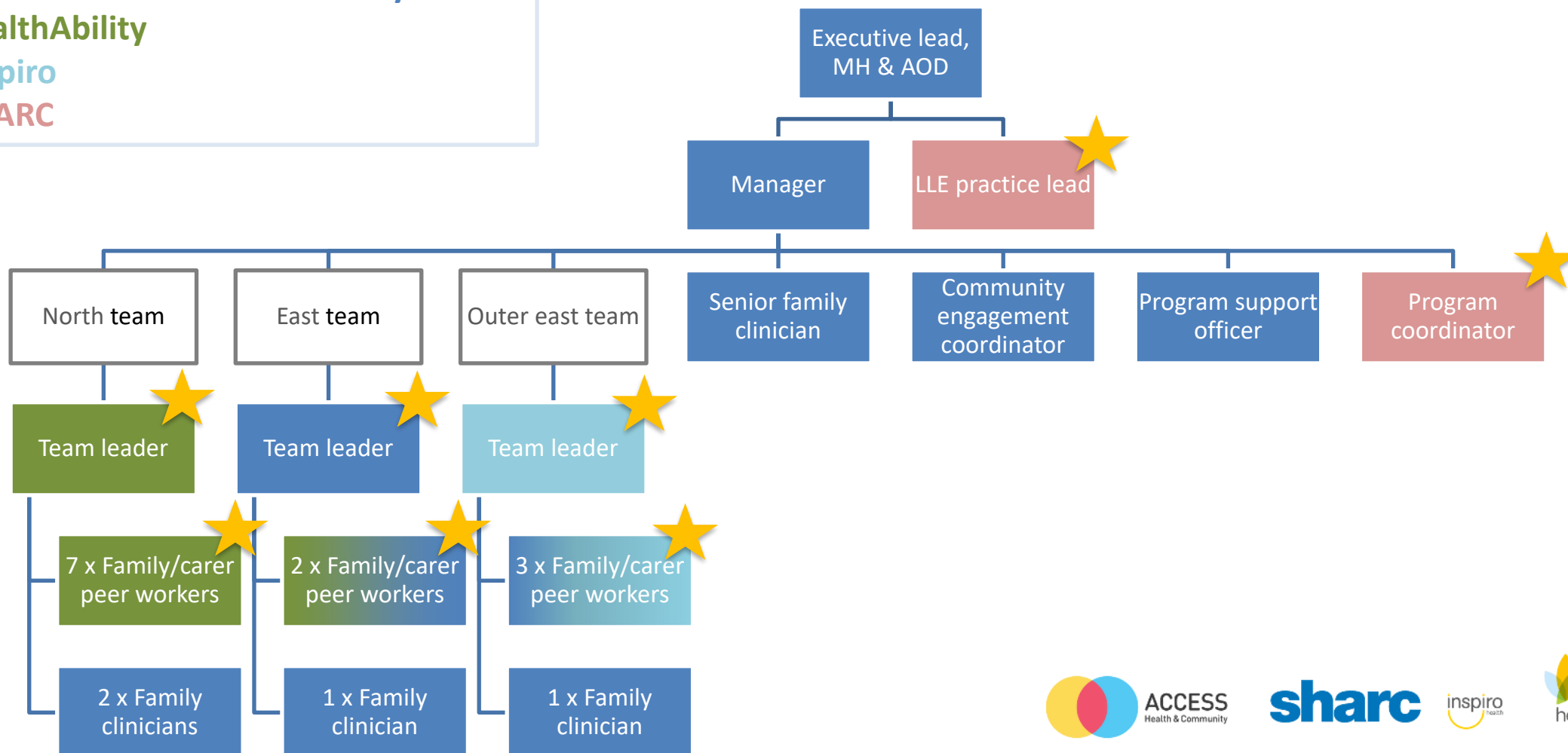
- A strong organisational culture and commitment.
- A thriving workforce.
- Lived experience governance and engagement.

Source: <https://accesshc.org.au/resources/lived-and-living-experience-framework/>



NE Metro Connect workforce

Access Health and Community
healthAbility
Inspiro
SHARC



Workforce training and support

- Intentional Peer Support (IPS).
- Single Session Framework (Carer Lived Experience Workforce) and Single Session Family Consultation.
- Regular peer reflection and practice supervision.
- PD in AOD, MH, suicide support, family violence, diversity and inclusion, bereavement, compassion, self-care, family/carers perspectives, trauma informed care.

Families/carers told us they wanted...

- A sense of belonging at a “home away from home”.
- Comfortable and quiet places to relax.
- Culturally safe services provided by a diverse workforce.
- Help finding information and resources.
- Group activities and events that provide respite.
- Partnerships with trusted services and community groups.



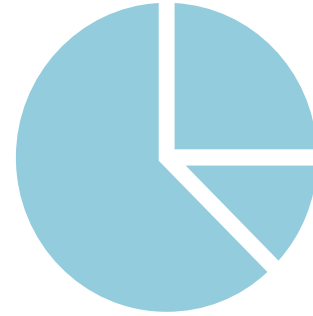
What we did...



Families/carers accessing Connect



Support to more than 550 people in a year via phone, F2F, telehealth



- 76% female
- Majority 50+ years of age
- 3% Aboriginal and Torres Strait Islander people



- 16 workshops/groups.
- 106 attendees.
- 16 sessions.



- Region covers 15 LGAs
- Yarra Ranges, Banyule and Whittlesea – top 3

Connecting with the community

- Tailored activities for a diverse range of families/carers.
- Translation of promo materials into different languages.
- Expansion of service delivery across other sites.
- School holiday programs for young carers.
- Carer contribution to space, e.g. artwork, group facilitation, artistic performance, etc.



What families/carers are saying about us

“The group helped me access and express other emotions and experiences in a different way.”

“This service has been a game changer for me! I feel seen, heard and supported.”



“To be very honest I am normally cynical of these kind of places, but I was pleasantly surprised that I was offered tangible support from people with lived experience. The worker was a perfect match for me, she is very on the ball and helped me untangle the mess in my head and make a plan.”



Get in touch

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