



Pathways to Safety, Improving Access for Vulnerable Clients

FOCUS GROUP QUESTIONS

- What do you call the building by the hospital? If anything.
- What services have you used there?
- Can you brainstorm what other services you are aware of?
- Is there a service you think should be there or would like to see there that is missing?
- Where would you go if you needed advice/support/help for
 - Mental health
 - Physical health
 - Financial crisis or other issues
 - Legal advice or support
 - Child related health concerns
 - Other Child related issues
 - Personal safety concerns
 - Home help
 - Transport to a medical appointment
 - Support for elderly or ill family members
- Where would you look for information about our services?
 - Website
 - Google
 - Facebook
 - Newspaper
 - GP clinic (TV screen, brochure?)
 - Other ideas
- How would we best get information out to you about our services? Events? How the system works?
- Is there anything that stops you accessing services at Benalla Health site?
 - Money
 - Don't know what's available
 - Don't know how
 - Access
 - Getting there/transport
 - Appointment times
 - The 'feel' of the place