



Pathways to Safety, Improving Access for Vulnerable Clients

WAMINDA FOCUS GROUP FEEDBACK SUMMARY

What do you call the building by the hospital? If anything.

- The building next to the hospital
- Community Health
- Community Care

Can you brainstorm what other services you are aware of (used or know of)?

- Counselling
- Dental ^^^
- Financial counsellor
- Counsellor
- Dietitian
- Speech
- OT and Physio

Is there a service you think should be there or would like to see there that is missing?

- Bulk billing GP ^^^
- Relationship counsellor
- Drug and alcohol counsellor

Where would you go if you needed advice/support/help for

- Mental health - **GP**
- Physical health – **GP**
- Financial crisis or other issues – **Internet (to search for providers),**
- Legal advice or support – **Legal aide, on line (to find resources), MCH**
- Child related health concerns – **NA**
- Other Child related issues – **NA**
- Personal safety concerns – **Police, Google (for providers)**
- Home help - **Council**
- Transport to a medical appointment – **Taxi,**
- Support for elderly or ill family members **Council, Meals on wheels, GP**

Where would you look for information about our services?

- Facebook - NO
- Newspaper – YES

How would we best get information out to you about our services? Events? How the system works?

- Letter drop to homes
- Brochure outlining all the services with a corresponding fridge magnet listing of services for easy access
- Poster at Waminda, the employees
- Via church, Uniting Church Lunch.

Is there anything that stops you accessing services at Benalla Health site?

- Money
- Don't know what's available
- Access; but the bus timetable changes have helped and I don't mind walking to town if I miss a bus.

ACTIONS/FOLLOW UP

- Incl. info about referral, if one is needed, who can it be from.
- Better communication/knowledge for hospital admin and path/consulting rooms
- More transport options