



Pathways to Safety, Improving Access for Vulnerable Clients

6 female volunteers from St. Vincent de Paul in Benalla (St. Vinnie's).

Transport and physical access to the site:

- Bus now has better timetabling but it would be great to have an ongoing minibus that just did loops, FREE across town; volunteer driver??
- The glass frontage at the desk is obviously there for safety but isn't welcoming, esp as staff are sitting so low, not at eye height. Some felt it was intimidating.
- There have been reports of people feeling vulnerable in the reception area when discussing their needs (not adequate background noise, very open, can't see who is listening/in wait room).

Services

- Lack of (routine) bulk billing is a big issue, people don't seek help so they won't be referred to Community Health services
- Lack of youth specific health services also a concern to St. Vinnie's clientele. Definitely needs to be strong links to youth oriented mental health services.
- Need to (better) inform service providers such as St. Vinnies' about what is available and when so that they can pass on accurate information.

General comments

- Any information distributed to community should be concise and limited words, mainly icons/colour coded and/or verbal.
- All information distributed needs to be DATED (so that it is clear as to what the most recent information is).
- Majority of their clients rely heavily on text message communication.
- Thought that REACH didn't work because of openness of venue, too easy to have others aware of your business and also reports that staff weren't welcoming, but judgemental
- Positive to have in a closer location as this is a reported issue by clients
- Keeping things up to date, especially paper copies is a concern/challenge.
- Image issue; who belongs where? Benalla Health v Community Health v Community Care v Benalla Hospital. Additionally, signage around the site is difficult to follow.
- Worth speaking to teachers/students at the Flexible Learning Centre.