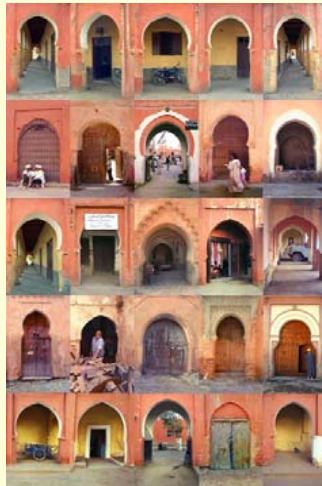


Paving the way to a “No Wrong Door” service system.



www.nowrongdoor.org.au

(under construction)



Renèe Williams - Credentialed Mental Health Nurse & Family Therapist

Project Manager - No Wrong Door.

Ovens & King Community Health Service



No Wrong Door



Key Themes of the protocol:

- Agreement on and description of:
 - Collaborative processes and pathways
 - Relationships and Communication
 - Role Clarification between agencies / staff
 - Essence of a successful model
 - Seamless service provision – “no wrong door”
 - Agreed Definitions – eg case management / shared care
 - Consumer & Carer participation in design of protocol
- Guidelines for Secondary Consultation
- Staff reciprocal arrangement program and joint training
- Dispute resolution
- Service information



No Wrong Door

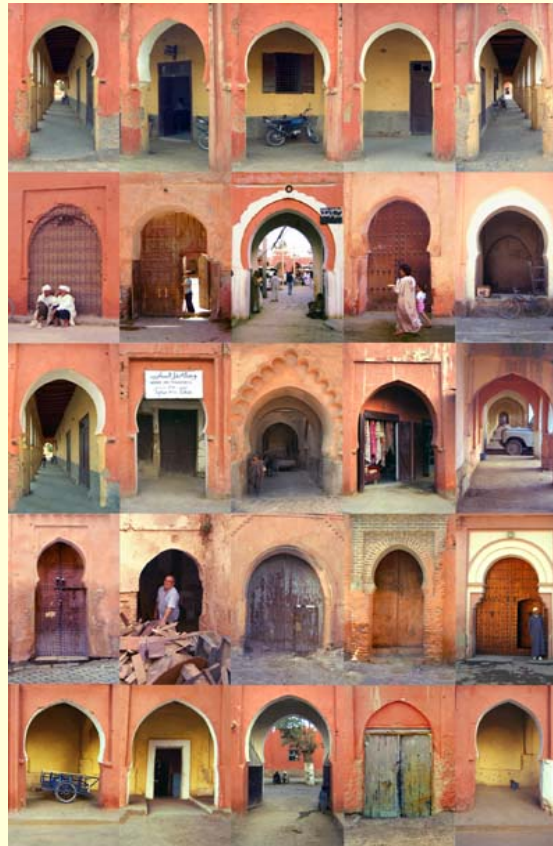


Specifics include:

- Service eligibility
- Referral & Entry processes
- Triage / screening
- Management of waiting lists
- Assessment
- Care planning / shared care / coordinated care
- Discharge Planning / exit planning
- Dual Diagnosis capable staff



No Wrong Door



No Wrong Door





No Wrong Door



Benefits of the protocol:

- Everyone working to the beat of the same drum
- Client can access any service and be supported until connected to the most appropriate service
- Promotes integrated assessment, planning & treatment, therefore positive outcomes for the client
- Workers have an interactive tool that assists them to access and engage services
- Builds agency relationships / trust





No Wrong Door



Future Directions:

- O&K CHS was successful in a Hume region funding submission from DOHA – commenced April 2008 – December 2010
- Currently Evaluating Phase 1
- Implementation across Hume Region
- Evaluation of Phase 2
- Worker training – dual diagnosis capability
- Web based interactive service response tool aligned with connectingcare PCP e-referral project
- Ensure long term sustainability.



No Wrong Door



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