

Partnerships , Protocols, Patience & Persistence

Developing a “No Wrong Door” service system.



www.nowrongdoor.org.au

(under construction)



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No Wrong Door





No Wrong Door



Key Themes of the protocol:

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



Int
Int



Agencies on:

Signature
Michael Nuck - Area Manager
Lisa Gundish - Manager
Gary Croton - Manager
Ben Stawinski - CEO
Wayne Weaire - ED
Paula Barassi - Manager

No Wrong Door



Future Directions:

- Funding received from DOHA to review & expand concept – commenced April 2008 – December 2010: O&K CHS Auspice Agency
- NWD Phase 1 evaluation completed
- 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.

