

## 2. What difference has catchment based planning made in our catchments?

In the four catchments of Inner North Melbourne, North Melbourne, North West Melbourne and South West Melbourne, Catchment based planning has had a significant impact on AOD sector planning and capacity building within the AOD services. The following list outlines the demonstrated outputs from various catchment based planning activity in the last 12 months.

### **Strengthened evidence based service decisions**

#### **Service geography**

Catchment based planning carried out an in-depth analysis of geographic client distribution, service access and demand data which highlighted some notable patterns of service access, particularly in the North Melbourne catchment. We saw that the rates of clients attending, client treatment dropout rates and DNA's indicated that the service location at Thomastown was not working for clients. Anecdotally, we had heard that clients found it difficult to access the site because of public transport routes, limited parking and the hub's location in an industrial area.

As a result of this information in April 2017, the head office of the North Melbourne catchment relocated from Thomastown to 349 Bell Street, Preston. When we look at the resulting data, comparing the 2015/26 financial year with the 2016/17 financial year, services have seen:

- An 8.84% increase in the total number of episodes of care delivered in the North Catchment (from 3,958 episodes in 2015/16 to 4,248 in 2016/17)
- An 8.89% increase in the total number of DTAUs delivered by ReGen-led service sites in the North Catchment (from 2,609 DTAUs in 2015/16 to 2,841 DTAUs in the 2016/17 financial year)
- An 18.21% increase in the number of intake episodes delivered by ReGen led services in the North catchment (from 2,136 to 2,525), and
- A 28.39% increase in the total number of intake episodes delivered in the North Catchment overall (from 2,642 to 3,392).

#### **Muslim youth program in Broadmeadows**

Catchment based planning activity and stakeholder consultation highlighted a particular group of at-risk Muslim young people in the Broadmeadows area. Catchment Based Planning contributed data and information to the tender application for MYAF - a Muslim focused youth AOD service, which was successful in securing funding from the NWMPHN.

The MYAF program (Muslim Youth Adults and Families) is a coordinated service to Muslim clients with AOD issues and their families living in the Broadmeadows area including shared case management. This client-focused model of assistance has a flexible, action-research orientation and provides early

intervention, culturally-sensitive pathways into mainstream AOD treatment, community engagement and capacity building by skilled bi-cultural workers. The service includes:

- Drop in support and information, assertive outreach and an emphasis on linkage and support for service navigation
- Community education sessions, social media interaction, and opportunities for feedback,
- An action-research (responsive) model of care
- Capacity building to increase cultural sensitivity of staff within mainstream services and to better understand AOD treatment options for staff at MyCentre and other Muslim community organisations.

MYAF is a partnership between MyCentre (Multicultural Youth Centre, an established community resource for Muslim community members) and four treatment providers; Odyssey House Victoria, The Salvation Army, SHARC and YSAS.

#### **Linking Young People and Families Together (LYFT)**

Program in Werribee and Melton funded by the PHN and led by Anglicare. Catchment planning data sourced from the PHN confirmed that young people in the outer areas of the NW and SW catchments were not accessing AOD treatment via the Catchment services. Some were too young, others did not engage with a service designed principally for adults. The LYFT program provided dedicated youth AOD resources in areas with spare capacity. Further, the CBP evidenced that these same areas typically had substance misusers still residing within a family structure, hence the model was Linking Youth and Family Together, as distinct from 'conventional' youth outreach.

#### **queerspace**

Provides information and support services for youth, adults, couples and families. Catchment planning data indicated the need for GLBTQI-oriented services with flexible hours in the Inner North and South West catchments. The result was queerspace, a safe and supportive space run by Drummond Street Services. It is aimed at improving mental health and wellbeing by specialist queer and queer affirmative mental health practitioners in Carlton, Collingwood and Werribee. Services include counselling, information groups, parenting support, social events and domestic violence services.

## Strengthened cross-sector relationships

### Systemised data sharing

NWMAOD Catchment Based Planning now has an MOU with North West Melbourne Primary Health Network to share and collaborate with collection, analysis and reporting of available data in a manner that improves our understanding of populations, clients and their service needs in a more efficient way. OHV and ReGen each hosted Transition Meetings for AOD Assessment providers in our respective catchments to present service demand hotspots in the catchments and to encourage the other providers to explore positioning assessment capacity in these areas.

### Making Links Project

Borne out of acknowledgement of the significant cross over in the client groups of the AOD, Mental Health and Homelessness sectors, *Making Links* is into its fourth year of cross-sector collaboration between AOD, Mental health and Homelessness services across North West Melbourne. The project has now been funded for continuation (\$13k by Minister Foley's office) to go towards further printing, training sessions and evaluation of the collaborative practice guide. With a view to further progress, the *Making Links* work and to ensure the sustainability of the project across sectors in an integrative way, the project team has been in discussion to transfer the management and administration of the project to sit within the NWMPHN. The NWMPHN is excited about the opportunity to draw on the established governance structure and cross-sector engagement, the resources that have been produced by the *Making Links* Project to date, and to further elevate the scope of the project.

Through the work of the AOD Catchment Based Planner for the four catchments, the Homelessness Networkers in the North and West and various collaborative engagement with Mental Health representatives, the Making Links project has delivered:

- Cross-Sector Orientation Kit- 'A Guide to Making Links':** A 'living document' that has been built through targeted input by all sectors to orientate workers across the three areas in Melbourne's North & West to each other's work, processes and available services. 'The Kit' has received excellent feedback from a wide range of stakeholders. It has been disseminated to workers within the AOD sector (helping them to navigate various services, client pathways, and 'tips and tricks' for getting the service response that best meets the clients' needs), as well as workers in Mental Health (to help them to access AOD and homelessness services), and homelessness (to help them access AOD and Mental health services). It is now in use by primary care practitioners, family violence workers, community health organisations, and has reportedly been helpful for both new and existing staff, secondments, student placements, and many others. 'The Kit' is available online and hardcopies are requested regularly and distributed at training sessions.
- DHHS Funding secured from the office of Martin Foley:** The Department allocated funding of \$13,000 to the Making Links project for 2018 to deliver two more cross-sector orientation sessions, to evaluate the collaborative practice resource trial and for a further print run of the Orientation Kit 'A Guide to Making Links'. Minister Foley commended the Making Links project as a "good example of local services coming together to problem solve. This project aligns well with the Department of Health and Human Services' strategic goals to make it easier for people to access connected care and to build the capacity of universal services to better respond to risk and vulnerability".
- 3 x Cross-sector Orientation training sessions:** To date around 150 workers from the North and West of Melbourne's AOD, Mental Health and Homelessness sectors have received targeted training at three sessions. The training included an overview of the content of the Making Links Cross Sector Orientation Kit, along with opportunities to provide feedback on kit quality and content as well as opportunities to network and receive further information on other topical issues deemed relevant by workers in planning appropriate integrated responses for our region's clients (such as NDIS, working with the family violence sector, and other systems changes). These training sessions will continue to be delivered twice a year, in a half day format, with a refresh of the Orientation Kit content in the month immediately prior.
- A draft cross-sector Collaborative Practice guide:** This has been developed and gone out for pilot in select services across the North and West of Melbourne. The DHHS funding is partly to engage a consultant to further strengthen and evaluate this approach to ensure that it is most useful and applicable to workers across our sectors. Other regions (outside of the North and West of Melbourne) have noted the usefulness of, and demand for this kind of resource across community services sectors and have approached the Making Links Project team for guidance and learnings garnered from this approach. The collaborative practice focus area is poised for further development in the very near future.

## **Improved availability of and access to data and information**

The Catchment Based Planning function has worked to improve the availability of and access to data and information for AOD services across the North and West Metropolitan Melbourne Region and their stakeholders. Routinely called upon to source data, frame research questions, carry out analyses, and compile reports and information that are used to inform tender applications, to present at various forums (both within and outside of the AOD sector), and to ensure that service decisions and directions are informed by best available evidence. The Catchment Based Planning webpage:

[www.odyssey.org.au/info-resources/catchment-based-planning](http://www.odyssey.org.au/info-resources/catchment-based-planning)

is often accessed to download a variety of data and information that has been made publically available. Many of the tenders that Catchment based planning has contributed to have been successful in securing further funding for the AOD sector. The data of the catchment-based plan was used by Wyndham City Council in the successful submission for Local Ice Action Plan initiatives, informed its Community Safety Plan.

## **Improved inclusivity in data collection**

The AOD Catchment Based Planner was consulted in the design and content of the new Intake Tool, and it was through Catchment Based Planning that the wording for inclusion of data fields around gender and sexuality were consulted on, and subsequently expanded to accurately reflect the diversity of the LGBTQIA+ community. This change to the intake form will mean that from its implementation we will be able to collect and report on trends in service access for this community consistent with national conventions, and to measure any outcomes that may arise from future service decisions.

## **A joined-up approach to planning**

Catchment Based Planners now meet as a network to share ideas, lessons and opportunities for development. Facilitated by VAADA, the catchment planners have come together to put together an issues paper for submission to the department, they are consolidating their experiences and sharing their approaches to catchment based planning across the state.