

Western NSW

“Training is important. It won’t always be smooth sailing for the peer worker, support system for our own is good” – participant quote.

Key themes

Analysis for the Western NSW region utilised written notes from two consultations in Orange (attended by around 39 people) with photos of the butcher’s paper also available. From the materials available the following key themes were distilled:

- Funding, in terms of length of funding, funding cycles and competition
- Peer workforce
- Access to and availability of services
- Staff recruitment and training
- Visibility of services, particularly in terms of navigating the system
- Awareness and community support
- Infrastructure, particularly in terms of affordable housing and access to transport

In addition, the following key themes emerged in response to the questions: what is working well, what are the challenges, and what are the priorities?

What is working well?	Qualifiers/examples
Awareness	Community awareness is high; Acceptance by people in the community; More open conversations
Workforce	Training; Staff commitment and passion; Trust in professionals; Diversity of age ranges of staff; Improving Aboriginal workforce
Co-design	
Networking and collaboration	Stronger together; Working together; Service collaboration; Local connections; Networking is improving
Lived experience	Dubbo support group - lived experience; Involvement and engagement of lived experience people in everything

What are the challenges?	Qualifiers/examples
Infrastructure	Housing; Transport for people with low incomes; Lack of transport; Geography
Funding	Funding cycles: competitive funding, defunding programs, funding guidelines, short-term funding
Visibility	Visibility of services
NDIS	
Workforce	Staff recruitment and retaining programs; Staff culture; Lack of time to keep up with training; Lack of training for general health clinicians; Workforce recruitment and retention
Timeliness of response	A person displaying mental illness can sit in ED for over 24 hours; Lack of immediate response; Waiting times

What are the priorities?	Qualifiers/examples
Funding	New ways of funding; Longer funding cycles
Access	Central intake to provide people with direction about pathways; Systems navigation; Equal access to services; Coordination of care and able to find services available
Working together	More working with families and carers; More community support; Learning from each other; Community consumer network
Engagement with youth	More school-based support; Early intervention for ages 0-18
Peer workforce	Ongoing financial commitment to peer networks and KPIs to make the peer workforce grow; More peer led services
Staff training	Training for staff in hospitals for trauma informed care; Mental health training for police

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