



# The Journey Forward Update

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Group

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*Warning: Acronyms used in this update! Interpret them and all the others at The Journey Forward's "Jargon Buster". Visit: [http://www.ccdhb.org.nz/HHS/mentalhealth/Journey%20Forward/TJF\\_jargon.htm](http://www.ccdhb.org.nz/HHS/mentalhealth/Journey%20Forward/TJF_jargon.htm)*

## Leadership Group Chair Leaves to Start New Journey

Marian Kleist has chaired The Journey Forward (TJF) Leadership Group since its inception 18 months ago. She says it was a brave step for those present to elect the manager of a small NGO to preside over a group of such varied and influential stakeholders. Many of the speakers at Marian's recent farewell ceremony however paid tribute to the leadership she brought to the role. "Directness" was a word used often when summing up Marian's qualities and it evidently meant much in helping to build the level of trust between all the parties that Marian believes is now developing. One of the turning points in Marian's own trust in the process came during the acute workstream process-mapping workshop. The sheer variety of thoughtful, committed and caring points of view contributed by the many service providers and service users present in suggesting ways of improving the experience of a fictional but realistic service user's path through the service blew her away. "I had to put aside my own preconceptions and start listening." says Marian.

She says that this scale of change on a huge and continually working model is an enormous challenge but one that is being met. It demands patience- "The endless reports are a cure for insomnia!" she laughs- and consideration of all points of view. "That is why it cannot be hurried. But good changes are happening and it must continue to progress." The biggest achievement believes Marian is that the many different stakeholders in the change programme are now listening to and trusting one another. The Leadership Group is now thinking like a group and displaying the leadership that is critical to the programme's long-term success. "We are all able to laugh together now and that is a good sign of mutual respect and trust." Marian leaves next week with her partner Richard to take up new career challenges in Britain.

## Contact Us

If you have questions you would like answered or have any suggestions that would make these updates more useful and relevant please let us know by e-mailing

[journeyforward@kites.org.nz](mailto:journeyforward@kites.org.nz)

## And Lyndsay takes the Bus Driver's seat...

At the Journey Forward Leadership Group meeting of September 25<sup>th</sup> Lyndsay Fortune, Pathways' National Manager, Innovation and Information was elected to the chair's position and looks forward to carrying on Marian's pioneering work.

## **CRUISIN' THRU' THE WORKSTREAMS**

(You can check out the whole Journey Forward structure including the place of the various workstreams and their membership on the website. Details of the new Addictions Working Group will be on the website shortly.) Visit:

[http://www.ccdhb.org.nz/HHS/mentalhealth/Journey%20Forward/TJF\\_home.htm](http://www.ccdhb.org.nz/HHS/mentalhealth/Journey%20Forward/TJF_home.htm)

### **Improving Access to Primary Care & Mental Health Services Workstream**

This workstream is in the final stages of preparing a framework that will provide the structure for ensuring that access to mental health treatment and support is improved. Focus groups and consultation have occurred on the ideas proposed with primary health organisations, community mental health teams and consumers. The final proposal and processes for implementation will be presented to the District Health Board over the next few months.

### **Acute & Crisis Workstream**

As the first workstream up and running this one is now into its stride. Following the very effective process mapping sessions (referred to by Marian above) a table identifying barriers to smooth progress through services and appropriate solutions is shortly to be signed off. Issue papers on gender sensitive issues and trauma are being developed to stimulate considered responses. The process mapping sessions were a great catalyst in building trust and engagement of all stakeholders, and for identifying service improvement initiatives.

### **Information, Coordination, Quality and Evaluation Workstream**

The benefits and risks of electronic sharing of information are to the fore in business presently before the group. The need for ready sharing of key information between for example, primary and secondary care services, is critical in service improvement. Yet as all service users will ask "Who else might get access to this information?" The need for full discussion and solid service user backing for its recommendations make this workstream's debate among the liveliest and well informed.

### **Including Youth perspectives**

A key issue for all sections of The Journey Forward has been successfully engaging service user participation and the youth sector has been no exception. Over the last couple of months, inspired by the Wellink Youth Governance Group model, an active group of young service users is providing valuable input to the service planning process. Reports Karin Isherwood, Team Leader of CAMHS, productive discussion is now occurring between all stakeholders.

### The Journey Forward will make presentations to your service

Do people in your organisation or service want to know more about The Journey Forward? Call The Journey Forward at Kites 384-3303 or email [journeyforward@kites.org.nz](mailto:journeyforward@kites.org.nz) to arrange a presentation at your next team/group/staff meeting.

### Addictions Joint Working Group Established

Composed of stakeholders in both Capital & Coast and Hutt Valley DHB areas this group has now been brought together. It will meet regularly like other workstreams and report to the Leadership Group as well as to Hutt Valley DHB's Making It Happen project team. The group are tasked with the development of a joint service development plan for addictions, and the regional Addictions Network, which meets quarterly, will help inform this group's work.

### Senior Strategic Consumer Advisor Appointed

Sarah Porter has been seconded from her role as Service Manager of Kapiti Regional Services for Wellink Trust to the above position for 12 months. She will be working across CCDHB Planning and Funding as well as with TJF. Her specific role with TJF will be to improve consumer engagement in the programme.

### STARS

Part of the overall Journey Forward project, STARS is an innovative new service - **Short Term Assessment and Recovery Service**. It is aimed at providing people with acute mental health services in a more home-like environment. C&CDHB has now confirmed its intention to proceed with establishing the first STARS facility in Wellington. Further information will shortly be available on the Journey Forward website. Visit:

[http://www.ccdhb.org.nz/HHS/mentalhealth/Journey%20Forward/TJF\\_home.htm](http://www.ccdhb.org.nz/HHS/mentalhealth/Journey%20Forward/TJF_home.htm) and click on STARS

### Temp Solutions

Temp Solutions (TS) is a temping agency with specialist mental health sector experience. It has just won the Gold Award for Innovative Service at the annual Australia and New Zealand Mental Health Services Conference in Melbourne. TS provides consumer workforce solutions to many Wellington regional mental health service providers and is a vital contributor to the Journey Forward process <http://www.tempsolutions.co.nz>

For more information

[www.ccdhb.org.nz](http://www.ccdhb.org.nz)

Click on The Journey Forward logo on the right side of the page

