**The Bouverie Centre**
**The Catchment Beacon Project 2015-16**

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**Critical success factors and inhibitors**

**Success factors**

The practice model in which practitioners were trained, Single Session Family Consultation (SSFC) provided a relatively simple framework for practitioners to engage and meet with families. For those less comfortable in meeting with families it provided a ‘safe’ pathway into working with families. For those more familiar with meeting with families SSFC provided a relative advantage over existing practice by providing benefits such as consideration of the existing consumer-practitioner relationship, an increased focus on the preferences of the consumer and improvement in the efficiency of the meeting process.

**Inhibitors**

Inner setting: Staff turnover within the participating organisation meant loss of momentum for implementation, particularly when practice champions left the service.

Outer setting: The recommissioning process that led to the development of catchments had dismantled existing relationships between services. Some of the participating services who were variably ‘winners or losers’ in the recommissioning process were now expected to work together in catchment based planning. The Impending transition of the mental health to the National Disability Insurance Agency may have been a distraction for the MHCS, although arguably it was also an opportunity to improve services before transition.

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**Focus on consumers**

In the Catchment Beacon project, consumers and carers and practitioners were all involved in sharing and exchanging their experiences of mental health and alcohol and drug services and in expressing preferences in relation to the practice model that was adopted for implementation.

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**Participant perspectives**

““All of our workers now currently have been trained in the single session work, but I would like to see that become a part of any new workers that come there, give them the opportunity so that we do have it as part of our sort of standard core competency.” (Practice Champion)"  

“We went with the strategies that were suggested from Bouverie, so looking at facilitating training; identifying champions in each program area; developing the internal implementation group meetings; encouraging the champions to go to the practice enquiry groups that were monthly.” (Management sponsor)"  

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