

## Logan Together Foundation Roadmap –Project scoping

**Project title:** Service access and integration – mega project

**Strategic or Chapter-based project:** Strategic

**Short description:** This project integrates numerous significant sub projects concerned with creating better service access and engagement and a joined-up, family-centred service system across disciplines and programs. It includes features such as:

- integrated family-centred support system
- specialised family engagement team
- family coaches that act as service system navigators
- single, shared long-term support plans
- The Child Development Passport concept
- Common assessment and referral arrangements
- A review of service access locations and opening hours
- Community hubs and physical service integration including:
  - Create school-based co-located service hubs providing access to universal services
  - Community based co-located service hubs
  - School-based health and service clinics for attending students
- Digital service delivery
- Integrated approach to outreach

**What results does it help Logan Together to achieve?**

**Foundation Roadmap scoreboard outcome (life stage)**

This is a cross-cutting enabling project that supports outcomes across the life course.

**Target**

This is an enabling project and the project team will need to consider a relevant way of establishing and monitoring progress towards targets.

**Indicators (how do we know the outcome is being achieved)**

As above

**Why will it help achieve those results?**

Service fragmentation, low levels of service engagement, stigma attached to accessing targeted services and service access difficulties are recognised in research and in citizen feedback as major impediments to translating support opportunities into life outcomes.

For any of the community's effort to support families and improve child development trajectories to be effective, these fundamental issues of efficacy and service relevance must be addressed.

This project proposes a transformative redesign across multiple family-facing disciplines and projects to address these issues and achieve Goldfeld's service system design model developed through the Victorian Government's Blue Sky project.

### **Project details:**

This project is designed to address the questions of how families engage with and experience support systems across the health, education and social services domains and whether the joint effort across those domains can be more effective in achieving long-term positive results for families.

The starting point for the project is to fundamentally change the orientation of the service system from an agency / issue / problem centric one to an holistic, family-centred orientation designed to understand and support families to achieve long term life improvement objectives.

An important reference for the project is Goldfeld's re-engineered service system concept which is featured in the Roadmap.

The project integrates several important areas of action identified in the Roadmap, which are best progressed in an integrated way:

#### ***Create a joined-up support system powered by common tools, frameworks, a digital platform and the Logan Child Development Guide***

Develop an integrated support services platform across agencies and models so that:

- The support and services system is family centred (rather than agency centric) and can look at long-term needs holistically and methodically with universal screening for key issues
- Families can form a relationship with a key worker / family coach and a GP and can create a single long-term support plan with support packages that make sense and address long term needs

This integrated support service platform would be supported by a single common approach to proactively and preventatively assess families and their needs as well as a cross sectoral practice framework including common language, tools, and shared and well supported referral protocols.

A key tool would be the proposed **Logan Child Development Guide / Passport** concept which would build on the existing health "Red Book" to provide a shared structure for information, parental education, reminders, family support casework and record keeping from conception through to age 8. Stakeholders have identified the need for a strong name for this tool, with early suggestions including the Growing Kids Up Book, the Healthy Kids Tracker, the Under 8's Book and the Logan Step by Step Kids Guide.

The framework would be enabled by a service integration digital platform to include:

- Case coordination software and collaboration portals
- A service directory
- Online referral and privacy processes and infrastructure
- Personal and family support plans linked to an online presentation of the Logan Child Development Guide
- Client-controlled identity, information and document vault
- Shared professional development and practice framework resources and calendar
- Use of the Common Approach and similar tools and frameworks online

### ***Undertake a service access review across priority services***

Conduct a service access review and develop strategy in response:

- To cover service locations / co-locations, opening hours, referrals, how services cater for diversity, technology based service delivery options, interagency referrals and effectiveness, outreach options, multi-skilled assessment and response teams, and transport
- To specifically examine strategies for improving service access among Aboriginal and Torres Strait Islander families and families from diverse cultural backgrounds
- Strategy may include undertaking a range of service user pathway mapping exercises to understand typical service usage patterns

### ***Family Engagement Team***

Based on the Harlem Children's Zone model, a dedicated Family Engagement Team would work on behalf of all support and service providers to create engagement opportunities for all families, including those disengaged from services and schools:

- The Family Engagement Team would work creatively and one-on-one where required to understand family circumstances and provide relevant opportunities
- The Family Engagement Team would maintain an inventory of soft entry and social connection opportunities and support the community to make those accessible to all families
- The integration between the Family Engagement Team and the Family Coach concept would need to be examined closely to ensure integration

### ***Create community-based, co-located service hubs***

Implement co-located community services hubs in family-attracting community settings in priority locations. Map service provision at these hubs vs services provided in school-based hubs and community maternity centres to ensure integration and complementarity.

- Hubs will aim to improve service access, engagement and integration across health, family support, mental health, housing and employment sectors
- Hubs will provide a physical manifestation of new joined-up, family-focussed support system
- Link to high-quality occasional childcare so parents can undertake support while children enjoy stimulating environment

- Hubs to be co-located in normalising, enjoyable environments near high quality civic infrastructure like playgrounds, waterparks, libraries, shopping and café precincts with good transport access
- Some hubs may take on a special focus to deal with specific clusters of issues or serve a particular demographic

### ***Strategies for newly arrived families***

Develop specific support strategies for newly arrived families with young children. This might include welcoming strategies:

- Ideally run by a Family Engagement Team and supported by volunteers, the strategy would ensure families new to Logan are invited to a culturally appropriate welcoming party and are linked with a volunteer community orienteer and good orientation resources
- New families introduced to local neighbourhood support structures including neighbourhood centre, child and maternal health centres, Mums and Bubs group etc
- With consent, a Family Needs Screening Assessment is conducted, support needs identified and links made

### ***Develop specific support strategies for highly mobile families***

Examine special needs of families that are highly mobile and move into and out of the local area frequently

- Develop strategies to support children and families in flexible ways that maintain the principles behind the Logan Together reforms
- Examine options for free birth certificates and other essential documentation available online to remove barriers to school enrolment

### **Data and scale:**

Some aspects of this project will operate at community-wide scale – such as the Logan Child Development Passport idea which would be universally offered to Logan Children:

Approximately 5,000 babies are born in Logan each year and the total under 8 population is about 45,000.

Other aspects of the project, such as the Family Engagement team, Family Coaches and integrated single case plans will apply mainly to those families accessing the secondary and tertiary support systems: fewer than 10,000 households, with a strong level of focus pertaining to about 2,000 households.

### **Partners:**

An extremely wide group of stakeholders will have an interest in and be relevant to this project, including any client-facing service across the social services, health and education domains.

### **Co-design:**

It is imperative that sophisticated insights into the needs and preferences of families accessing services be developed. A variety of market research disciplines should be undertaken involving parents, children and community stakeholders to understand the incentives and barriers that operate for families in their day to day lives.

Specific focus will need to be paid to co-design with Aboriginal and Torres Strait Islander, Pacific Islander and CALD communities.

**Quick wins:**

Family Engagement Teams could be created from existing resources in a relatively short time frame.

A cluster of agencies should be able to develop and pilot single case planning using a common tech platform and intake, assessment processes. This process could then support the trialling of Family Coach (navigator) roles that operate across programs and disciplines.

Existing community hubs can be built upon to create a richer service mix relevant to the needs of parents accessing those hubs.