

# The Ingredients for Successful Service Delivery

Initiatives that work for children and families in Logan share common features. We call these 'the ingredients for success'.

These ingredients can be used to review, design, plan and deliver initiatives in Logan's early childhood system, to improve service delivery and pursue innovation and change.





### Relationships

Relationships are at the centre of all these ingredients. Meaningful relationships built on mutual trust and respect are essential to success.



### Removing barriers to accessing services

In Logan, we are moving from simply 'admiring the problem' to tackling barriers to accessing services with purpose. This means understanding local experience to identify existing and potential barriers that prevent people from accessing services and participating in initiatives.



### Cultural sensitivity

Cultural sensitivity means an explicit and deliberate approach to cultural needs of community. Recognising cultural diversity (including First Nations, CALD and non-indigenous cultures), and meeting the cultural needs of the Logan community is a protective factor that strengthens the Logan community.



### Co-design

Initiatives in Logan work best when community members are involved in their design, delivery, governance, and continual improvement. Community members are the context experts and should be provided real opportunities to co-create solutions and monitor outcomes and delivery.



### Seamless referral pathways

We know that referral pathways for children and families in Logan's early childhood system are often obscure and disconnected. Across Logan there is working happening to make sure there is 'no wrong door' and that strong relationships and connections support seamless referrals.



### Holistic, integrated responses

Our First Nations cultures across Logan share a holistic approach to wellbeing which creates impact and connection. An understanding of 'the whole' means a new way of working across the early childhood system. It requires innovation to expand connections and possibilities in an environment that is usually designed around funding silos.



### Collective impact approach

Collective Impact is about using community-led and cross-sector collaboration to address complex social issues. It is the approach that underpins Logan Together and has operational and strategic benefits. Consciously building partnerships and connecting with stakeholders fosters integration, clarity and efficacy.

## The Ingredients for Success



### Community connectors and navigators

Community connectors and navigators enable participation and deliberately build clarity about the early childhood system. They offer confidence and care to Logan community members, assisting them to navigate previously unseen and unknown opportunities for their children and families.



### Individualised support

Tailor-made support that is specific to the individual needs of a family, child or parent is a critical part of the design and delivery of initiatives in Logan. This means putting children and families at the centre, and understanding and working to meet family priorities within a culture of care and adaptability.



### Building community connectedness

Belonging is important for Logan community members. Children and families are looking for community spirit and deep connection, which builds a strong sense of identity, safety and agency. Community connectedness creates confidence and support networks, regardless of background, language skills and ability.



### Continuity of care

Increasingly in Logan, cross-discipline teams are building relationships with families from maternity to school entry and beyond. These relationships mean that transitions between health and education services can be smooth and welcoming.



### Delivery in place

Place matters to the residents of Logan. The Logan community wants to see services delivered flexibly within their community, by community members, in locations that can be accessed by everyone.



### Creating a safe space to connect

People in Logan want safe spaces for children and families to connect, and where experiences can be shared without judgement. This is about understanding how to build trust and respect, and knowing where there are opportunities to build-upon established places of trust in community.



### Two-way learning

Enabling two-way learning means making sure exchanges between families, community, services, and staff are based on mutual learning and are treated as opportunities to adapt and continually improve initiatives. Two-way learning contributes to individual growth and social capital. It builds effective workplace cultures and supports behavioural change so that community members are engaged and can make informed choices.