

Building a Joined Up Human Services Support System

Improving human services

The State Government is working to improve Tasmania's human services system in partnership with the community sector, clients and the broader community.

The current human services support system has many strengths, however some parts of the system are fragmented, uncoordinated and difficult to access. Some Tasmanians have several case workers assigned to them across government and the community sector.

Information on what services are available is often difficult to find and many people do not have ready access to services.

We can do better.

That is why the Tasmanian Government has committed to testing a new joined up approach to provide coordinated and streamlined support for vulnerable and disadvantaged Tasmanians and improved community access to information and services.

A new approach

We are testing our new approach through:

- a shared assessment and referral process for government and community services;
- a lead worker to build networks of support around individuals and families with complex needs;
- a system with an outcomes based focus, working with families and individuals on their strengths and goals and getting results;
- strategies to support greater coordination and communication by Government and community sector service providers; and
- community driven solutions to improve access to information and services at the local level.

The Joined Up project

In 2015, the Government committed \$1.2 million over two years for the Joined Up Human Services Project (Joined Up) to:

- test the viability and sustainability of a joined up human service system through the development, implementation and evaluation of five initiatives;
- assess whether or not, as part of a joined up system, the health and wellbeing of communities, clients, their families and carers could be improved; and
- evaluate the initiatives and apply these learnings to any future rollout of the system on a larger scale.

The 2017 budget provided an additional \$900 000 over two years to continue the implementation of Joined Up.

This funding is being used to trial five initiatives to see how we can build a user-friendly, sustainable and supportive person-centred system.

To begin with, we are testing these ideas on a small scale, which will help us to see what works and what else needs to be done.

The Joined Up project team are working with local communities and service providers to learn how services can better focus on the people who need and use those services.

Joined Up is about putting people at the centre of all we do. The aim is to give clients friendly, welcoming and well-coordinated services. It is also about delivering better outcomes for individuals, families and communities.

Joined Up will build on previous research and consultation. It will also look at other similar projects in Australia and overseas. By working together we will build a shared vision of what a more coordinated service system looks like.

Five initiatives

The five initiatives to be trialled by the Joined Up project team will support and test different aspects of a connected service system.

The initiatives are explained below.

Place Based Initiative in the Huon Valley

We believe that with a strong, collaborative and cooperative service system the community will have improved access to information and services. We will work with service providers on strengthening their connections and improving how they work together.

We will build on the good relationships that already exist across the service system for the Huon Valley. The goal is to further improve the level of cooperation and communication across the service system.

We will join with interested organisations in the Huon Valley such as the Huon Valley Health and Wellbeing Network, wayraparattee Child and Family Centre, Huon Valley Council, Huon Domestic Violence Service, Huon LINC, Huon Regional Care, and others.

Person Based Initiative

This initiative is testing a Lead Support Coordination Service (LSCS), which will provide a streamlined client coordination service, using a lead support coordinator to support a minimum of 25 individuals and families with multiple and complex needs.

The Joined Up project team has been working with providers and a sector reference group to develop a model for an LSCS. The LSCS will support those individuals and families with multiple and complex needs.

Learning from client's experiences of the LSCS, we can build a service system that improves people's access to services and supports them and their carers to achieve greater outcomes, especially when they face many difficult issues in their lives.



Service Improvement Initiative

This initiative will look at how the LSCS can better support families where children are at risk of harm or neglect, so that families are able to remain together. The aim is to provide a client-centred lead coordinator for these families earlier, to avoid the need for statutory intervention.

We will include in the LSCS, young people between the ages of 15 and 17 years who are homeless and at further risk of harm. The aim is to provide a client-centred lead coordinator for these young people, which may assist in preventing exposure to unsafe living conditions or behaviours that will have lifelong impacts.

System Based Initiative

This initiative will explore and test how an electronic information sharing system can support a well-connected approach to client coordination. It will also look at how securely managed information can be safely used to plan for future service needs and meet reporting and evaluation requirements.

Privacy and Information Sharing Initiative

This initiative will review how information is shared and identify barriers in sharing important client information between services. The project team will ensure that sharing information happens in ways that also protects the rights of clients.

Feedback

All five initiatives will have input from government and non-government organisations. More importantly, the work will include the consultation and feedback of clients, families and carers who have experience of the human service support system.

Project updates, and further information on the project and its initiatives, are available through this link: www.dhhs.tas.gov.au/joinedup