

A map of Tasmania, Australia, showing the island and surrounding waters. The map is titled 'TASMANIA' at the top. It includes labels for 'BASS STRAIT', 'SOUTHERN OCEAN', and 'TASMAN SEA'. Major cities like Hobart and Launceston are marked. An inset map in the top left shows Tasmania's location within Australia. The text 'FLINDERS ISLAND' is also visible.

Integrated Service Delivery – The Tasmanian Experience

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Tasmania

- Tasmania is an Australian island and state of the same name.
- It is the 26th largest island in the world.
- Population is estimated at 500,000, with almost half located in the greater Hobart area.
- The state is governed by the Bartlett Labor Government.



Tasmania

- There are 29 local governments.
- The economy in the past has been erratic but since 2001 with the drop in airfares and two new ferries the increase in the tourism industry has boomed.
- The five largest industry sectors employers are: retail trade, health and human services, manufacturing, public administration and education and training.



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Key Characteristics of the Population

- The most regional and dispersed population of any state in Australia with almost 60% of the population living outside the capital city.
- The oldest population in Australia with over 8,600 people aged over 85 years.
- 20% of Tasmanians have a disability.
- 3.4% identify as Aboriginal or Torres Strait Islanders.



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Key Characteristics of the Population

- Children (5-14years) participating in organised sport is below the national participation rate.
- Tasmania was the worst performing state in the recent ABS adult literacy and life skills survey.
- School retention rate from year 10 to 12 is below the national average.
- The proportion of people aged 15-64 with post school qualifications is lower than the national average.



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- Tasmanians have the lowest median weekly household income with an average of \$801 compared to \$1,027 nationally and net household worth is lower.
- Despite this Tasmanians are more likely than other Australians to own their home outright.
- Tasmanians whose principal source of income is government pensions is higher than the National rate.



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There are Positives !!

- Generally the feeling of safety at home and in public places is greater in Tasmania than for Australia as a whole.
- Tasmanians have a strong commitment to community and in 2006 36% of the adult population participated in volunteering activities.



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There are Positives !!

- Neighbourhood Centres are a strong and vibrant component of communities , there are 34 neighbourhood houses across the State.
- It takes 7 mins to get home for me.
- It is a beautiful natural state.



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Prominent Tasmanians

- Joseph Lyons, former Prime Minister of Australia
- Author Richard Flanagan
- Actor Errol Flynn
- Actor Simon Baker
- Dancer and choreographer Graeme Murphy
- Princess Mary
- World Champion woodchopper David Foster
- Cricketers Ricky Ponting & David Boon



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Prominent Tasmanians

- F. Matthias Alexander originator of the Alexander Technique
- John Gellibrand founder of Legacy
- Cyclist Luke Ockerby



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Where have we come from

- During 2007- 2008 KPMG under comprehensive reviews of the Tasmanian child and family services system and the Disability Services System.
- Centralised bureaucracy with limited strategic leadership, contemporary policy development and service system planning. Limited focus on output or outcome measures, unit pricing and regulatory requirements.
- Partnership between Government and sector was non existent.

Where have we come from

- Child Protection system overloaded : 12,000 reports with 9,000 unsubstantiated.
- A Family Support service system that was poorly funded, ad hoc service development, lack of accountability, reluctance to work with child protection families and time limited models.
- A Disability Services sector that is siloed, offers traditional service options and is highly dependent on government and yet has limited accountability.
- Government has been both a provider and purchaser of disability services resulting in conflictual regulatory relationships with the sector.

Where have we come from

- Families and individuals with disabilities had no one place where to access information.
- Service provision was not based on needs assessment or priorities, largely crisis driven and cherry picking.

New Directions

- DHHS only provide direct client services where they have a statutory responsibility.
- Creation of a regulatory environment.
- Build a partnership culture.
- Integrated community place based intake service.
- Increase family support to vulnerable families.
- Stronger focus on early intervention.
- Governance structures.

New Directions

- The Reform Implementation Unit (RIU) established to manage and implement the reforms.
- Disability Services amalgamated with Child and Family – Disability, Child, Youth and Family Services (DCYFS).

Gateway Service

- A single community information referral and support service in each region.
- Conduct screening and comprehensive targeted assessments to determine the type of service required.
- Facilitate referrals to universal or specialist services (or both).
- Collect data and information to support service planning, monitoring, evaluation and improvement.

Target Group

- Gateway Services are an information, referral and support service for vulnerable children and families. (0-18yrs).
- In 2010 the Gateway Services will open its doors to people with disabilities who require access to specialist Disability Services.

Gateway Service

Referrals: Schools, self, community agencies, police, health services etc

Gateway Service

- Information Referral and Support to IFSS, specialist Disability Services & other community agencies
- Screening assessment: determine service response
- Consult with co-located CP /Disability Worker
- Comprehensive targeted assessment
- Weekly intake meeting with IFSS/specialist disability providers/DHHS IFU& Resource Unit.
- Transfer client to allocated agency/unit
- Active holding by exception
- Develop linkages and pathways and maintain comprehensive info on services
- Knowledge of services capacity and demand
- Manage time limited brokerage funding
- Active monitoring of self managed disability clients
- Community education

Co-located DHHS Workers

- The Gateway will have a **Community Based Child Protection Worker** and a **Disability Co located worker** who will be co located with the team 5 days a week. They will play the valuable role of:
 - Facilitating referrals from Child Protection to Gateway Services/IFSS and vice versa;
 - Facilitating referrals to the DHHS Funding Unit for individual funding or to the resource team for either eligibility assessments or specialist behaviour or medical interventions;
 - Professional consultation and advice to Gateway/IFSS; and
 - Community education.

Gateway Staffing Model

- Mission Australia and Bapcare are the organisations providing the Gateways service.
- Gateways will have Team Leaders Disability & Family Support.
- 3-4 EFT family support intake workers.
- 5-6 EFT Disability support intake workers.

Gateway Services Operation

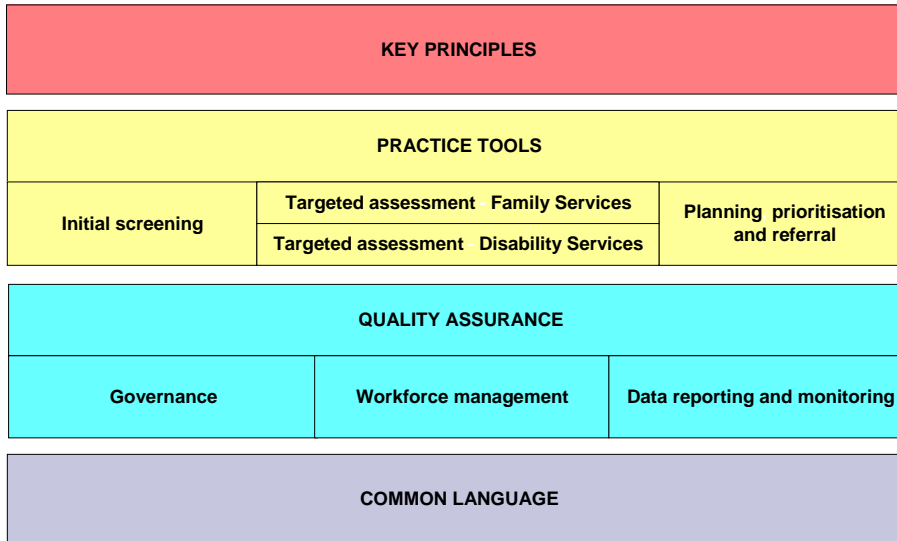
- 1800 Statewide number, SMS facility.
- Phone or walk in referrals.
- Common assessment framework and tools.
- Priority allocation.
- Management of data collection and interpretation.
- Network of community providers.
- Community Education.

Gateway Services

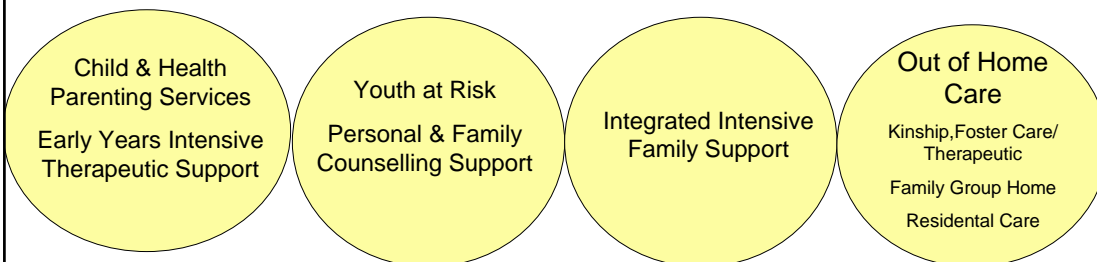
The strengths of the model are:

- Integrated model of family support and disability services; and
- A common assessment framework and tools- consistency of assessment and prioritisation.

COMMON ASSESSMENT FRAMEWORK



Family Support Services Continuum-Referral Points



Universal – Primary

Secondary

Tertiary

Disability Services Continuum & Referral Points

Early Learning
Early Intervention Service
Children's Therapy

Community Access
Integrated Intensive
Family Support
Respite
In Home Support

Specialist Respite and
Accommodation
Individual Support
Packages

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Obstacles...

IDEATION NATION

LET'S SING KUMBAYA UNTIL THE IDEAS
COME AND THEN WE'LL GO BACK TO
OUR DESKS AND COME UP WITH 100
REASONS WHY THEY'LL NEVER EVER
WORK IN A MILLION YEARS



Challenges

- New Business.
- Old players & new players.
- Shifting culture of DHHS.
- Integrating Services.
- Regulatory Environment.
- Resource allocation and unit costing.

How to get there

“Go to the end of the path until you get to the gate,
Go through the gate and head straight out towards the horizon.
Keep going towards the horizon.
Sit down and have a rest every now and again,
but keep on going, just keep on with it,
Keep on going as far as you can
That’s how you get there.”

Michael Leunig.

