Brisbane Service Integration workshop

Service Integration

Building integrated responses for people who are homeless or at risk of homelessness.

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Acknowledgement

We begin this meeting by acknowledging the Traditional Owners of the land where we meet and pay our respects to Elders past, present and emerging

Aboriginal artist Lani Balzan of the Wiradjuri people.
Artwork commissioned in 2022 for use in Q Shelter Reconciliation Action Plan and used with Artist's permission

Service Integration

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Agenda

Time	Topic
10:00am	Acknowledgement of Country
10:05am	Purpose and Overview
10:10am	Overview of Care Coordination
10:20am	Brisbane Service Integration data snapshot
10:30am	Brisbane member survey feedback
10:40am	What is working well and areas for improvement overview
10:50am	Breakout 1- What is working well and how can it be stronger?
11:35am	Breakout 2 - What can we improve?
12:15pm	Breakout 3- What activities and projects would help the system to be stronger, more integrated and effective in solving people's needs?
12:45pm	Lunch
1:15pm	Breakout 4 – How to get the most out of participating in CCGs
1:30pm	Summary of highest priorities and next steps
2:00pm	Close

Service
Integration

Inception of Service Integration

- Service Integration emerged from regional consultation in 2019 throughout Queensland, highlighting:
  - Front-line care coordination groups help to support improved client outcomes
  - Integrated service delivery was important in addressing the needs of vulnerable people

- In late 2019:
  - It was decided to fund 9 target locations to engage a Regional Care Coordinator
  - A series of workshops took place to engage a range of sector organisations in decisions about how the regional coordinators should be auspiced and located

- These positions commenced in 2020

- Some locations had long histories of service integration groups while others wanted to initiate new groups.

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Building integrated responses for people who are homeless or at risk of homelessness.

Overview – Service Integration

- Service Integration works across Queensland to strengthen local service systems to deliver sustainable housing and comprehensive support pathways for people who are homeless, or at risk of homelessness. Service Integration is delivered in 12 priority locations across Queensland.

- Service Integration works to:

1. strengthen the collaboration and integration of housing, homelessness and the broader service system to better respond and support people with complex enduring needs who are at risk of, or are experiencing, homelessness; and
2. support service system strengthening and identify and respond to local service system gaps, trends and emerging issues across the priority locations

Service
Integration

Overview – Regional Care Coordinators

- Regional Care Coordinators work at the systems-level to support an integrated service system

- Regional Care Coordinators are funded to facilitate Care Coordination Groups, support services to implement integrated responses and progress service system strengthening opportunities.

- Regional Care Coordinators work across the service system with diverse funded services as well as all levels of government to improve outcomes for clients with complex needs. This includes identifying local needs and service system gaps and working collaboratively to address them.

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Overview – Care Coordination Groups

- Facilitated by Regional Care Coordinators, Care Coordination Groups are formal groups that work collaboratively to build housing and support plans to assist people

- Care Coordination Groups also bring together front-line staff from across the regional service system to develop housing and support plans for people with complex needs experiencing or at risk of homelessness which require multi-agency response.

- Members of Care Coordination Groups work together to provide integrated responses to achieve outcomes for individuals and to identify and address service system improvements.

- Groups also benefit from learning together while building connections of mutual benefit and reciprocity

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Overview – Backbone

- The backbone role provides support, advice and assistance to housing and homelessness networks, Regional Care Coordinators and Care Coordination Groups operating across Queensland.

- This support includes enabling and facilitating a consistent data collection approach and the leading the state-wide Action Research framework to test outcomes and impact of the program.
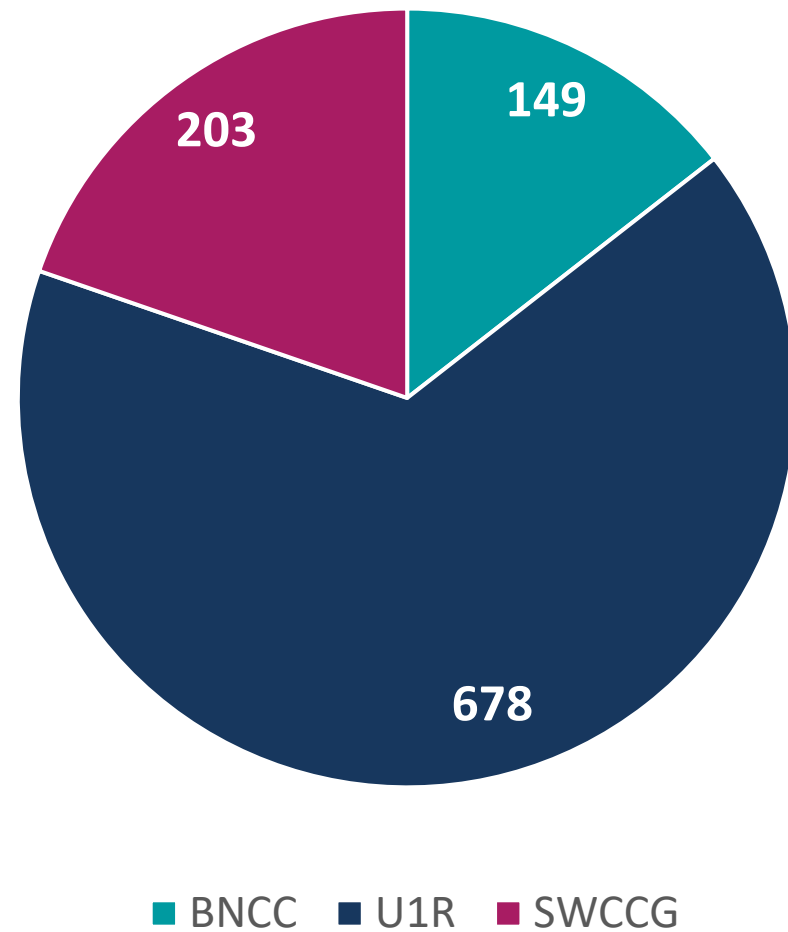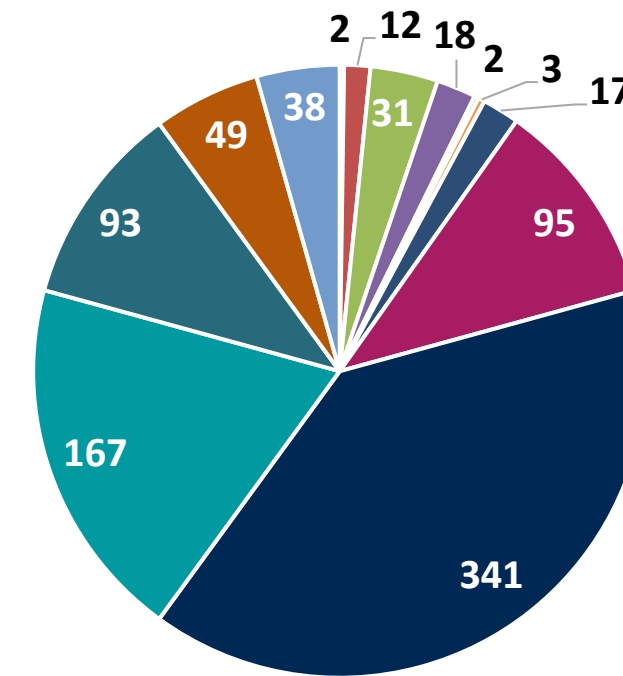
Purpose of today's workshop

- Enhance service coordination in Brisbane's Care Coordination Groups

- Refine Care Coordination practices to better meet community needs

- Identify what is currently working well in Care Coordination

- Identify areas for improvements and focus for 2024

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Brisbane referrals and closures since 2020

980 referrals since 2020

868 closures since 2020

Referrals pie chart values: 149, 678, 203

Legend (referrals): BNCC, U1R, SWCCG

Closures pie chart values: 2, 12, 18, 2, 3, 17, 38, 49, 93, 95, 167, 341, 31

Legend (closures):
- Special Disability Accommodation (<1%)
- Transitional Housing (2%)
- Boarding House or Hostel (6%)
- Correctional Facility (housed) (2%)
- Homeownership (mortgage free) (<1%)
- Boarding House (long term) (<1%)
- Institutional Facility, including hospital (2%)
- Living with friends or family (housed) (11%)
- Affordable, community, public housing (39%)
- Private rental (19%)
- Homeless, at risk, rough sleeping (11%)
- Short Term/Crisis Accommodation (6%)
- Not known (4%)

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Brisbane 2023 referrals

BNCC, U1R, SWCCG

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2023 Referrals

Referrals

196

Total no. of people referred

222	213	9
Adults	Children	Dependents

Demographics (of lead client)

First Nations	CALD	LGBTQI+
43	25	9

Female	Male
133	62

Referral Source

CHP 4%
SHS 14%
Other 81%
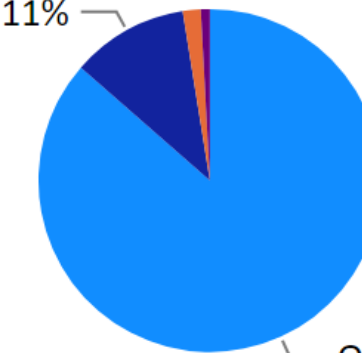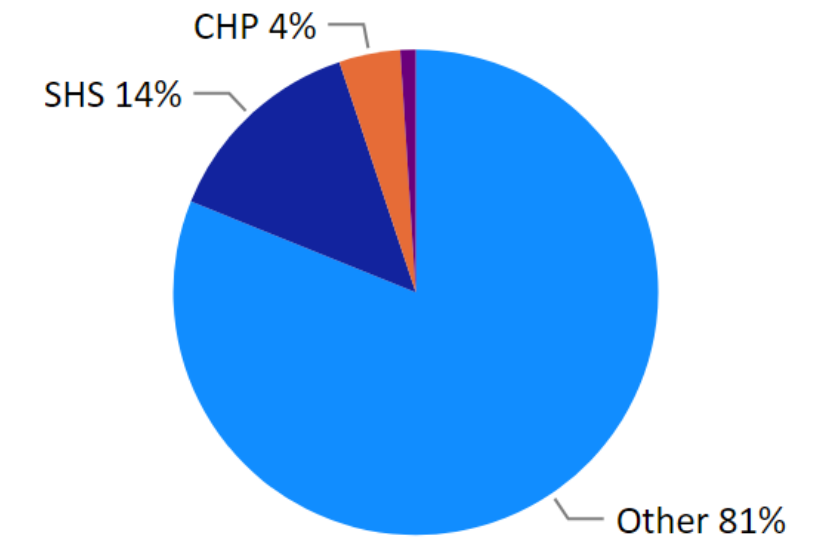
Initial complexity level

- Extreme (9+) 6%
- Mild (1-3) 18%
- High (6-8) 43%
- Moderate (4-5) 32%
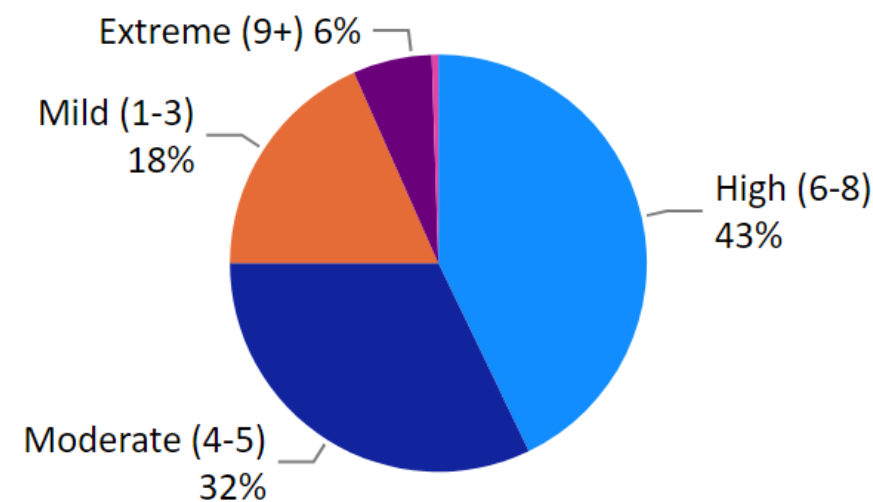
Referral Pathway

Referral Pathway	No.
Homelessness	115
At risk of homelessness	69
Evicted from housing	7
Exited institutional setting	5

Household Type

Household Type	No.
Single Only	101
Single with Children	66
Couple with Children	16
Couple Only	8
Group Household	2

Top 'Other' service domains

Service Domain	No.
Homelessness Service - Reintegration Services – Correctional	39
Health Service – Mental Health	18
Community Service - Advocacy Service	13
Family Service – IFS	13
Family Service – IFCC / FACC	13

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Referrals

- 94% of referrals had at least 1 support need in addition to a housing need
- Top 3 enduring needs of referrals:
  - 74% of all referrals identified as having mental health challenges
  - 76% of all referrals identified as having a lack of family and/or community support
  - 71% of all referrals identified as having financial difficulties
- 59% of households were referred from homelessness, and 35% were referred from being at risk of homelessness
- 51% were single only households
- The majority (81%) of referrals came from the broader service system (not SHS, CHP, or DoH)
- 14% of referrals to Brisbane CCGs were from Specialist Homelessness Services, which was 18% lower than the statewide average
- 39 referrals were from reintegration services, representing 20% of all referrals into Brisbane CCGs, which was 14% higher than the statewide average, 38 of these were referred into U1R
- 22% of referrals identified as First Nations, while the First Nations population for Brisbane is only 1.8%

Brisbane 2023 housing outcomes

BNCC, U1R, SWCCG

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Sustainable Housing Outcomes

Sustainable Housing Outcomes

95

70% of all closures achieved a sustainable housing outcome

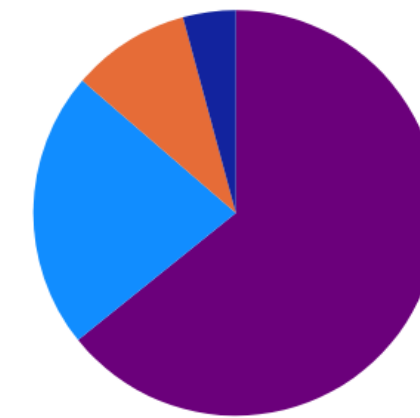### Total no. of people in households with sustainable housing

105 Adults   **120** Children   **4** Dependents

Tenure

Tenure	No.
Housed – Public Housing	38
Housed – Community Housing	25
Housed – Private Rental	16
Housed - Transitional Housing	9
Housed - Boarding House (long term)	3
Housed - Special Disability Accommodation (SDA)	2
Housed - Living with Family and	1

Complexities on exit

- 1-3 support needs remain unmet
- 6-8 support needs remain unmet
- 9+ support needs remain unmet
- All support needs met/managed

Demographics (of lead client)

First Nations **25**   CALD **14**   LGBTQI+ **6**

Female	Male
63	32

Household Type

Household Type	No.
Single Only	47
Single with Children	38
Couple Only	5
Couple with Children	5

Average no. of days open in Care Coordination

181

Disengagements

44

Households Disengaged

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Sustainable Housing Outcomes

- In 2023, 95 households achieved sustainable housing outcomes, representing 70% of all closures
- A total of 229 people were housed in 2023
- 83% of these households resided in Public, Private, or Community housing on closure
- 78% of support needs were met or managed in households achieving sustainable housing outcomes
- The average no. of days in Care Coordination for household achieving sustainable housing outcomes was 181
  - This average for couples only was 119 days, while it was 228 days for couples with children
  - The average for households with a lead client between 18 -25 was lower at 128 days, and higher for households with a lead client between 26 -35 at 219 days

Disengagements

- There were 44 disengagements across all three Brisbane CCGs
  - Approximately 50% of these in Brisbane were due to contact lost with client (minimum of 4 week period)
  - Only 1 was a formal termination by the support service due to conduct or safety
  - Demographics of households disengaging (inc. referral pathways, household types, lead client demographics, referral sources) were consistent with households achieving sustainable housing outcomes
  - 34% of households that disengaged identified as First Nations, while the percentage of referrals in Brisbane identifying as First Nations was 22%
  - 70% of Brisbane households that disengaged came from a homeless referral pathway, while the percentage of referrals in Brisbane coming from this pathway was 59%

Brisbane CCG service scans July-December 2023

BNCC

Service Domain

- Community Service – Drug and Alcohol
- Community Service – Self Care and Living Skills
- Community Service – Advocacy Service
- Family Service – Child Safety
- Family Service – IFCC / FACC
- Family Service – IFS
- Health Service – Aged Care Service
- Health Service – General
- Health Service – Mental Health
- Homelessness Service – Specialist Homelessness Service
- Housing Service – Community Housing Provider
- Housing Service – Public Housing Product
- Other Support Service – Centrelink
- Other Support Service – Disability support (NDIS assessment) Service
- Other Support Service – Disability Service
- Other Support Service – Legal Service
- Other Support Service – Local Government

CCG meetings	Agencies attended	Service domains represented
13	39	17

U1R

Service Domain

- Community Service – Domestic and Family Violence Service (Not SHS)
- Community Service – Drug and Alcohol
- Community Service – Self Care and Living Skills
- Community Service – Advocacy Service
- Family Service – IFCC / FACC
- Health Service – Mental Health
- Homelessness Service – Non–SHS
- Homelessness Service – Specialist Homelessness Service
- Housing Service – Community Housing Provider
- Housing Service – Public Housing Product
- Other Support Service – Legal Service

CCG meetings	Agencies attended	Service domains represented
14	26	11

SWCCG

Service Domain

- Community Service – CALD Service
- Community Service – Advocacy Service
- Community Service – Migrant Support
- Community Service – General
- Family Service – Child Safety
- Family Service – IFCC / FACC
- Family Service – IFS
- Health Service – Mental Health
- Homelessness Service – Non–SHS
- Homelessness Service – Specialist Homelessness Service
- Housing Service – Community Housing Provider
- Housing Service – Public Housing Product
- Other Support Service – Centrelink
- Other Support Service – Disability support (NDIS assessment) Service
- Other Support Service – Disability Service
- Other Support Service – Education, Training and/or Employment Service
- Other Support Service – Legal Service
- Other Support Service – Local Government

CCG meetings	Agencies attended	Service domains represented
13	42	18

Brisbane member survey feedback: what is working well

Based on a survey completed in 2023 of CCG members, respondents in Brisbane (n=21) stated the following benefits from attending Care Coordination:
- Strengthens members understanding of supports and services in the region (n=17)
  - Connection with the sector
  - Safe environment to learn and grow professional knowledge
  - Provides access to real-time information on service provision
- Effective coordinated approach to achieve better outcomes for vulnerable clients (n=9)
- Useful platform to provide support to other services (n=4)
- Provides opportunity to connect with the Department of Housing (n=1)
- Reducing duplication of referrals across services (n=1)

"I attend to assist with providing any NDIS-relevant support possible"

"A safe space for learning and growing professional knowledge and skills to support young people and families"

"Great opportunity to connect and work collaboratively"

Brisbane member survey feedback: what could be better

- Diversity of attendance and more services
- Give the credit for outcomes to the sector
- Divert care coordination resources to front -line services
- Make referral pathways clearer
- Mixed views on online versus face-to-face. Online is convenient and face -to-face is more engaging
- Works best when HSC is in attendance
- Send out new referrals prior to meetings
- Have all available services more easily accessible and have a better understanding of all the services for clients

Likert-scale responses to Brisbane (n=21)

Statement	Agree-strongly agree
There is a diverse representation of services participating in CCG to support the needs of people referred	63%
Members see client outcomes as a result of collaboration with other members	67%
The roles, responsibilities and expectations of members are clearly defined and understood by all members	67%
The CCG contributes to my professional development	74%
There are opportunities to enhance the skills of the CCG through increasing the membership or workforce development	74%
CCG is adding value (rather than duplicating services) for the community, clients and agencies involved	75%
My organisation supports my participation in CCG	75%
Outcomes of CCGs are documented and shared amongst members	77%
My knowledge of the housing and homelessness and broader service system is improved from attending CCG	79%
My engagement with other organisations is strengthened by attending CCG meetings	80%
Members are willing to share some of their ideas, resources and influence to fulfil the goal	80%
There is a clear goal of the CCG	80%
There are strategies to ensure all views are expressed within the CCG meetings	81%
The lines of communication, roles and expectations of members are clear	81%
The Regional Care Coordinator supports engagement between different members of CCG within and outside of meetings	81%
There is a need to grow diversity of membership in CCG to support the needs of people referred	85%
Members take responsibility for communicating and promoting the opportunity to use Care Coordination within their organisation	85%
There is a group of skilled and committed members that attend CCG	86%
I understand the referral process and know how to make referrals	90%
The CCG helps achieve improved housing and support outcomes for people referred	91%
There is an existing and ongoing need for the CCG in your region	91%

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What is working well

- 95 households, housing 229 individuals, were housed in 2023

- 91% of survey respondents agreed that there is an existing and ongoing need for Care Coordination in Brisbane

- Average of 15 service domains have attended CCGs in 6 months, and 83 agencies have engaged in meetings

- Strong engagement with Corrections in U1R

- There is a consistent flow of household types (i.e. single only, couple with children) being referred in and achieving sustainable housing outcomes

- 81% of members in the survey stated engagement in CCGs strengthens their understanding of supports and services in Brisbane

- The successes for clients are because participating organisations come to the table, take referrals and follow through.

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Areas for improvement

- 44 households disengaged in 2023, approximately one third of all closures
  - Half of these disengagements were due to client disengaging for a min. of 4 weeks

- 35% of referrals were from 'at risk' tenancies

- Survey results highlighted the following areas for improvement:
  - Increasing diverse representation of services participating in CCGs
  - Client outcomes deriving from collaboration with CCG members
  - Clearly defined roles, responsibilities and expectations of members
  - CCGs supporting professional development

- 10 households have been active in Care Coordination for over 1 year

- First Nations peoples are disproportionately represented in referrals

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Breakout Groups

The facilitator at each table will record the discussion on butchers paper

At the end of each session, the facilitator will log on to Menti and record the top 3 points raised, as agreed by your group

Use the link below if you are a facilitator:

Go to

www.menti.com

Enter the code

7538 6995

Or use QR code

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Breakout group 1: What is working well and how can it be stronger?

Example topics:
- Format of CCG meetings
- Collaboration between agencies
- Strengthened engagement with agencies in Brisbane
- Achieving sustainable housing outcomes through collaboration

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Top 3: What is working well and how can it be stronger?

Waiting for responses ···

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Breakout group 2: What can we improve?

Table Facilitators to record discussion on butchers paper

Example topics:
- Referral processes
- Participation and diversity of services
- Reducing disengagements
- Improving housing outcomes
- Escalation points when barriers to sustainable outcomes exist
- Culturally appropriate responses and service delivery
- Meeting structure and processes
- Follow up practices outside of meetings
- Governance of CCGs

Top 3: What can we improve?

Waiting for responses ...

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Breakout group 3: What activities and projects would help the system to be stronger, more integrated and effective in solving people's needs?

Table Facilitators to record discussion on butchers paper

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Top 3: What activities and projects would help the system to be stronger, more integrated and effective in solving people's needs?

Waiting for responses

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Lunch

Breakout group 4: How to get the most out of CCGs

Table Facilitators to record discussion on butchers paper

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Mentimeter

Top 3: How to get the most out of participating in CCGs

Waiting for responses ...

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Summary of highest priorities and next steps