

COONAMBLE INTEGRATED SERVICE DELIVERY (ISD)

INDUCTION



PURPOSE

This document is intended to support the induction of new organisations, programs and workers who have a presence in Coonamble, to the agreed way of working within the Coonamble Integrated Service Delivery (ISD) Model.

The document will provide a brief overview of the Coonamble ISD as well as the key initiatives and activities individuals and organisations can undertake to support improved outcomes.

BACKGROUND

The purpose of the Coonamble Integrated Service Delivery (ISD) is to implement and support the delivery of an integrated and streamlined service system, that works together to support families experiencing vulnerability and young people at risk.

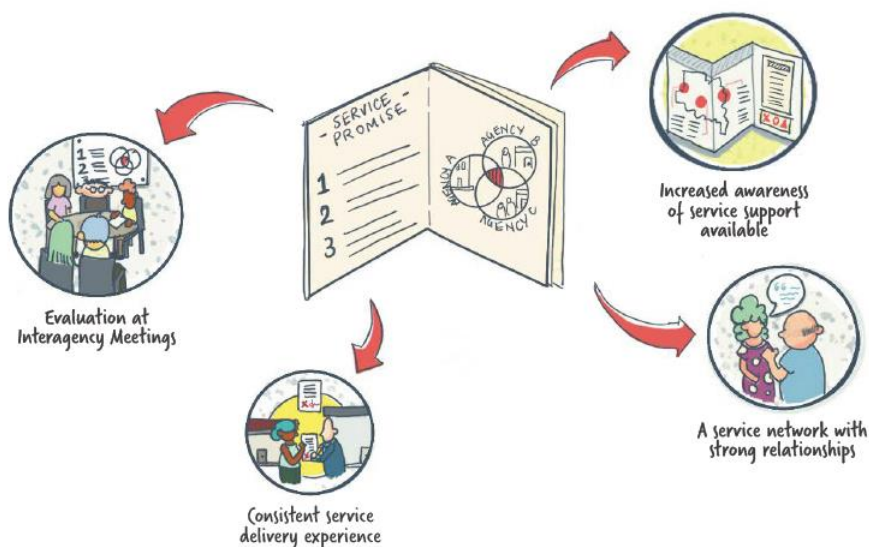
This model is intended to be a 'blueprint' for the way government works with communities in rural and remote towns across NSW.

This approach will be integrated making better use of existing resources through coordination and innovation, addressing both 'visible symptoms' and 'causes' of the issues that communities are facing.

The model provides a framework that enables internal and external stakeholders to deliver the best outcomes for clients, through consistent and quality service delivery.

In 2016 the Coonamble community created a shared vision to align services objectives to deliver better outcomes for individuals, families and community.

Working Better Together – A community-led approach to reforming service delivery in rural and remote NSW was developed.



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THE SIX ENABLERS

There are six key 'concepts' now consistently referred to as 'enablers' to support the agreed way of working.



SERVICE PROMISE

The Service Promise sets out the Shared Vision for how services can work together and the with the community, so that services better fit the people and the needs of Coonamble.

By completing the service promise, workers regardless of their role and function, are pledging their commitment to Service Promise and assist people to access the most appropriate service in a timely manner.

Action 1: Click on this link and complete the Service Promise.

<https://forms.office.com/Pages/ResponsePage.aspx?id=DQSIkWdsW0yxEjajBLZtrQAAAAAAAAAAAAAAAMAAAmroStURDNLSVZFUUhGUEpMUjM1Wkk4MVpWNSAOTC4u>

Action 2: Display the TPG **logo on your shop front to promote the 'No Wrong Door'** framework. Please contact the Coonamble Neighbourhood Centre for your Logo or JPG file.

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TOGETHER PARTNERSHIP GROUP (TPG)

The TPG is the locally led governance group and is attended by members of organisations that are authorised to release resources, make decisions and influence improved outcomes. There is a closed HSNet Group and members receive updates and notifications via this group. The TPG has a direct line of communication with Coonamble 2829 Task Group a whole of government task group to seek support, input and advocacy when there are roadblocks unresolved at the TPG.

It is intended this group will utilise the information and evidence from their Dashboard to re-direct services as required and respond to the changing needs of the community.

Action 3: TPG Members to join the HSNet group.

PARTNERSHIP DRIVERS

Local leadership by local people is paramount, and there are currently local priority groups:

- Coonamble Interagency – Coonamble Neighbourhood Centre
- First 2000 Days - Health
- Case Coordinated Committee –DCJ
- Connected Communities – Education
- Youth Task Group – Coonamble Shire Council
- Domestic & Family Violence Collective - Mission Australia

Each group has nominated key indicators that they will report on each month to the TPG, and any key issues emerging.

The leads have a template they provide their updates in and send to the TPG Secretariat the last Thursday of each month.

Action 4: Monthly data updates to be sent

COLLABORATIVE DATA

Building shared data to measure improved outcomes including client satisfaction and stakeholder wellbeing is a mechanism for measuring success.

Surveys have been developed to undertake this measure every quarter.

Additionally, the use of HSNet, HSNet groups and HSNet referrals is also another means of evidencing service uptake, joint activities and events, service demand and uptake.

Monthly reports are provided by HSNet to the CNC Coordinator for inclusion in the TPG Dashboard.

Participating services are also able to review their HSNet referral information to measure inbound, outbound and referral responses.

Action 5: Sign up for HSNet <https://admin.hsnet.nsw.gov.au/sign-up>

Action 6: Register for HSNet Referrals www.hsnet.nsw.gov.au/referral

Action 7: Search and join Coonamble groups www.hsnet.nsw.gov.au/members/groups

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CONNECTED & CAPABLE PROVIDERS

Strengthening the skills and capability of the service system in Coonamble is also another key initiative. Shared learning and development delivered in Coonamble is a priority for all to develop and maintain. There is a sector strengthening strategy developed to be implemented over the coming 12 months.

SHARED PLANS

The No Wrong Door and the One Case Plan frameworks have been established to help support anyone who accesses a service, to ensure they are connected to the most appropriate service response, in a timely manner.

The One Case Plan approach, is intended to provide a guiding framework to assist when there are multiple services engaged with any one family at the same time, to help ensure a coordinated response.

- Attachment 1: The Final Report
- Attachment 2: Service Promise
- Attachment 3: TPG Terms of Reference
- Attachment 4: Governance
- Attachment 5: Dashboard Report
- Attachment 6: No Wrong Door – One Case Plan Framework

