

# *Creating Connections: A Regional Partnership*



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A Victorian Government initiative



## *Creating Connections –* policy context

- Victorian Homelessness Strategy 2002
- Youth Homelessness Action Plan – Stage 1, 2004
- Youth Homelessness Action Plan – Stage 2 (Creating Connections): 2006-2010
- Opening Doors Framework 2008

# *Creating Connections* – what is it

- Aims:
  - Increase awareness
  - Develop new services
  - Improve coordinated responses to homeless young people across sectors
- A number of initiatives across the state, one is the Regional Youth Homelessness Coordination Project

# *Creating Connections* – Regional Youth Homelessness Coordination Project Aims

- Strengthen service connectedness and coordination in homelessness service system
- Facilitate relationship and partnerships with complimentary service systems
- Enhance the capacity of homelessness service system

# *Creating Connections* – NWMR Regional Youth Homelessness Coordination Project

- Established Regional Youth Homelessness Consultative Committee in February 2009
- Two projects identified:
  1. Establish benchmark principles of youth focused practice to be applied in assisting young people accessing the HSS
  2. Establish improved service coordination for young woman who are homeless, pregnant and/or parenting

# Department of Health – Primary Care Partnerships

- Primary Care Partnerships –
  - Overview strategy – est. 2000
  - Deliverables & Objectives
- PCP – an alliance of partners
- Current environment
  - Statewide – 31 PCPs
  - North and West Metropolitan Region – 6 PCPs
- <http://www.health.vic.gov.au/pcps/>

# Primary Care Partnerships – focus on Service Coordination

- Service Coordination Resources
  - Good Practice Manual
- Service Coordination Tool Templates (SCTT)
- What do these resources add?
  - facilitate and support service coordination
  - collection and recording information
  - improve communication between service providers
    - information sharing
    - quality
- <http://www.health.vic.gov.au/pcps/coordination/index.htm>

## *N&WMR Population Health – focus on Service Coordination...*

- Regional PCP Strategy Support
- Making Internal (i.e. Cross-Department Links)
  - Formally & Opportunistically
- Making External (i.e. Cross-Sector Links via PCPs / Agencies)
  - Some examples;

# NWMMR PCPs – focus on Service Coordination

## SERVICE COORDINATION- A RELEVANT EXAMPLE

<http://www.melbourne.vic.gov.au/>

- Project Funding – 2007/2008
  - City of Melbourne
  - N&WMMR Population Health Unit

Short term outcomes:

- Inter-agency practice protocols supporting service coordination
- Improving consistency of consumer and service referral data

Long term outcomes:

- Improved access to health services for homeless people and people with complex needs in the Melbourne CBD

Next Steps – Protocol implementation 2009/2010



# NWMR *Creating Connections* – Service Coordination Project

- Melton Brimbank area
- PCP engagement – HealthWest
- Role of HealthWest
- Deliverables
  - Strengthen service coordination
  - Map client pathways
  - Identify limitations
  - Recommend improvements

# Learning's and challenge's of partnership work.....

- Takes time
- Effort needed to broker relationships
- Luck & opportunity
- Persistence
- Staff turnover (Principles, practices, protocols)
- Service capacity