

***From us and them to just us – an
integrated model of care and support
for young people in out of home care***

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Wynnum Redlands Integrated Care and Support Initiative (WRICSI)

What is it?

- Partnership between 2 government area offices and 3 non-government agencies
- Providing out of home care and support to young people aged 12-18 with complex needs
- Provision of flexible and individualised responses that focus on need and maintaining relationship

Process for Collaboration

- Informal discussion involving key stakeholders
- Formal stakeholder meetings
- Facilitation by an external consultant
- Project Management group formed with leadership and commitment by key agency managers to participate
- Reflection and training undertaken with managers around framework for working with young people, staff and carers
- Workshops for staff across all agencies in relation to attachment and strengths based work
- Development of key practice principles
- Collaborative work undertaken

Formalisation

- Funding attracted
- Formalisation of partnership agreement
- Conflict resolutions procedures developed
- Framework for service delivery developed
 - **Holistic**
 - **Individualised**
 - **Integrated**

What does integration mean?

- Shared understanding and vision
- Joint ownership – working together
- Taking risks
- Pooling resources, knowledge, training
- Building relationships
- Sharing a framework for practice

Bringing people together

“The most important thing about WRICSI is that we share responsibility for these young people. It is not about power and control, it is about what we can do together in meeting the needs of young people”

Bringing people together

Innovation

Innovation involves developing different ways of using existing resources and delivering services

Collaboration

Collaboration involves stakeholders sharing responsibility

Making a difference

All stakeholders share a vision to make a difference in the lives of those they work with.

Building success

Building success is about breaking down what we want to achieve into smaller steps

Principles

- Young people should receive interventions that are needs based, respectful, inclusive, individualised and flexible
- Young people and their families should be involved in all stages of the assessment and intervention process
- Young people should have access to the full range of available resources and services within the service system in accordance with their needs
- Young people should be provided with intensive case management to ensure that resources and services are delivered in an integrated and therapeutic manner
- Area Offices and non-Government organisations involved in the placement and support of young people share responsibility for meeting the needs of young people in care

Core Components of the Program

- Intensive Accommodation and Support Service
- Intensive Family Based Care Service
- Structured Transitional Educational Program
- Therapeutic Intervention and Support Service
- Coordination
- Outreach/Oncall
- Independent Living

Learnings

- Challenge of integration
- Taking risks, slowing things down, engage with therapeutic understanding = good outcomes
- Fit between therapeutic work and statutory work sometimes difficult
- Importance of reflection
- Process as important as outcome
- Coordination of integrated components essential

What has been the effect

“The needs of these young people are beyond the scope of one service or one agency. Simply placing them is not enough. Their day to day care needs and ongoing developmental needs are complex. The care we can provide is not enough on its own. It is only one part of the response that is need.”

“We were struggling to meet the needs of these young people. We had to be prepared to look at ourselves and at the model of service delivery we were providing. At the same time we had to look to other agencies and what we could do together. ”

“The change has more been in us (staff/agencies) and how we work with young people. Before we struggled to come up with options that were suitable. It wasn't about them (young people) it was about us.”