

May 2021

INTEGRATED SERVICE DELIVERY IN MELBOURNE'S EAST

Summary Report



We would like to acknowledge the traditional custodians of the land on which we meet and work throughout Australia. We pay our respects to their elders past, present and emerging and acknowledge that sovereignty was never ceded.

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Report Overview

The Eastern Metropolitan region of Melbourne is home to young people from many different backgrounds, identities, cultures and lived experiences.

Over the past two years, YLab and the Eastern Metropolitan Partnership have been working with a cohort of these local young people, as well as service providers and a collection of external partners, to understand their unique aspirations and needs for accessing services to support them to live meaningful, safe and well lives. This work was undertaken to ensure that young people in the region have access to excellent integrated services across a broad range of sectors and systems.

This summary report presents the key findings from all the activities that have taken place and our most recent workshop with young people and service providers. This workshop overall **validated the themes, principles and recommendations outlined in the following pages.**

This report shares three final recommendations to ensure that the region continues to develop its capacity to provide excellent integrated service delivery to young people. The overarching recommendation of this work is to ensure that the partnership, and the region, continue their incredible work to date in collaborating to meet the shared goal of supporting and serving young people as best they can.

YLab recommends that this work be continued through ***building and investing in a structured and robust regional collaboration plan, ensuring that services and young people can come together regularly to integrate their approaches and work while also sharing knowledge, resources and experience.*** This collaboration plan will ensure that the region's services are connected to each other in ways that serve young people best.

Project Background

The following activities were facilitated by YLab with support from the Eastern Metropolitan partnership group to develop the key findings in this report:

1.

Background Research

Desktop research completed to synthesise the current work and evidence related young people and service delivery in the Eastern Metropolitan region

2.

Co-Design Workshops

Two co-design workshops were facilitated to better understand young people's experiences of accessing services and to explore what excellent integrated services might look like

3.

Report Design and Delivery

Findings from the desktop research and co-design workshop were synthesised to deliver a report providing insights on ideal user journeys, ideas for testing and implementation and young people's aspirations for their service experience

4.

Actions and Ideas Co-Design Workshop

Learnings to date were brought to a team of local young people and service providers to test our findings and validate the Eastern Metropolitan Partnership's direction

5.

Final Report Delivery

This report was developed to provide a summary of key findings from this work and final recommendations

Final Recommendations

The following recommendations have been identified as critical components of successful integrated service delivery in Melbourne's East:

1. Regional Collaboration Plan:

Build on the success of the current collaboration occurring regionally by formalising a regional collaboration plan, ensuring this alliance includes meaningful representation from all relevant intersecting systems (eg mental health, employment) as well as local young people. This alliance should have regular opportunities to connect and learn with each other and should have decision making and resourcing power to lead the strengthening of integrated service delivery in Melbourne's East

2. Information Sharing Strategy:

Develop and implement a strategy to ensure that information sharing can occur autonomously across the region, leveraging the **regional collaboration plan**. Ensure this strategy provides individuals and organisations across systems easy access to each other's strategic directions, expertise and knowledge wherever possible

3. Resourcing Tool/Process Development:

Develop and implement a tool or process to ensure that decision making, implementation and evaluation of resourcing is transparent, balanced and consistent across the region. Provide opportunities for resource sharing across the region based on shared goals and needs, leveraging the **regional collaboration plan**

Key Findings: Report One

This section of the report provides the key insights developed through our previous research, workshops and reporting:

1. Barriers to accessing integrated services and support
2. The Journey Map: 6 pit stops in the service delivery process
3. Overall principles for success

1. Barriers to accessing integrated services and support

Based on YLab's background research and co-design workshop outputs, the following barriers were identified that impact young people's ability to access integrated services in a timely and effective way:

Inadequate knowledge and communication of available services, their offerings, and how to engage for the first time



Concerns around autonomy, flexibility, stigma and confidentiality



Feeling alienated by the clinical setting with a deficit view of mental health and limitations to formal supports



Logistical barriers of available transportation and opening hours paired with long wait times and potential cost



Lack of competence in supporting young people with diverse cultures, backgrounds, identities, lived experiences and abilities.



Inconsistent care experience and lack of holistic support or case management across service transitions



2. The Journey Map

The journey map on the following page explores the 6 pit stops in a young person's journey of accessing services to understand what excellent service provision looks like for them. Key principles are presented at each pit stop as a guide for service providers when designing and delivering future services.

The "journey essentials" are defined at the bottom of the map, presenting key themes that will support a young person to have the best experience possible when accessing multiple services in the region.



3. Overall Principles for Success

The following three principles have been identified to ensure successful integrated service delivery:

1. Dedicate time and resources to relationship building and strengthening internally AND externally

How?

Integrated service delivery in Melbourne's East will prioritise relationship building and strengthening across services. This includes between young people and service providers, physical services (eg. The Lilydale Hub) and external organisations such as local schools, sports clubs and religious institutions. It is recommended that this occur through the design and implementation of a **regional collaboration plan**

2. Invest in co-design AND co-delivery

How?

Integrated service delivery in Melbourne's East will be both co-designed AND co-delivered with local communities, ensuring that there are pathways in place to build capacity, qualifications and confidence for local community to deliver and lead work across different services

3. Encourage innovation and creativity in design and implementation

How?

Excellent integrated service delivery will be designed and delivered through the encouragement and resourcing of innovation and creativity - leveraging these capabilities in young people and service providers alike. The region will use creative and innovative approaches to respond to environmental, social, technological changes efficiently and effectively

Acknowledgements

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