

PROJECT PLAN

BACKGROUND

Central Queensland government agencies and the community groups engaged in the CCC Project are testing the idea that working across organisational silos can enable tailored and collaborative interventions; that this will make a noticeable improvement to the health, wellbeing and functioning of clients; and at the same time will reduce the strain on key community resources.

There is evidence that in many places across the world, the most vulnerable individuals struggle with multi-dimensional problems such as homelessness, mental illness, substance abuse and chronic health conditions. As a result, they frequently interact with multiple public systems. Cross-system initiatives that identify these individuals, and provide them with comprehensive treatment, have been shown to reduce their service needs.

GOAL

The project goal is to work collaboratively across government agencies, and the community sector, to make sustained, system wide changes to the way key community services respond to the needs of some of Central Queensland's most disadvantaged and vulnerable families.

SCOPE

The project will be aimed at identifying the community members that utilise the services of all the government agencies/departments identified in Figure 1. Initially the focus will be within the bounds of the Rockhampton Regional Council (RRC) and Livingstone Shire Council (LSC). The historic issues around privacy and consent will be investigated prior to any of the government agencies undertaking the data matching process or engaging with non-government agencies and clients to develop and implement client plans. Some government agencies are focusing initially on key areas such as domestic violence. Whilst there are programs that focus on urgent and critical responses, the point of difference in regards to this project is the focus on proactive and cross-system strategies to support vulnerable individuals.

KEY STAKEHOLDERS

The project is overseen by the community group members of liveWELL CQ. The steering committee is comprised of the following:

- Project sponsors (liveWELL CQ and CQ Probation & Parole)
- liveWELL CQ representatives and their project officer;
- Six government agencies/departments that are the 'Responder Organisations': they identify their own client/participants and work together to data match enabling identification of their shared clients (Figure 1);
- Government and non-government agencies that are the 'Solution Organisations': they will work together to develop and deliver the Client Recovery Plans.



Figure 1. The 5 government ‘Responder Organisations’ (6 departments) that identify their shared clients.

PROJECT PHASES

Extensive community consultation was undertaken in 2017 and the Steering Committee established. Information sharing, privacy and consent are integral to this project, and a framework will be developed to align with Commonwealth and Queensland legislation, and agency policies and procedures. The primary project phases are outlined in Figure 2; alongside these phases and activities will be ongoing community engagement, project administration and sharing what we have learnt.

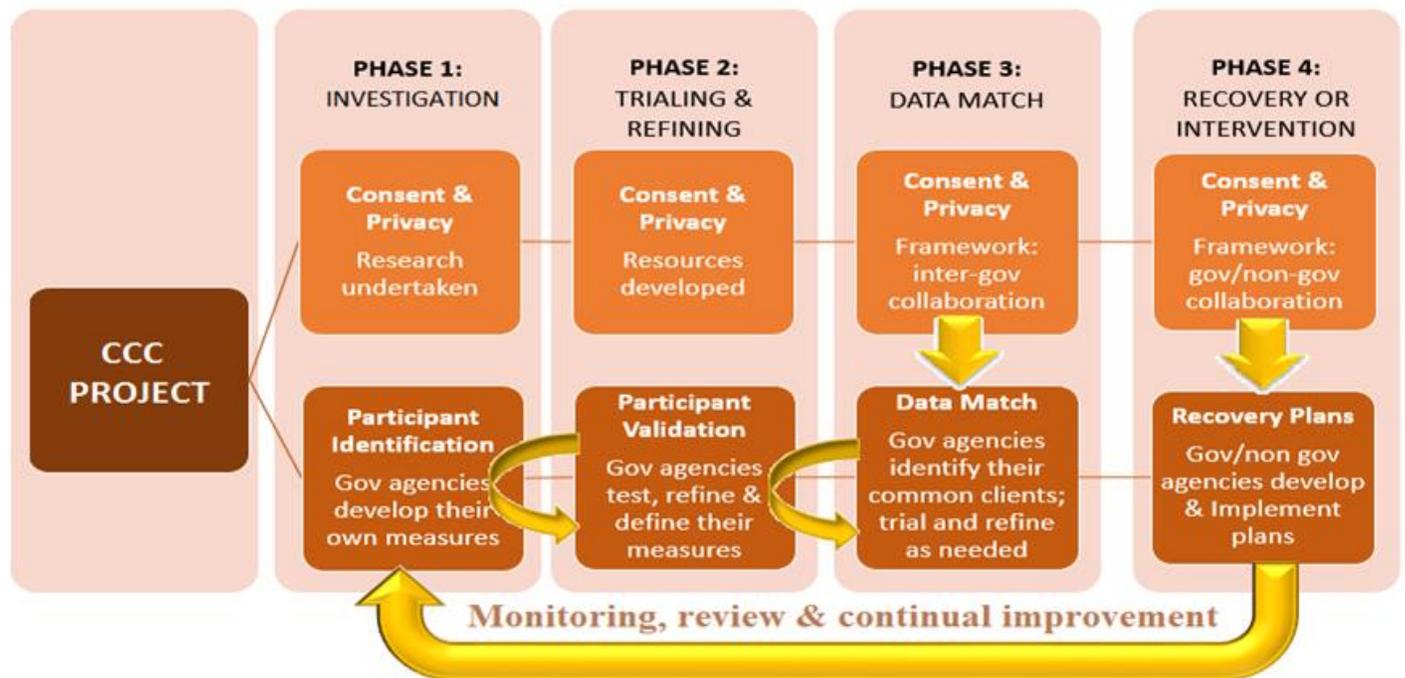


Figure 2. General phases of the collaboration project: from client identification to response.

DEFINITIONS:

Client Cohort	Initially, this is defined as the community members that have been identified through a data matching process as utilising the services of ALL six government agencies/departments (the Responder Organisations).
Client Recovery Plan	Individualised plans developed for the community members identified within the 'client cohort'. Plan development is achieved through a collaboration between the 'responder' and 'solution' organisations. Plans will include a comprehensive set of tools and strategies to address the participant/clients strengths and challenges, and includes the associated resources, activities and progress benchmarks.
Data Matching	A government agency activity where the 'responder organisations' work together to identify the community members that comprise the 'client cohort'. This process will be underpinned by a privacy and consent framework that considers inter-governmental and non-government collaboration and client privacy.
Participant/Client	Community members considered for inclusion within the 'client cohort' that: <ul style="list-style-type: none">• reside within the Livingstone Shire Council or Rockhampton Regional Council boundaries;• are over the age of 18;• with or without dependent children or a spouse; and who• meet the target measures defined by a government 'responder organisation' for a minimum period of 1 year.
Responder Organisations	The six government agencies/departments that work together to identify their shared clients (Figure 1) and identify the 'client cohort'. Sometimes referred to as 'feeder organisations'.
Solution Organisations	Government Agencies, non-government agencies and community groups that develop and implement client recovery or intervention plans to support the community members identified within the 'client cohort'.

About liveWELL CQ

A grant for this project has been received from the Queensland Corrective Services (QCS). The project is overseen by the QCS and liveWELL CQ. liveWELL CQ is a partnership of committed health and human service providers that work collaboratively to enact transformational change for improved health and wellbeing outcomes for the people of CQ. Established in 2007, the partnership is now self-funded and members come from across the sector and include: AnglicareCQ, CentacareCQ, Central Queensland Hospital and Health Service, CQ Rural Health, CQUniversity, Bidgerdii Community Health Services, Exelcare, Primary Health Network (CQ, Wide Bay, Sunshine Coast), Roseberry Community Services, Queensland Corrective Services, and Uniting Care Community.

More info?

Helen Gallehawk
CCC Project Officer
0404 747 940
helen.gallehawk@cqrdgp.com.au



Sandra Corfield
CEO - CQ Rural Health
0428 925 544
sandra.corfield@cqrdgp.com.au