Redlands-Wynnum place-based study — April 2018

Exploration of local child and family support services

Purpose

- This place-based study was designed to examine family support services in Redlands-Wynnum in terms of:
  - service networks
  - access to family support services
  - service quality
  - facilitators and barriers.

Setting

Redlands-Wynnum
48 stakeholders

- The Redlands-Wynnum case study area was defined as the Bayside Child Safety Service Centre catchment. The area is located south-east of the Brisbane central business district.
- Despite its proximity to Brisbane city, Redlands-Wynnum has diverse remoteness classifications, and clients face barriers accessing services because of geography and lack of public transport connectivity.
- Redlands-Wynnum has a mix of highly advantaged and highly disadvantaged areas.

Method

- Key stakeholders helped us to identify and contact the target population.
- After a desktop analysis of existing Child Safety Service data we travelled to the Redlands-Wynnum area in a series of six day trips.
- We ran interviews and a workshop with local stakeholders from:
  - local governance groups
  - government agencies
  - non-government organisations
  - Aboriginal and Torres Strait Islander Community-Controlled Organisations.
- One stakeholder participated in both an interview and a workshop.

Sample

48
Stakeholders participated in the Redlands-Wynnum place-based study

6
Participated in a workshop

50% Non-government
50% Government

43
Participated in an interview

29% Non-government
71% Government

1 stakeholder participated in both an interview and the workshop

Queensland
Family & Child
Commission

Queensland
Government
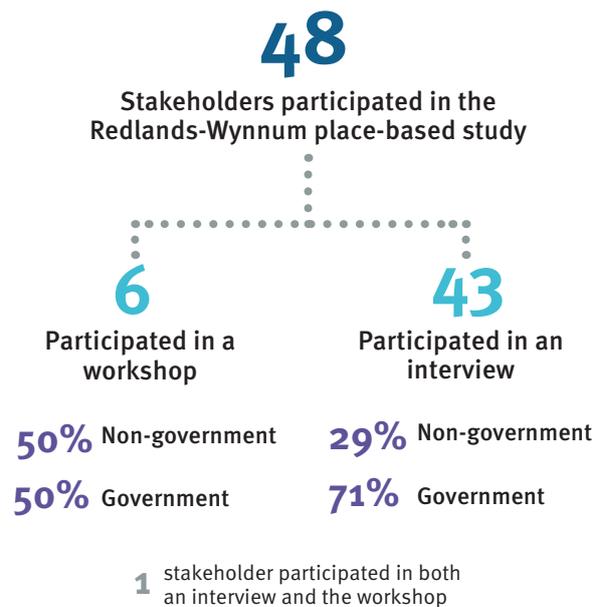
Key findings

Context: Facilitators

- Strong relationships between services facilitate access, service networks and service quality.
- Recent investment has resulted in an increased number of services available for children and families, despite historic underfunding of the local area.
- Practice is increasingly client-centred and strengths-based.

Improve access to family support services

- The service footprint has expanded in recent years, which is partly due to reform investment.
- Outreach models (e.g. Intensive Family Support) have helped reach vulnerable families.
- Warm referrals for clients are enabled by strong relationships.

Establish robust service networks

- Strong networks and relationships pre-date the reform program.
- Information sharing is variable, but stakeholders are committed to it.
- The Local Level Alliance functions effectively and is seen as valuable.

Ensure high quality of services

- Staff are generally well-qualified.
- The Strengthening Families Protecting Children Framework for Practice is highly regarded for being client-centred.
- Cross-agency positions have facilitated collaboration.

Context: Barriers

- Client needs are increasingly complex and multi-faceted.
- There are varying remoteness classifications within the area, and poor public transport connectivity.
- High workloads and turnover constrain networking and can limit time with clients.
- Key services (e.g. Intensive Family Support and Family Wellbeing) are operating with long waitlists, constraining families' access to support.