



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





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.