



LINKING MELTON SOUTH

Pop-up Services Hub

EVALUATION REPORT



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More info:



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Linking Melton South strategy: Integrated Service Hub

1. Background

Linking Melton South

Linking Melton South is an Assets-Based Community Development (ABCD) project which was first established in 2013. The goal of the project is to promote a socially inclusive and connected community in Melton South capable of responding to local aspirations and community needs.

To date the project has engaged over 2000 community members and forty-four local groups and organisations. Through the engagement process, 170 people from Melton South have been involved in developing and confirming three priority areas for the Melton South community:

1. Improving the physical environment
2. Creating opportunities to connect with others and celebrate Melton South
3. Strengthening infrastructure and service provision

2. Rationale

Infrastructure and service provision: Integrated Service Hub

Melton South is the most disadvantaged area in the City of Melton in Melbourne's outer west. With a SEIFA index of just 893.8, Melton South experiences significantly more disadvantage than the City of Melton as a whole (1000.2) and is more on par with Victoria's most disadvantaged municipality of Greater Dandenong (894.9) (Profile.id 2013)

The City of Melton is undergoing rapid growth with the population expected to increase by 91% by 2031(Forecast.id a 2014). The area forecast to grow most rapidly is Toolern, an area within the current Melton South boundary (Forecast.id b 2014). This will have an impact on the sense of community in the area and perhaps lead to fragmentation within the community as new estates are built.

Social inclusion is one of three determinants of mental health (Keleher & Armstrong 2005). People living in disadvantaged communities are at increased risk of social exclusion. Vulnerable groups in the community are at higher risk of social isolation due to lack of family support, poor access to the wider community and limited social connections (Keleher & Armstrong 2005).

Multi-agency partnerships are required for community building (Keleher & Armstrong 2005). Strengthening organisations is a proven approach to overcome social exclusion, and partnerships across sectors are vital for this (VicHealth 2005). Services, resources and groups in the community will be promoted better, resulting in better access to services and opportunities for participation in community life.

The people who are most likely to benefit from integrated service delivery are those with multiple disadvantages and complex needs. Service users with multiple needs tend to have difficulty navigating through the system, which may result in them missing out on services they are eligible for (OECD, 2012). With vulnerable groups in need of priority services, the longer they are without access to these services, the more severe their needs may become (Rosenheck et al, 2003).

3. Linking Melton South Model



Proposed Linking Melton South Integrated Services model

There were three potential strategies which were discussed for Linking Melton South to pilot between 2015 and 2017. (For more detail please refer to **Attachment 1**)

Objectives

- To map and identify service providers accessible for the Melton South community
- To understand the service needs of the Melton South community
- To increase awareness of the services available in Melton South
- To increase opportunities for service providers to engage with Melton South community members
- To support relationships between service providers in Melton South
- To identify the barriers to accessing services in Melton South
- To increase access to services provided in Melton South

Strategy 1. Mapping Melton South (January 2015 start)
Strategy 2. Trial Pop-up Services Hub (2015 to 2017)
Strategy 3. Schools as hubs (2016 to 2017)

The three key strategies were proposed to support pathways to service access for the Melton South community members. The implementation of these strategies will be evaluated.

4. Evaluating the strategies

The following will be an evaluation of the planning and implementation of the Linking Melton South Service Integration project, including the three key strategies;

Strategy 1. Mapping Melton South (January 2015 start)
Strategy 2. Trial Pop-up Services Hub (2015 to 2017)
Strategy 3. Schools as hubs (2016 to 2017)

The evaluation will draw from project plans, meeting minutes, survey data (Linking Melton South community survey and Linking Melton South Pop-up Hub service provider survey), Linking Melton South Pop-up Services Hub shared data, photographs and interviews. The project outputs and activities will be assessed against the project objectives through the analysis of the available data.

Strategy 1. Mapping Melton South

Project Objective: To map and identify service providers accessible for the Melton South community

In September 2014 Linking Melton South Steering Committee invited service providers to an Integrated Services Feasibility Meeting where 22 representatives from local and regional services organisations attended. Key actions which arose from this meeting included the formation of a working group to explore the development of a localised model for service integration and starting a Linking Melton South Service Integration mailing list.

The working group met four times and included community, Melton City Council and HealthWest representatives. A key deliverable of the working group was the development of the Linking Melton South Integrated Services Project plan and the identification of 3 key strategies.

Strategy 1. Mapping Melton South (January 2015 start)
Strategy 2. Trial Pop-up Services Hub (2015 to 2017)
Strategy 3. Schools as hubs (2016 to 2017)

Prior to the Linking Melton South (LMS) Pop-up Services Hub (PuSH) trial beginning, a mapping exercise was conducted to identify the service needs in Melton South. This step was important in order for the LMS PuSH to engage appropriate service providers and adequately meet the services needs of the Melton South community.

Between March 2015 and October 2016, 189 surveys were completed by community members in Melton South. The surveys continued to be used throughout the trial to inform the continued implementation of the LMS PuSH as well as informing future health promotion planning for Djerriwarrh Health Services. Due to limitations with the survey design and data collection we were only able to report that 72 of the survey respondents were Melton South residents, 31 respondents were not asked or skipped this question.

Drug and Alcohol Services, Mental Health, more programs like Linking Melton South, Housing and Employment were the top 5 most frequent responses to the question *What services or programs are the most needed in Melton South?*

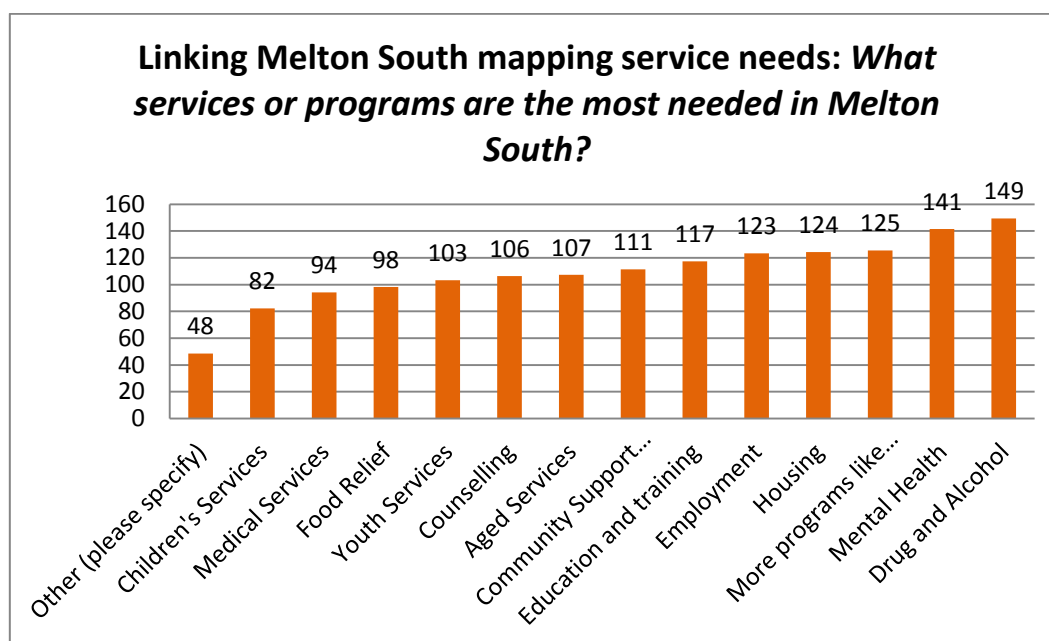


Figure 1. Linking Melton South mapping service needs: *What services or programs are the most needed in Melton South?*

Stepping Up, Drug and Alcohol Services have been participating in the Linking Melton South PuSH for 3 of the 5 LMS PuSH trials. CoHealth's Mental Health Services joined the LMS PuSH in the fourth and fifth trial. Housing Services have participated in the LMS PuSH across all five trials. To date an employment service is yet to participate.

From the survey responses the LMS PuSH was able to attract an appropriate mix of services with regard to meeting the top 4 identified services most needed in Melton South.

Project Objective: To understand the service needs of the Melton South community

During the trial service providers were asked to complete surveys that were designed to assess how the project was addressing the initial objectives. In total 26 surveys were completed by service providers.

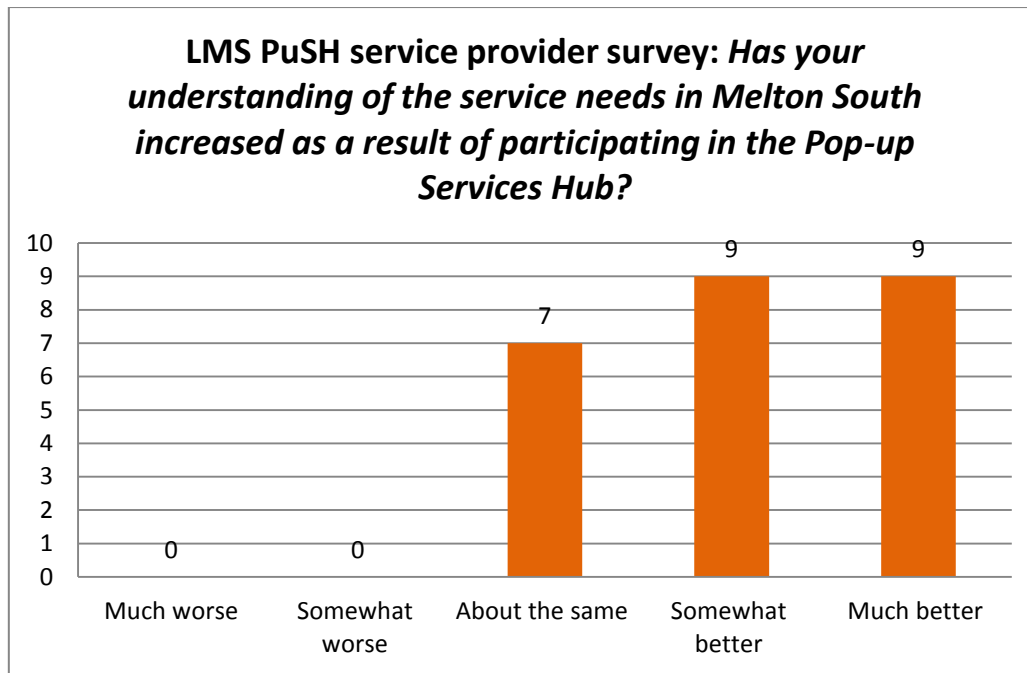


Figure 2. LMS PuSH service provider survey: *Has your understanding of the service needs in Melton South increased as a result of participating in the Pop-up Services Hub?*

We were interested to find out from the service providers whether their understanding of the service needs in Melton South had increased as a result of their participation in the trial. One respondent skipped this question. The responses suggested participation in the LMS PuSH trial had contributed to *somewhat better* (36%) and *much better* (36%) service provider understanding of service needs in Melton South.

	General inquiries (client contact)	Service provider attendance @ PuSH	Service provider hours @ PuSH
Melton City Council Housing	66	33	82.5
Salvation Army CaPSS	54	16	40
Melton Council Supported Playgroups	40	10	25
CoHealth	34	11	27.5
Brimbank Melton Connect	29	20	50
City of Melton Family Services	27	8	20
Stepping up	21	8	20
Hearing Australia	29	6	15
Scope	28	8	20
Vision Australia	18	10	25
U3A	12	1	2.5
DjHS Dietitians	2	2	5
Australian Multicultural Community Services	8	4	10
DjHS Family Violence Counselling	7	2	5
Catholic Care	7	3	7.5
Women's Support Group	4	2	5
Western Water	4	1	2.5

Women's Health West	1	1	2.5
Victorian Police Family Violence unit	0	1	2.5

Figure 3. LMS PuSH general inquiries for service providers and PuSH service provider attendance during the trial periods

From the number of general inquiries reported by the service providers, it appears that the most accessed services at the LMS PuSH is Housing, followed by Salvation Army Child and Parenting Support, Melton Council Supported Playgroups as well as CoHealth. However, it is also worth noting the number of times service providers have been in attendance at the LMS PuSH as this would influence the amount of general inquiries received.

Service providers reported presenting issues during the trials, these reports also support that support and services for housing is an area of great need in Melton South.

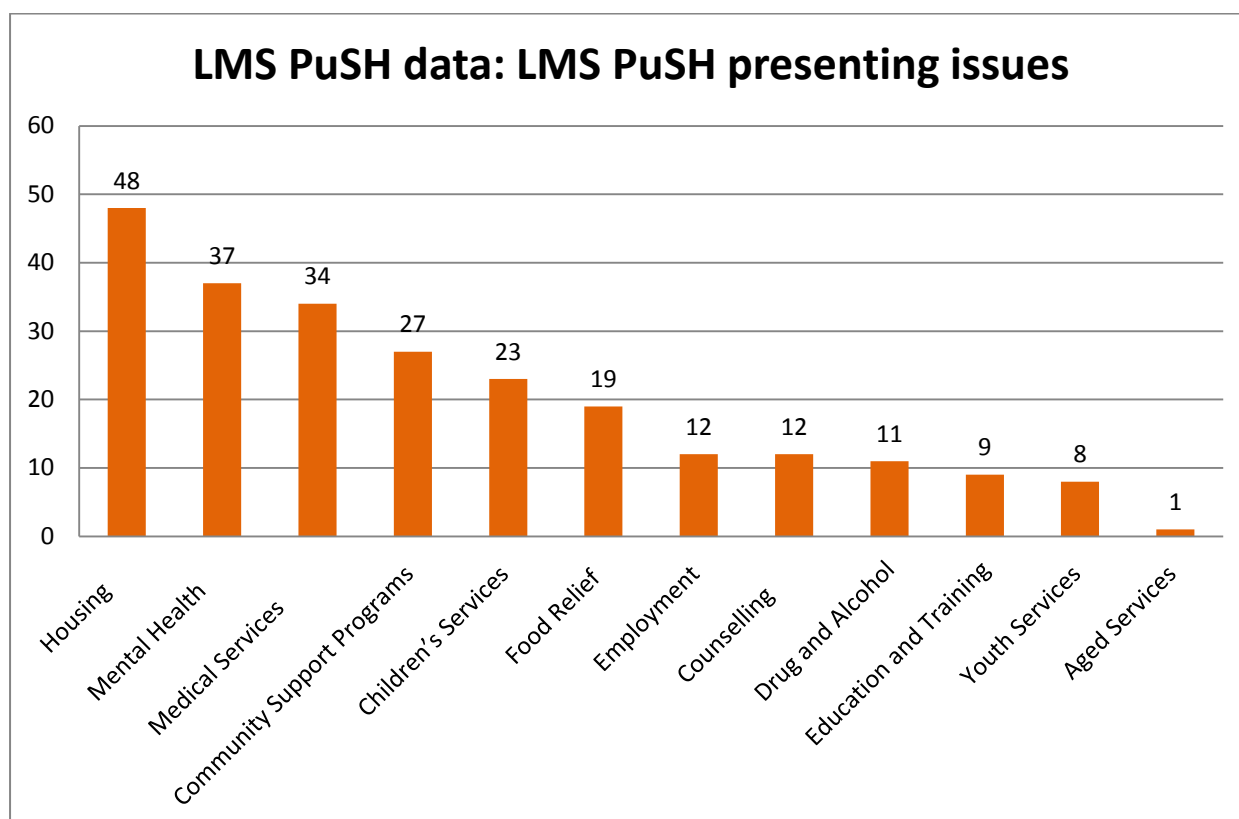


Figure 4. LMS PuSH presenting issues as reported by service providers

Strategy 2. Linking Melton South Pop-up Hub trial

Between October 2015 and December 2016 LMS PuSH was delivered 48 times in partnership with 19 services and programs. The following will present the lessons learnt from the planning and implementation of a localised model for service integration.

Project Objective: To increase access to services provided in Melton South

The LMS PuSH was hosted by the Melton South Community Centre, every Friday of the school term between October 2015 and December 2016. The NorthPoint Food Pantry was also running concurrently in an adjacent room. Aligning with the NorthPoint Food Pantry hours of operation was a deliberate attempt to engage with individuals and families accessing food relief. The NorthPoint Food Pantry would provide approximately 140 food parcels every Friday during the trial period.

“The people at the Foodbank think it is a good idea.”

LMS PuSH service provider

“Sometimes when the Food Bank is running a bit late, it works in our favour because there a few people waiting so they are more likely to come in, have a coffee and chat with us.”

LMS PuSH service provider

Linking Melton South played a coordination role across the 5 trials. Key responsibilities included facilitating planning meetings, recruiting service providers, developing promotional materials and developing a shared data collection form. For the first trial a Memorandum of Understanding was drafted with Melton South Community Centre and the first service providers deciding to participate, Melton City Council Housing Services and Brimbank Melton Connect. A shared data collection form was agreed upon before beginning the trial. This tool enabled all partners to track how the LMS PuSH was being accessed. The data collection form was amended throughout the trials in terms of inclusion of fields and formatting as a result of feedback from the service providers. Copies of the form are in attachments (Attachment 2).



Service providers were engaged through an Expression of Interest (EOI) Form which was sent out through the Linking Melton South Service Integration mailing list and via the working group members.

Throughout the trial, 6 EOI forms were received from service providers wanting to participate. In later trials the process became a lot less formalised. Please refer to Figure 3 for the summary of the 18 participating service providers.

The below survey responses suggests that from the perspective of the 26 participating service providers they mostly agreed and strongly agreed with the statement that the LMS PuSH had increased access to services for Melton South community members.

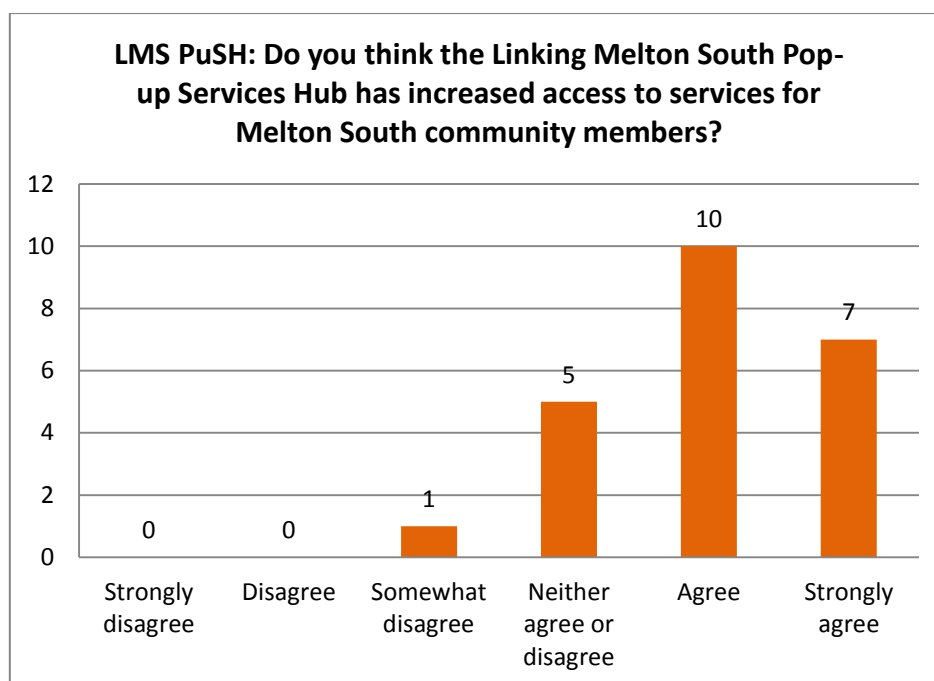


Figure 5. LMS PuSH service provider survey: Do you think the Linking Melton South Pop-up Services Hub has increased access to services for Melton South community members?

Across the five trials the LMS PuSH service providers reported receiving 410 general inquiries. General inquiries were defined as a community contact with a general question about services.

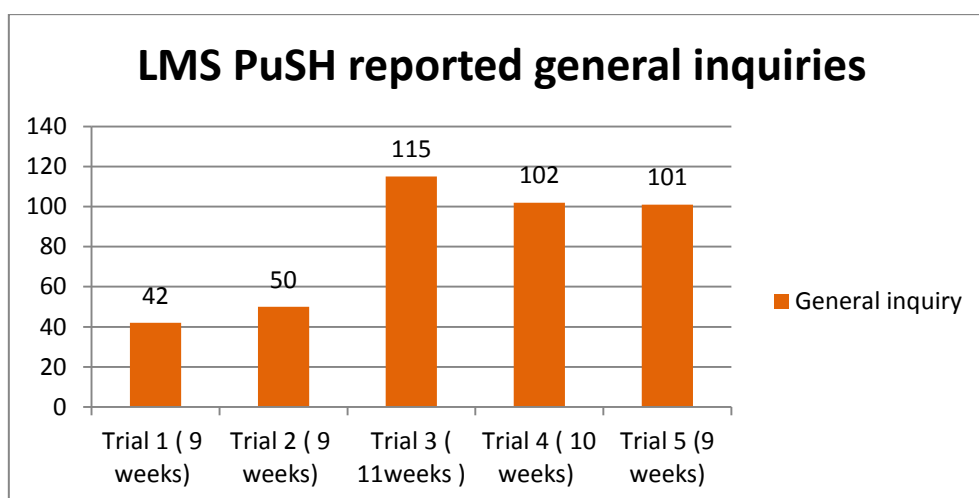


Figure 6. LMS PuSH reported general inquiries

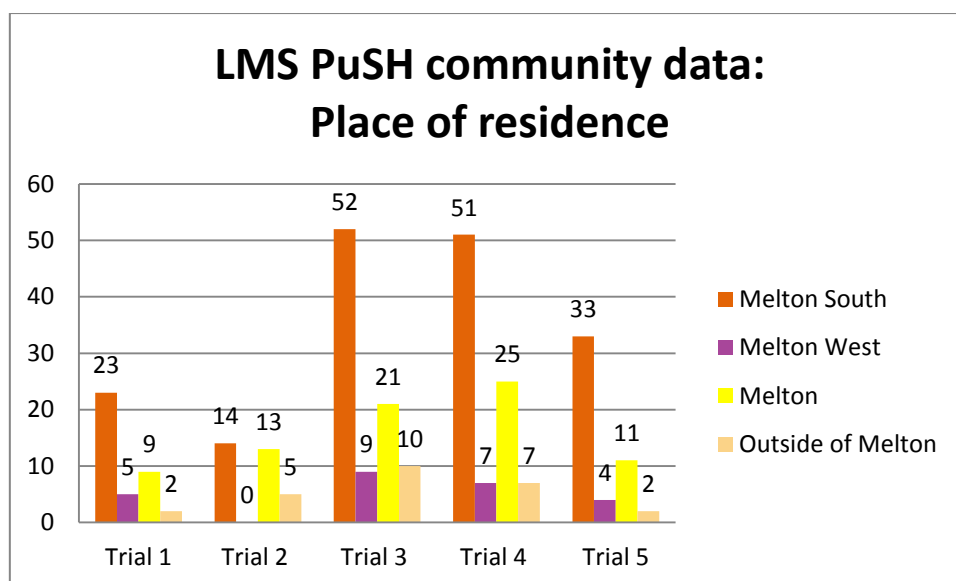


Figure 7. LMS PuSH community data: Place of residence

Place of residence was not a mandatory field on the form so it was only collected for 360 of the reported general inquiries, of these 46.9% were from Melton South. It is difficult to ascertain whether the LMS PuSH trials were able to increase access to services provided in Melton South. However, the trial was able to enable services to have a presence in Melton South and therefore make them more accessible for local residents, particularly those accessing the Food Bank.

“Stepping Up referring to STAR (Drug and Alcohol Counselling) which has made the service really well accessed, so much busier now.”

Melton South Community Centre representative

“The Hub was an access point for clients who would otherwise rely on phone contact”

LMS PuSH service provider

“Contacts made at the Hub led to longer term work with clients.”

LMS PuSH service provider

Project Objective: To increase awareness of the services available in Melton South

The consistent presence of service providers at Melton South Community Centre has helped to increase the awareness of services which are available for people living in Melton South.

“We are working with a guy at the moment who I met at the Pop-up Hub, who has engaged well with the service. I feel like he wouldn’t have normally accessed the service otherwise.”

LMS PuSH service provider

“We (Melton South Community Centre) are able to let people know they can get help/support on Fridays when we get questions during the week.”

Melton South Community Centre representative

We have been receiving a few, but important phone enquiries from Melton South residents, which makes me think the word is getting out there from being at the hub.

LMS PuSH service provider



Project Objective: To increase opportunities for service providers to engage with Melton South community members

The LMS PuSH trial had a key objective of helping to increase and facilitate opportunities for service providers to engage with Melton South community members. Surveys completed by 26 service providers throughout the trial suggest their engagement with Melton South community members had improved, with 8 reporting *somewhat better* and 10 *much better* engagement with the community as a result of participating.

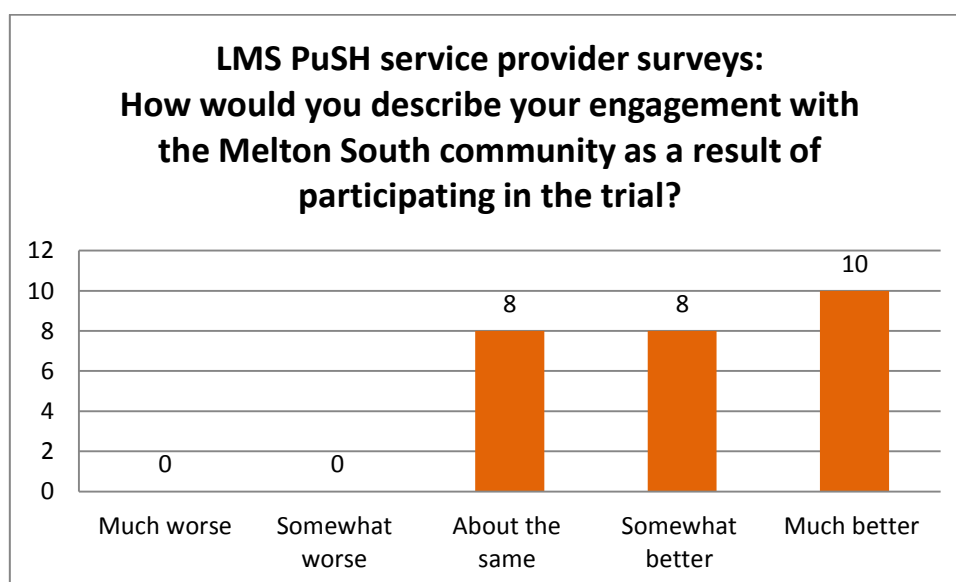


Figure 8. LMS PuSH service provider survey: How would you describe your engagement with the Melton South community as a result of participating in the trial?



"It has been great engaging with men especially in a non-threatening environment. At first I think people were a bit sceptical but now people are more comfortable to step in the space and engage with us. Also a lot of us are stepping outside and chatting to people."

LMS PuSH service provider

*For us it's not about number of referrals, it's the contact, it's relationship building. An opportunity to say Hi I'm **blank** from this Service.*

LMS PuSH service provider



Project Objective: To support relationships between service providers in Melton South

Relationship building between service providers has been a key focus for the LMS PuSH trials. Service providers are brought together for planning and review meetings twice every term. The service providers have informed how the LMS PuSH operates from the promotion, set up of the space and scheduling. Survey responses suggests relationships with other service providers are somewhat better and much better as a result of participating in the trials.

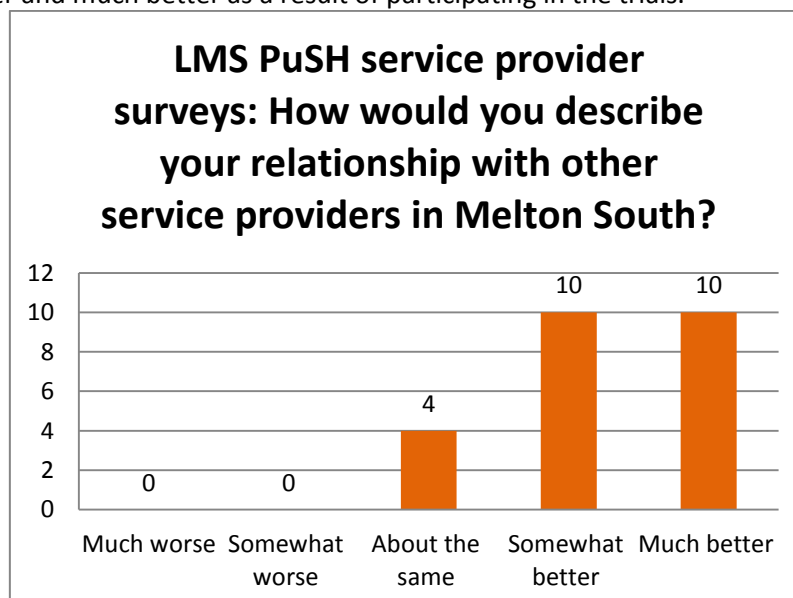


Figure 9. LMS PuSH service provider survey: How would you describe your relationship with other service providers in Melton South?

There have been some great examples of collaboration which have been made possible due to the LMS PuSH trials. Linking Melton South in partnership with Festival for Healthy has worked with local community groups and schools to plan the Dream Big Festival, a celebration of arts and wellbeing in

the community. In 2016 LMS PuSH service providers such as SCOPE, Salvation Army CAPSS, Hearing Australia and Stepping up participated in the two day festival and contributed resources towards the event.

Since participating in the LMS PuSH trial Hearing Australia and Vision Australia have formed a formalised partnership. Service providers from Vision Australia and Hearing Australia were rostered on together in June 2016, this led to discussing potential collaboration. Opportunities for partnership were explored and later proposed to management. This has led to the drafting of a Memorandum of Understanding between the two services, co-location and the development of co-branding.

Project Objective: To identify the barriers to accessing services in Melton South

The Linking Melton South community survey included a question asking respondents to identify barriers to accessing services in Melton South, again due to limitations in the data collection there were only 10 responses to this question. The barriers which were identified can be grouped into key themes including knowledge, flexibility and transport. There were four responses which indicated a lack of awareness of what was available in Melton South was a barrier to access. A lack of flexibility was also mentioned in terms of when and how services were provided was identified as a barrier, particularly for people who worked during the day. Access to public transport was also identified as a barrier to accessing services in Melton South. Other responses included long waiting times and government policy.



During the LMS PuSH trial we facilitated opportunities for community and service providers to provide feedback on the accessibility of the hub. Through these processes we were also able to identify potential barriers to accessing the hub.

“Important to put up more signage about your own service.”

LMS PuSH service provider

“Tea and coffee worked well in the cold weather.”

LMS PuSH service provider

“BBQ made it a more positive atmosphere.”

LMS PuSH service provider

“Space wasn’t particularly welcoming.”

LMS PuSH service provider

Strategy 3. Schools as hubs (2016 to 2017)

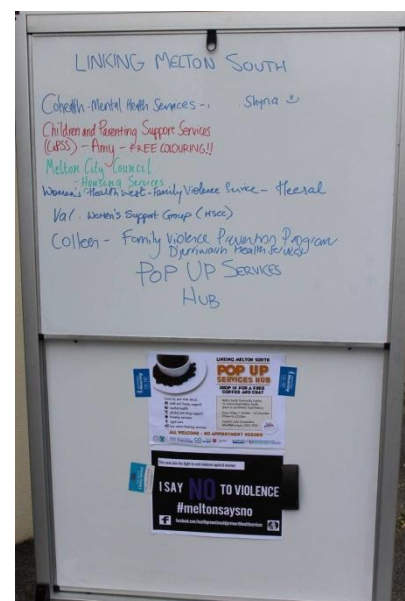
Planning had begun to engage a Melton South school to trial the hub within a school setting. A Primary School in Melton South was approached to explore their interest in being a pilot site. It was difficult to progress discussions with the school and participating services were also expressing not being able to have the capacity to participate in an additional LMS PuSH site. The LMS team also had limited capacity to invest in setting up a secondary site.

What have we learnt?



We have learnt it is important to map the local service system and engage service providers in the process of planning a localised model for service integration. Capitalising on a well accessed service such as the NorthPoint Foodbank has enabled meaningful engagement with individuals and families with complex needs. A Neighbourhood House is an ideal venue for a community friendly

services hub, and are ideal partners in community building initiatives. Having a focus on creating friendly, flexible and celebratory opportunities to engage with community has helped to increase access to services. Co-location of service providers and creating opportunities to network can lead to collaboration and service integration. Additional resourcing is required to engage a school to host a PuSH and coordinate this secondary site. We have learnt there is value in collecting shared data and to have an understanding of what success looks like for all partners. It has been really valuable to apply a reflective practice approach in the planning and implementation of the LMS PuSH, through this approach we have been able to incorporate feedback and learning to improve the model as we go.



Attachment 1.

Integrated Service Hub Model

There were three potential strategies which were discussed for Linking Melton South to pilot between 2015 and 2017.

Objectives

- To map and identify service providers accessible for the Melton South community
- To understand the service needs of the Melton South community
- To increase awareness of the services available in Melton South
- To increase opportunities for service providers to engage with Melton South community members
- To support relationships between service providers in Melton South
- To identify the barriers to accessing services in Melton South
- To increase access to services provided in Melton South

Strategy 1. Mapping Melton South

Linking Melton South will work with partners to map;

- existing services available and accessible for Melton South community members
- community service demand and needs through community and service provider consultations

Target: Melton South Community, Melton South service providers

Timeline: 3-6 months (January 2015 start)

Implementation partners: Service providers, community members

Considerations: Build on available data and work currently taking place including database Jane Sultana (U3A) is developing and MCC Service attraction strategy

Strategy 2. Pop-up hub

Linking Melton South will host monthly pop-up integrated service hubs, by inviting service providers and promoting the event to community members.

Target: Melton South Community

Location: Melton South Community Centre

Timeline: 2015 to 2017

Implementation partners: Service providers, community members

Strategy 3. Schools as hubs

Linking Melton South will engage Melton South based primary schools as settings for integrated services hub. Linking Melton South will help to facilitate partnerships with service providers and the schools to deliver services for children and families.

Target: Children and families in Melton South

Location: Melton South Primary School, Coburn Primary School

Timelines: 2016 to 2017

Implementation Partners: School leaders and representatives, Service providers, Community members

Proposed Linking Melton South Integrated Services model

The proposed Linking Melton South Integrated services model aims to deliver three strategies in order to address the key project objectives. The three key strategies are proposed to support pathways to service access for the Melton South community members.

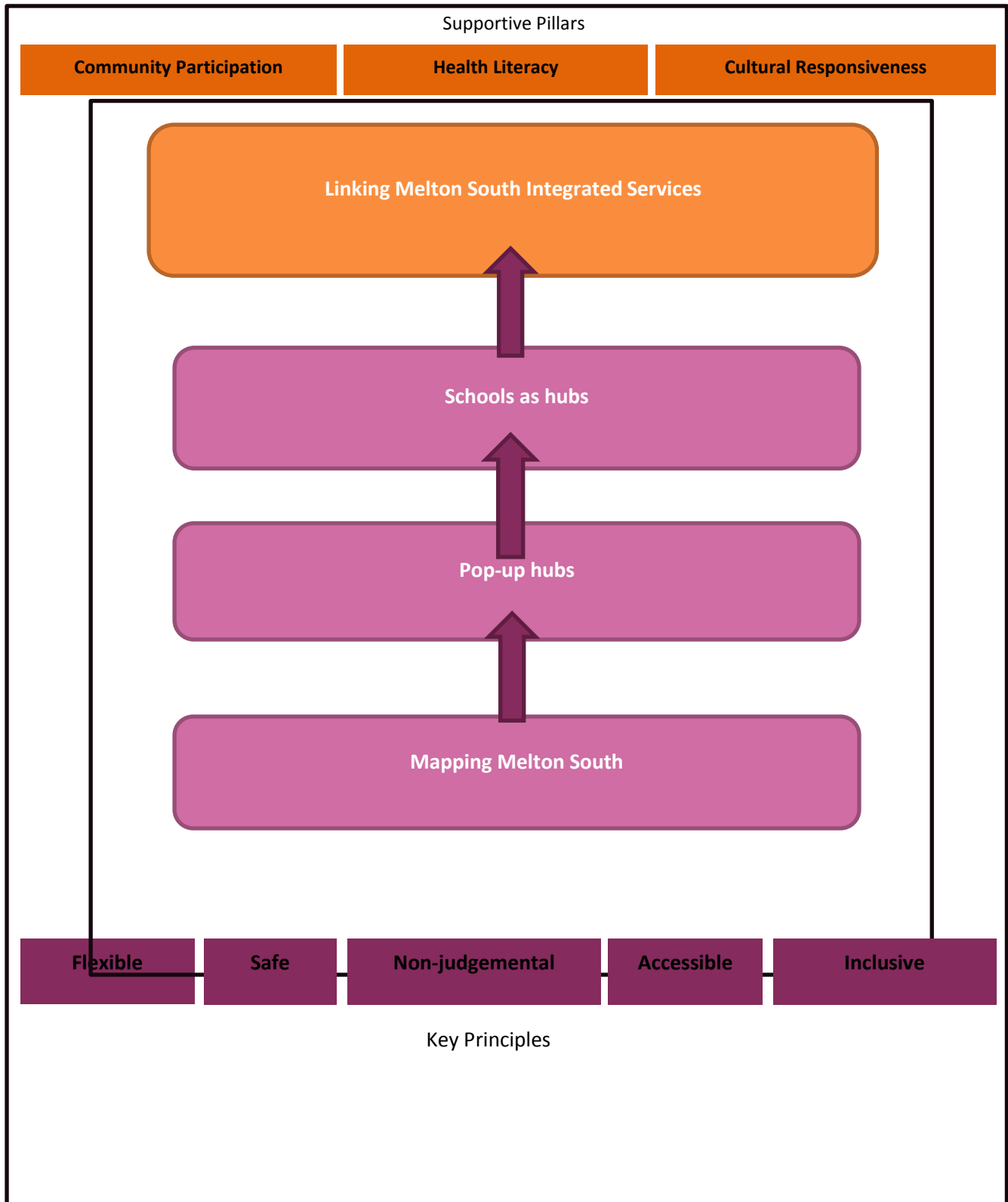
Key Principles

The client journey is central to the Linking Melton South Integrated Services model. Feedback so far has emphasised that the model needs to be Flexible, Safe, Non-Judgemental, Accessible, Inclusive for all clients/community members who engage with the model.

Supportive pillars

Linking Melton South has the potential to promote Health Literacy, Community Participation and Cultural Responsiveness with partner organisations through the service integration strategies in order to support Flexible, Safe, Non-Judgemental, Accessible, Inclusive service delivery within the model.

Proposed Linking Melton South Integrated Services model



Attachment 3.

Demographic information		Trial 1 (9 weeks) Term 4, 2015	Trial 2 (9 weeks) Term 1, 2016	Trial 3 (11weeks) Term 2, 2016	Trial 4 (10 weeks) Term 3, 2016	Trial 5 (9 weeks) Term 4, 2016	Trial 6 (10 Weeks) Term 1, 2017	Trial 7 (11 Weeks) Term 2, 2017	Trial 8 Term 3, 2017	Totals
General inquiry		42	50	115	102	101	101	144	104	742
First visit				40	25	11	12	20	9	75
Multiple visits				56	44	37	27	69	10	228
Number of Referrals		18	17	10	Reporting changed to internal/external					45
Internal referrals				28	53	30	20	37	5	169
External referral				32	19	12	17	20	10	108
Place of residence	Melton South :	23	14	52	51	33	22	25	3	213
	Melton West:	5	0	9	7	4	2	3		
	Melton:	9	13	21	25	11	9	14	4	34
	Outside of Melton:	2	5	10	7	2	2	3		102
Age Group	17 or younger				1	4		2		30
	18-20				3	11		6		18
	21-29	10	9	12	9	2	7	10	1	59
	30-39	10	23	32	29	3	12	10	1	118
	40-49	13	5	21	27	0	10	14	4	90
	50-59				11	14	17	7	2	51
	60 or older	2	4	24	18	17	24	7		95
Gender	Male:	13	14	40	41	5	38	22	49	216
	Female:	29	24	77	62	9	40	75	55	360
	Other:					5		0		5
Family size/composition	Single household:	10	4	18	12	9	12	14	5	70
	2 person household:	9	8	18	15	10	16	8	1	72
	>2 person Household	19	29	26	34	14	10	6	1	116
Country of birth:		11 Australia , Bosnia, 2 Maori, India, Greece	9 Australia, Croatia, India, 3 Sudan	Malta, India, Turkey, 8 Australia	5 Australia, Iran (refugee visa), English x 2, Iran refugee, Persian	1x South Sudanese 1x Aboriginal 2x Lebanese 1x Anglo	Croatia, 4 Australia, Malta, Italy	India, 5x Australia, Sudan		
Aboriginal and Torres Strait Islander status:				7	3	3		3		17
Refugee status:					2	0				
Preferred Language:				5 English		0	11	English		
Service needs	Mental Health	1	4	7	17	8	1	8	2	56
	Education and Training	3	1	0	3	2		4	2	15
	Aged Services					1		1		1
	Children's Services				9	14		3		26
	Housing	11	6	17	10	4		8	3	59
	Counselling				3	9		2		14
	Drug and Alcohol	2	0	3	5	1			1	12
	Employment			7		5		6	2	19
	Medical Services			0	33	1		1		37
	Food Relief				8	11		2	1	22
	Youth Services			1	6	1		46	1	36
	Community Support Programs		7		9	11			2	29

	Other	Centrelink Legal, 1 Legal Support, Parenting Support, 2 Parenting	1 Financial, 3 counselling, 2 Parenting, Centrelink	4 Parenting, 1 Gambling	4 Disability, 3 Vision, 2 Dietetics, 12 Parenting, 2 Family services, Financial	3x vision Australia, 1x family services, 1x cancer council, 1x legal issues family law, 3 Parenting Support, Centrelink	Dietetics	Legal, 2 Disability, 2 Parenting Support		
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