

# Gladstone Region Wellbeing Action Plan

Designed and endorsed by the Gladstone Region Community (2022)

All actions are community-led and are a result of community voice, sector identified improvements and stakeholder contributions focused on community vision and identified priorities (Theory of Change).

Change Elements	Strategy	Objectives	Projects and Action
Our parents have <b>Access to Supports</b>	Optimise Access to Support Service Information	<ul style="list-style-type: none"> <li>Improve access to service information for clients and referrers</li> <li>Increase quality, accuracy and currency of service information and resources across the service system</li> <li>Improve sustainable, embedded, effective and efficient processes to maintain quality service information</li> </ul>	<b>Service Directories and Referral Pathway Resources</b> <ul style="list-style-type: none"> <li>Align and optimise directories and processes used to access services in the region</li> <li>Increase quality, accuracy and currency of information to meet client and referrer needs</li> <li>Develop referral pathways visuals to support effective referrals</li> </ul>
Our parents have <b>Parenting Confidence</b>	Early Intervention for Earlier Improved Wellbeing	<ul style="list-style-type: none"> <li>Increase wellbeing outcomes earlier while building independence and reducing escalation of client need</li> <li>Increase client retention – reducing disengagement resulting from extended wait times</li> <li>Divert and reduce demand on intensive support services</li> </ul>	<b>Pilot Early Intervention Case Management Model</b> <ul style="list-style-type: none"> <li>Identify clients whose needs are unmet due to eligibility</li> <li>Increase and optimise active early interventions that support empowerment of client</li> <li>Support client with emerging or escalating needs to access early support including via warm referrals</li> </ul>
Our parents have <b>Healthy Lifestyles</b>	Coordinated response to complex cases	<ul style="list-style-type: none"> <li>Reduce demand on client to retell their story multiple times</li> <li>Increase clarity of pathways to support</li> <li>Increase communication between services</li> <li>Increase earlier outcomes for clients through reduced escalation and complexity</li> </ul>	<b>Coordinated Case Management for Complex Cases</b> <ul style="list-style-type: none"> <li>Single intake process</li> <li>Collaborative assessment of client needs</li> <li>Collaborative design and scheduling of client case plan</li> <li>Collaborative assessment of client progress to adapt case plan to support client to achieve goals</li> </ul>
	Integrated Service System	<ul style="list-style-type: none"> <li>Increase collaboration</li> <li>Increase right service, right time for client</li> <li>Improve client outcomes</li> </ul>	<b>Service System Collaboration</b> <ul style="list-style-type: none"> <li>Collaborative program and service mapping</li> <li>Collaborative problem solving and system improvements</li> <li>Shared practice framework, narrative and tools</li> <li>Training to support capacity building needs of whole sector</li> </ul>
Our children have <b>A Healthy Start to Life</b>	Measurement and Evaluation for Continuous Improvement	<ul style="list-style-type: none"> <li>Visibility of input:output ratios for visibility of what is working/not working so well</li> <li>Increase capacity to control energy invested in solutions and outcomes achieved – informing continuous improvement and enabling capacity to increase wellbeing outcomes</li> </ul>	<b>Service System Continuous Improvement &amp; Capacity Building</b> <ul style="list-style-type: none"> <li>Collective goals and continuous improvement plan</li> <li>Data sharing for effective measurement, monitoring and evaluation to identify improvement opportunities</li> <li>Data and evaluation capacity building</li> </ul>
	Service System Capacity Reduce capacity pressure on services due to unfilled roles	<ul style="list-style-type: none"> <li>Attract skills to region to meet needs – short-term</li> <li>Address barriers to attraction – eg housing costs</li> <li>Address skills gaps – long-term through local training pipelines including training and school programs</li> </ul>	<b>Skills Attraction and Retention</b> <ul style="list-style-type: none"> <li>Workforce needs and gaps assessment</li> <li>Workforce development planning – training pipelines</li> <li>Skills attraction and retention strategy and capacity building</li> <li>Liveability promotion</li> </ul>

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Our families have access to <b>Employment</b>	Employment pathways for parents	<ul style="list-style-type: none"> <li>Increase accessible and effective training and employment pathways for parents</li> <li>Early supports to enable eligibility for training and employment and enable retention employment</li> </ul>	<b>Training and Employment Pathways</b> <ul style="list-style-type: none"> <li>Map training pathways</li> <li>Existing training pathways and new pathways explored for design of training opportunities</li> <li>Redesign of job structures</li> <li>Work readiness development of capacity and confidence</li> </ul>
Our families have access to <b>Housing</b>	Housing availability, affordability and availability and access to supports	<ul style="list-style-type: none"> <li>Access to housing supports that enable and empower independence wherever possible</li> <li>Reduce vulnerability of families created by rental stress</li> <li>Reduce impact on skills attraction that subsequently impact capacity of support services to deliver quality and timely supports</li> </ul>	<b>Housing Affordability</b> <ul style="list-style-type: none"> <li>Enable referrals to housing supports through mapping</li> <li>Predict and unblock bottlenecks to increasing housing stock while modeling 'appropriate' stock levels</li> <li>Seek successful examples that influence commercial market through incentive</li> </ul>
Our parents have <b>Access to Supports</b>  We are connected to <b>self-identity, culture and community</b>	Equitable participation and access to supports for vulnerable families and children  Equitable participation and access to supports for First Nations Youth	<ul style="list-style-type: none"> <li>Proportionate representation in support services and opportunities</li> <li>Appropriate service provision informed by feedback from community members not accessing services</li> <li>Reduce stigma inhibiting access to supports</li> <li>Community awareness of lived experience to enable understanding and support of disadvantaged families</li> <li>Sufficient and appropriate community empathy advocacy and outreach</li> <li>Access to enablers – eg employment – drivers licence</li> </ul>	<b>Equitable Participation</b> <ul style="list-style-type: none"> <li>Identify ratio of cohorts represented in vulnerable indicators – compared to representation in support service presentation numbers</li> <li>Ensure services are reaching the community members they are designed to support – location, demographic cohort</li> <li>Seek stories from vulnerable community members not accessing supports to understand barriers or reasons for avoidance</li> <li>Evaluate effectiveness of and support change to meet needs of identified clients</li> </ul>
Our parents have <b>Parenting Confidence</b>  Our parents have <b>Healthy Lifestyles</b>  Our children have <b>A Healthy Start to Life</b>	Promotion of childhood development and available parenting supports  Early intervention for development supports – focused on ages 0-3 years	<ul style="list-style-type: none"> <li>Target promotion, education and awareness and supports to reach our most vulnerable families</li> <li>Increase awareness and knowledge of child development and protective factors in families that promote child wellbeing</li> <li>Increase access to parenting supports and early connection</li> <li>Increase awareness of early assessment and intervention benefits</li> <li>Increase early assessments and supports available</li> <li>Reduce assessment needs at school age – where earlier intervention supports on-track development</li> </ul>	<b>Early Childhood Development</b> <ul style="list-style-type: none"> <li>Identify trends in cohort access – prior to child commencing school – eg new to Gladstone – identify entry points eg school enrolment, Centrelink, real estate</li> <li>Target and tailor education and awareness to meet needs of most vulnerable families</li> </ul> <b>Early Identification of Support Needs</b> <ul style="list-style-type: none"> <li>Identify access and outcomes supports for mother pre/post birth – maternal checks</li> <li>Identify early intervention opportunities</li> <li>Maternal Hub – outreach assessment centers – early attachment supports</li> <li>3-year checks with effective incentives to engage</li> </ul>
Our children have access to <b>Quality Early Education Support</b>	Earlier response to assessment needs	<ul style="list-style-type: none"> <li>Increase effective and efficient access to assessments and early intervention supports to support families and enable children to thrive earlier</li> <li>Reduce waitlists for supports</li> <li>Earlier intervention for child development supports – reduce number of children assessed by teacher at school as needing further assessment (AEDC)</li> </ul>	<b>Readiness for School</b> <ul style="list-style-type: none"> <li>Identify needs with school – actions taken, any barriers, waitlists and interim supports</li> <li>Provide assessment opportunity at earlier milestones than AEDC</li> <li>Reverse engineer assessment process and outcomes – engage specialists to support teachers at point of identification and to implement early response, where safe to, while awaiting assessment eg common behavioral management plan strategies</li> <li>Identify cohorts not accessing supports and assessment referrals through identified child (AEDC)/school/location to target supports</li> </ul>

The Gladstone Region Wellbeing Action Plan aims to:

- Build on and leverage local strengths, assets and sector achievements, in a continuous improvement approach to increasing wellbeing outcomes for clients and community
- Avoid duplication and optimise existing assets to do more with what we have
- Pilot new initiatives with appropriate measurement and evaluation to evidence return on investment and improved wellbeing outcomes for community

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Gladstone Region engaging in action Together