

INTEGRATED SERVICE DELIVERY AND CO-DESIGN MODELS

Supporting clients with multiple risks in pursuing education

Defining vulnerability

The project focused on the four major vulnerabilities experienced by women at risk:

- Women who have **families with children** facing multiple needs and likely to have financial difficulties, poor health and/or experience social isolation.
- Women who have **mental health issues** and may be discriminated against due to their age and/or gender and often find it hard to pursue or complete education, who might have left school and never gone back impacting their ability to gain employment
- Women who are at risk and/or have experienced **homelessness** at some point in their life, impacting their education and employment opportunities. These women are also at greater risk of family violence, have poor health, are disengaged and have no or limited life skills.
- Women who have some physical or functional **disabilities** and other incapacities, or suffering acute or multiple chronic conditions, due to which they did not prioritize education and employment.



Why an Integrated Service Delivery model?

Clients with multiple barriers and disadvantages have complex health and social problems or issues impacting their life at any one point of time.

Improving the effectiveness of delivering services in an innovative manner by integrating them **improves outcomes** for clients and **reduces the cost** of service delivery, thereby **increasing efficiency**.

Benefits for the vulnerable groups

Integrated Service delivery is very beneficial for these vulnerable groups when they want to prioritise education and employment pathways in the following ways:

- Ability to address multiple underlying issues simultaneously
- Reduced cost of support services, less duplication and reduced cost of these intervention programs
- Wider range of services accessible to the vulnerable groups simultaneously
- Information and knowledge sharing between multiple professionals supporting the clients, resulting in better quality of services
- Collaboration and co-operation between multiple service providers resulting in better outcomes for clients and improved client satisfaction