

INTEGRATED SERVICE DELIVERY AND CO-DESIGN MODELS

Recommendations for Service Providers

Important factors to consider for service providers

- Navigating multiple government programs and agencies can be challenging and resource intense.
- It is important to ensure front line staff have the skills and knowledge to deal with clients who have multiple barriers.
- Effective communication and working together amongst a range of professionals who have not traditionally worked together can be a challenge.
- Clients must be on board and ready to work with range of services without feeling that they are being judged or feeling overwhelmed.
- Partner agencies should be able to reflect on their practice and be prepared to change some of their processes and procedures to meet the client's needs.

Recommendations to articulate the value of integrated services

- Undertake service planning and ensure all collaborating agencies are committed to working together.
- Ensure the staff and management are well trained, understand the importance of 'integrated service delivery'.
- Ensure policies and procedures are reviewed with proper evaluation process to measure outcomes for clients.
- Clients should develop trust and faith in the new approach and feel they are part of the integrated approach, which is a client centric approach.
- Prioritise allocating resources to improve staff skills and knowledge and information sharing (like technology and other data sharing tools).
- Document client outcomes clearly to evaluate the effectiveness of the integrated service delivery.

