

CARDINIA SERVICES

SUMMIT WORKSHOP REPORT





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1. INTRODUCTION

Cardinia Shire Council is concerned with the lack of health and social services being provided in its municipality to meet the needs of its rapidly growing population. Council convened a workshop on 18 March 2019 for representatives of health and social service providers to discuss how to increase service levels in Cardinia.

ATTENDANCE

Approximately 40 people attended the workshop with representatives from the following organisations:

Adventist Development and Relief Agency (ADRA)

Aligned Leisure

Better Place Australia

Casey Cardinia Libraries

Casey North CISS

CatholicCare

Chisholm Institute & MedicLife Services

Department of Education & Training

DHHS (Southern Melbourne Area)

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ERMHA

Kooweerup Regional Health Service

Lakeside Psychology

Launch Housing Dandenong

Living & Learning Pakenham

Monash Health

Relationships Australia Victoria

SeniorsROAR & KidsROAR

Southern Migrant and Refugee Centre

St Vincent de Paul

Uniting - Prahran

Victoria Police

Wellways Australia

WORKSHOP OBJECTIVES

To inform the health and social sector about the current health and social challenges in Cardinia Shire

To provide insights into current service provision within Cardinia Shire

To work together to identify service gaps

To determine how to best address service gaps

To encourage organisations to build a better understanding of other services currently being offered within the Shire and any investigate potential to collaborate.

To support local health and social sector organisations to connect, build relationships and collaborate

WELCOME AND INTRODUCTIONS

Following an introductory activity where participants held a series of paired conversations, Petrina Dodds Buckley, Team Leader, Social and Community Planning for the Shire welcomed participants and outlined the reasons why council convened the workshop, including discuss service gaps and brainstorm 'attractors', 'barriers' and 'potential solutions'.

HEALTH AND SOCIAL CHALLENGES IN CARDINIA

Participants were invited to read a series of posters containing current data about the health and social challenges in Cardinia. They then stood next to the poster of most concern to them or their organisation and discussed in a small group what stood out for them. This was then shared across the whole group. This discussion was not recorded.



2. CURRENT SERVICES

Council had provided a series of seven posters providing information about the following services, in particular the level of service in Cardinia as compared to metro Melbourne plus the service gaps that have been identified by participants in the workshop.



Allied health services



Children's services



Alcohol and other drugs



Disability services



Housing and homelessness



Mental health



Family violence



Positive ageing



Crisis services

Participants were invited to share details on organisations they were aware of that currently provide services under these topics, together with a description and location of the services.



ALLIED HEALTH SERVICES

Monash Health.

Community health – allied health services (no links to whole client needs as distinct from counselling) - children's services – mental health clinic (need social support support).

Pakenham Health Centre.

Lakeside Psychology.

Group psychology clinic – seven psychologists – child adolescent and adult.

Lakeside, Pakenham.

Home Library Service.

Home / aged care visits.

Casey / Cardinia Shire / Casey / Cardinia libraries.

Koo Wee Rup Regional Health Service.

Occupational therapy, physio, psychology, diabetes educator, dieticians.

Koo Wee Rup.

Best Chance.

NDIS / OT / Physio.

Pakenham and across kindergartens in Cardinia.

Better Place Australia.

Psychological counselling (API – SEMPHN) – mental health support.

Pakenham Springs / Narre Warren / Koo Wee Rup / Bunyip



CHILDREN'S SERVICES

Kids Roar.

Protective behaviours education for children, parents and educators with aim of preventing abuse.

Victoria and Cardinia.

Visiting primary school nurse – DET

Working with families, children and schools - beginning of school entrant health questionnaire to all prep children (government schools and some private) and health assessments. Providing family support and linking families into community supports / services.

All government primary schools in Cardinia area plus some private / independent / catholic schools.

Youth services and maternal health care visits.

Supporting new parents.

Emerald library – Casey / Cardinia libraries.

Koo Wee Rup Regional health.

New mother support.

Youth Hub - Koo Wee Rup.

Lakeside Psychology.

Child psychologists / assessment and treatment / parenting and family support / play therapy / new mums support.

Lakeside, Pakenham.

Better Place Australia.

Child counselling - mandated by County Court and voluntary Family counselling

Narre Warren / Pakenham Springs / Koo Wee Rup / Bunyip.



ALCOHOL AND OTHER DRUGS

Windana.

Drug and alcohol residential detox / rehabilitation.

Mary Knoll.

A.A (Alcoholics Anonymous).

Wednesdays, Fridays and Sundays

Pakenham

Peninsula Health (state government contract).

To deliver outreach to counselling for addictions.

AA and NA – Living and Learning Pakenham.

Family support group of addicted family members.

Monash Health.

Primary: needle syringe program

Secondary service delivery via self-services needle availability.

Pakenham Health Centre

Taskforce.

Outreach services in partnership for alcohol and drugs.

Cockatoo Neighbourhood House.



DISABILITY SERVICES

Southern Migrant Refugee Centre.

Support for CALD community in settlement and aged disability care. My Aged Care and NDIS access.

Dandenong – Pakenham.

Koo Wee Rup Health.

Respite for adults (NDIS).

Yooralla.

Children's Disability Services.

Hollins Children's Centre

MECWA Care

Aged Care.

Pakenham

Scope.

Disability services

Services central – 6B Henry Street.

Noah's Ark

Disability services.

John Street – Pakenham.

Wallara.

Support for people with disabilities.

Living & Learning Pakenham - 6B Henry Street



HOUSING AND HOMELESSNESS

Launch Housing.

Homelessness organisation – crisis accommodation facility.

Dandenong.

PC3 community cook up.

Hot meals once a week.

Pakenham.

St. Vincent's de Paul Society.

Local conferences in parishes.

Pakenham, Iona / May Knoll and Koo Wee Rup.

Paddy's Kitchen.

1st and 3rd Sunday each month. Hot roast meal available to anyone in need.

Pakenham – St. Patrick's Parish.

WAYSS

Emergency housing - financial assistance – case management.

Berwick (outreach into Pakenham).

The Bless Collective.

Food – laundry services – showers – 2 nights per week approximately 50 people per night.

ERMHA

Homeless outreach – community connection – material aid.

Dandenong South.

ADRA

Toomah – bringing referral services e.g. homelessness and issues - police connecting communities e.g. African.

Toomah – Pakenham.

St Vincent de Paul

Soup kitchen – homeless, isolated, rooming residents.

Beaconsfield.

WAYSS Housing Ltd.

IAP homeless assessment. PRAP funding (private rental access program). Family violence.

WAYSS Berwick / WAYSS Dandenong / WAYSS Pakenham (Toomah CNT).



MENTAL HEALTH

Pakenham Pregnancy Clinics – Monash Health.

PIMHT – antenatal care pregnant women – Mental Health– Family Violence projects.

Henry Way.

Koo Wee Rup Regional Health.

Support services – Youth / Post-natal depression and support services – Men’s sheds and support for carers.

Headspace.

Youth mental health and wellbeing support.

Nare Warren and eHeadspace.

Afri – Australian Care.

Refugee and migrant support. Mental health service.

Dandenong and ADRA centre in Springvale.

Wellways Australia.

NDIS support coordination. NDIS support workers PIR and PHAMS programs.

All south east suburbs.

Monash Health.

Mental health.

Cardinia – various locations

SEMPHN – South East Melbourne Primary Health Network.

Mental health intake. API – MHICC – PIR – partners in recovery (continuity of support).

Cardinia – Casey – Dandenong.



FAMILY VIOLENCE

Better Place.

Family violence support, elder abuse support, mediation, financial counselling case management.

Covers Casey, Cardinia, Kingston, GDCHS, LGA’s.

Windermere.

Case management / financial aid / family violence support.

Toomah Community Centre, Pakenham.

Lakeside Psychology.

Group psychology clinic

Domestic / family violence

Victims of crime counselling.

Lakeside Psychology.

ADRA

Support o + s refuge – for existing case management and support services.

Better Place Australia.

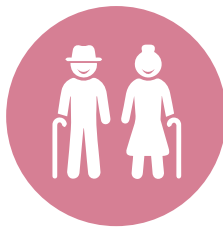
Psychological counselling / API - SEMPH - adults, children (5 – 18years), elder support (abuse).

Pakenham Springs, Kuo Wee Rup, Nare Warren, Bunyip.

Safe steps.

Case management outreach

Melbourne



POSITIVE AGEING

Southern migrant and refugee centre / positive aging program.

Strength training. Warm water exercises.

Cardinia Life Leisure Centre.

Seniors Roar.

Protective behaviours education for adults to prevent abuse.

Victoria and Cardinia.

Men's Sheds.

Both independent and linked to neighbourhood.

Houses.

Koo Wee Rup Regional Health Service.

Community programs across age groups and older adults.

Southern Migrant and Refugee Centre.

Support for CALD community to access – Aged care services – My Aged care – Social support groups for CALD – Housing support for CALD.

Dandenong – Casey – Pakenham learning centre.

Koo Wee Rup Regional Health.

Men's shed / Care support / Home care services / Exercises classes / art classes.



CRISIS SERVICES

Casey North.

Crisis service – emergency relief – social work (Casey North only). Financial counselling.

Cardinia – Mornington Peninsula – City of Frankston. No interest loan – Cardinia and Casey. (Keeping it together program. Fv prevention program – Cardinia and Casey).

ADRA (Adventist Development Relief Agency).

Emergency relief, emergency management

New

- Toomah Cafe
- Proposed for refugee services
- ER and community gardening
- Partner with women's Hasting Ltd.

Emergency relief deliveries

**- Referrals from CNISS: Springvale centre
Emergency Management**

- volunteers to support relief efforts

New

- **Toomah Cafe**
- **Housing state wide**
- **Women's housing**



3. GAPS IN SERVICES

Workshop participants were invited to review the services posters and identify any other other service gaps in Cardinia. These were written on post it notes and added to the posters.



Allied Health Services

Occupational therapist - Mental health OT services. Aged care. Domiciliary care services (for helping people maintaining living in own home independently). NDIS providers. School board work (general).

Psychologists - Couples. School based. Community education. Psychiatry. Acute MH. Specific clinical focus e.g. eating disorders BPD.

Physiotherapists - Speech therapist



Children's Services

Child Protection - More enhanced MCH nurses.

New Mothers support - Lactation services / parenting support / single parents - children with disability. Sleep clinics / attachment bond clinics for women with mental health issues.

Speech therapy - Closest agencies providing services outside of Cardinia. Transport. Retired pathways to services via council website. Audit of agencies providing services. Directory of children's services. Children's contact services. Free / services - low cost.



Alcohol and Other Drugs

Rehabilitation - Person in recovery (PIR) programs. PARC facility. Culturally responsive services.



Disability Services

Disability support services - Tap into aged and mobility issues with people who have nowhere to go. Exercise groups. Community centres subsidised cost. Beaconsfield neighbourhood centre classes at centre free - 8 O' Neil Road Beaconsfield. Community transport cost affective local programs - cultural programs.



Housing and Homelessness

Housing support - Housing availability. Public knowledge of services. Eligibility for programs. Income and cost of living (Newstart). Low funding for programs and services. No crisis or emergency housing in the Shire! No registered rooming houses or share accommodation. No rough sleeper projects (like towards home project) in the Shire.

Transitional housing - Very few transitional properties available. No new stock being built / funded. No tenders being offered to services to manage transitional properties. A one stop shop needed (one organisation that manages home, supports and tenancy).

Case management - No funding for case management. Meeting eligibility for case management programs (nowhere to refer to!).



Mental health

Support services - Consulting space (for more psychologists). Social support (both drop in and structured). Help with service costs. Wrap around services! Holistic approach. Wrap around service - one stop.

Post-natal depression - Knowing how to access any support via Medicare or community instructor. Service directory and referral pathways.

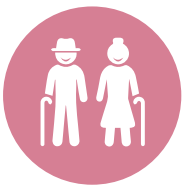


Family Violence

Counselling - Need more counselling services. Lack of referral pathways.

Case management / Legal advice - Social worker training in services available. No orange door for Cardinia - family safety Victoria. Need a central location to refer to - Toomah?

Support network - Casey / Cardinia libraries role - bystander awareness training and knowing referral pathways.



Positive Aging

Accessory information. Aged care services to CALD - voice. Transport. Space and service D - day care services. Identify suitable spaces for services provision. CHSP service delivery. Social support. Knowing where to go



Crisis Services

Crisis services / financial vulnerability - Co-located services i.e. legal, centrelink, FC's, ER, SW's, mental health, housing, NIL's. Emergency relief services. Financial counselling / financial literacy. Generalist social workers. Funding. ER eligibility criteria cohesiveness.

4. ATTRACTORS / BARRIERS

Working in small groups, workshop participants were invited to consider what it would take to get more services established in Cardinia. They considered this in terms of what would attract new services and what are the current barriers. These ideas were then clustered under relevant headings created by the group.



What is one thing that will ATTRACT new services to Cardinia?



What is one BARRIER to new services being delivered in Cardinia?



Workforce



BARRIERS

- ◆ Attracting skilled workers and retention.
- ◆ Challenges of recruiting from local talent pool.

Advocacy Promotion



ATTRACTORS

- ◆ Communicated demand for services.
- ◆ More advocacy / promotion of F.V. issues in Cardinia.
- ◆ Cost - subsidised / space.



BARRIERS

- ◆ Regional funding models leave little resources for Cardinia.

Accommodation space



ATTRACTORS

- ◆ Infrastructure / access.
- ◆ Affordable accommodation.
- ◆ Cheap rent for service providers!



BARRIERS

- ◆ Infrastructure / access.
- ◆ Accommodation i.e. space.
- ◆ Lack of appropriate spaces to run services from – some need to be not provided publicly to protect victims.
- ◆ Space to provide service.



Funding



BARRIERS

- ◆ Lack of funding!
- ◆ Lack of funding – more funding may be announced in the next state budget.
- ◆ Consistent funding.
- ◆ Funding.
- ◆ Financial constraints.
- ◆ Funding and resources.

Volunteer Co-ordination



BARRIERS

- ◆ Lack of volunteer support and co-ordination.

Public Transport



ATTRACTORS

- ◆ Shared community transport arrangement.



BARRIERS

- ◆ Community transport.
- ◆ Public transport connections.

Partnership and Networks



ATTRACTORS

- ◆ Developing new partnership opportunities and network opportunities.
- ◆ Using and building on F.V support networks e.g. TWC – to attract and retain new services.
- ◆ Partnerships of services.
- ◆ Infrastructure for referral pathway for professional and allied health.
- ◆ Partnership – joint projects (support knowledge groups).



BARRIERS

- ◆ No one stop shop / combined services.

Councils Role



ATTRACTORS

- ◆ Council willingness to have services.
- ◆ For Cardinia to be the main hub for services – promoting.
- ◆ Council funded grant around service attraction (incentive / linked).



BARRIERS

- ◆ Council willingness to have services.
- ◆ Space – planning – cost of upfront development planning knowing current available spare space. New opportunities to house services old buildings that could be modified.
- ◆ Establishing and building partnerships with local providers.

Resources



ATTRACTORS

- ◆ Think outside the square and pool resources.



BARRIERS

- ◆ As new families moving into Cardinia, promotion and awareness of services in ongoing.

Data - referral pathways - information



ATTRACTORS

- ◆ More data on statistics on community information.
- ◆ Better referral pathways – information about what's available.



BARRIERS

- ◆ Lack of awareness to the demand / statistics.
- ◆ Lack of accessible (readily) information repository about available service
- ◆ Lack of data informs service - provision in Cardinia compared to surrounding shires.
- ◆ Appropriate communication and engagement. Break down language, culture, religion.





5. NEXT STEPS

The information gathered through this event will further inform service provision needs within Cardinia Shire.

Cardinia will use feedback and information provided to gain a better understanding of the specific attractors and barriers currently being experienced within the industry. A summary and evaluation of the Summit will be available on Council's website and further follow up workshops will be offered to check in with Service providers and work in partnership to address service needs across the Shire.



6. WORKSHOP EVALUATION

Participants working in small groups were invited to consider what they liked, wished and wondered about the workshop.



I LIKE

Networking and finding out what services are in Cardinia.

Summary stats (visual and powerful).

The posters with the statistics to move forward to identify gaps.

I learnt a lot about different areas.

The way the workshop ran.

People talking to each other.

Networking – identifying gaps and engagement with group through activities at workshop.

Linking in network.

The process of this summit everyone is involved.

That we are being asked - that there is curiosity about services.

The informative information provided and the interactive nature of the group.

The summit it needs to grow.

The discussion.

The posters with identified needs

Meeting room.

The networking – sociable.

The vast array of services.

Met different agencies – met old friends.

Networking and sharing

Valuable new information.

Opportunity to network – to meet other like-minded people.

The interactive nature of the day – getting to know community members and agencies.





I WISH

To make an email list of participants and services presented today.

We could make it work! Collaboration.

Council could advocate for a service hub where sessional or long term accommodation is possible.

Council had a hub for services.

We could meet more often – we knew more about funding services.

I learnt more about what services are available in the area.

I got a list of current services.

Some of the information can be emailed to us.

That the funding is better utilised to effectively service more people.

More opportunities like this. More funding. Gaps filled.

The people in charge would listen.

Invite services to attend – DELWP with industry stakeholders.

That we can provide input to re align funding models to provide more integrated services.

Council would seek and recruit services to area.

More discussion on preventive and health promotion - services which address wellbeing rather than an established debility.



I WONDER

Is there going to be a follow up from today?

What will become of today's summit?

What next? Where to from here? Outcomes.

If every gathering and exchange has an outcome and is the outcome being limited to participants.

How we successfully advocate for services (improvements, accessibility, affordability).

Where to from here?

What services of spaces in Cardinia Shire.

What will happen after today?

Where will it take us?

Implementation of ideas into actions.

Next health summit.

Will we see positive change in the Shire to address these issues in 3 – 5 years?

If anything will come of these discussions.

Which services / representatives are going to assist in delivering actions?

Whether discussed ideas eventuate.

Whether we can find a way to more forward collaboratively rather than in silos.

If anything from today will be included in future planning?

I wonder if we can get some collaborative projects off the ground from discussions today?



Cardinia



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PLEASE NOTE: While every effort has been made to transcribe participants comments accurately a small number have not been included in this summary due to the legibility of the content. Please contact Kimbra White at kimbura@mosaiclab.com.au for any suggested additions.

