

Integrated Practice

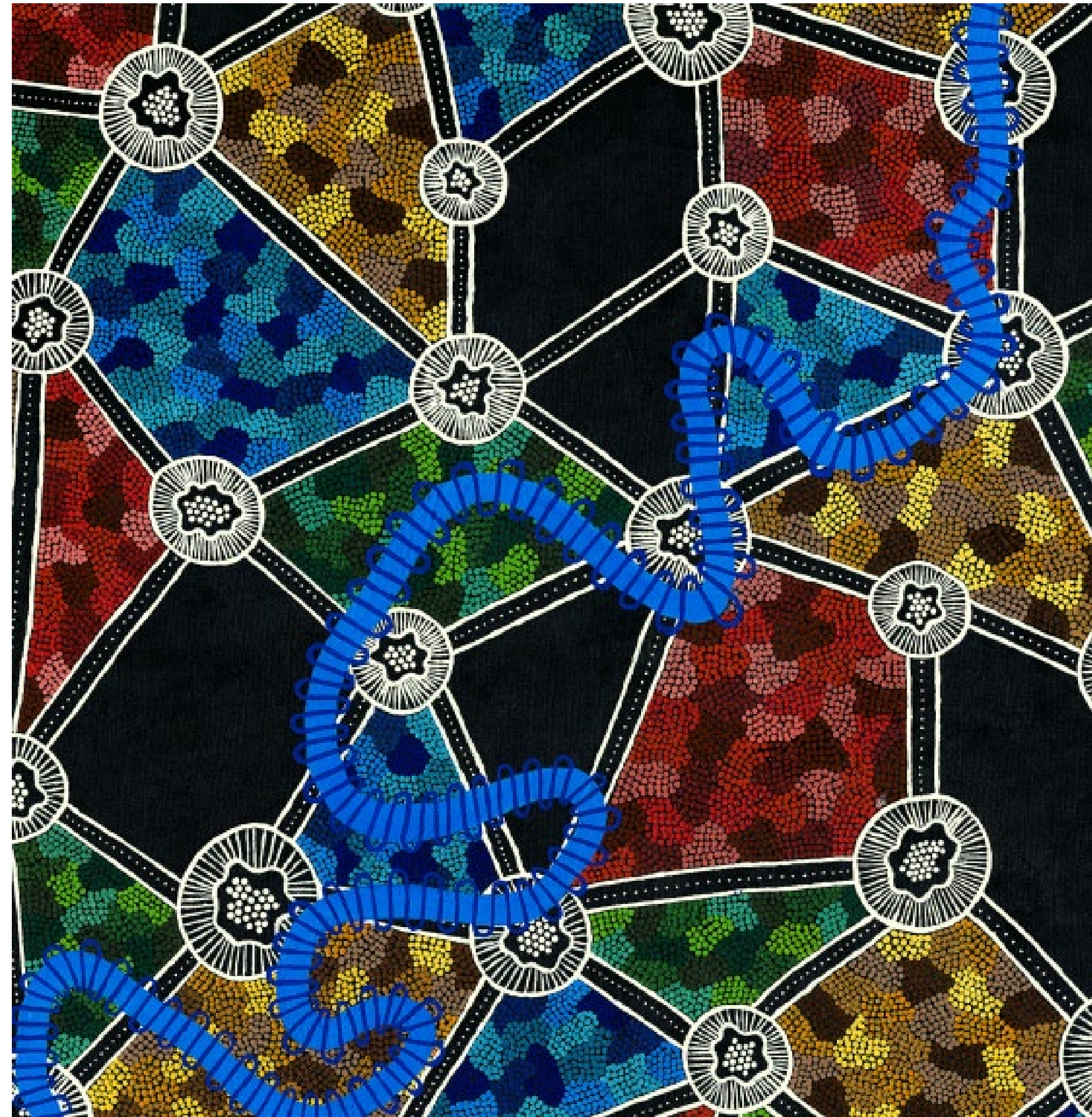
the future of community legal centres

Cybele Koning
CEO

Helen Wallace
Social
Work Practice
Director



| Acknowledgement of Country



Reconciling Meanjin

Tully Buttons

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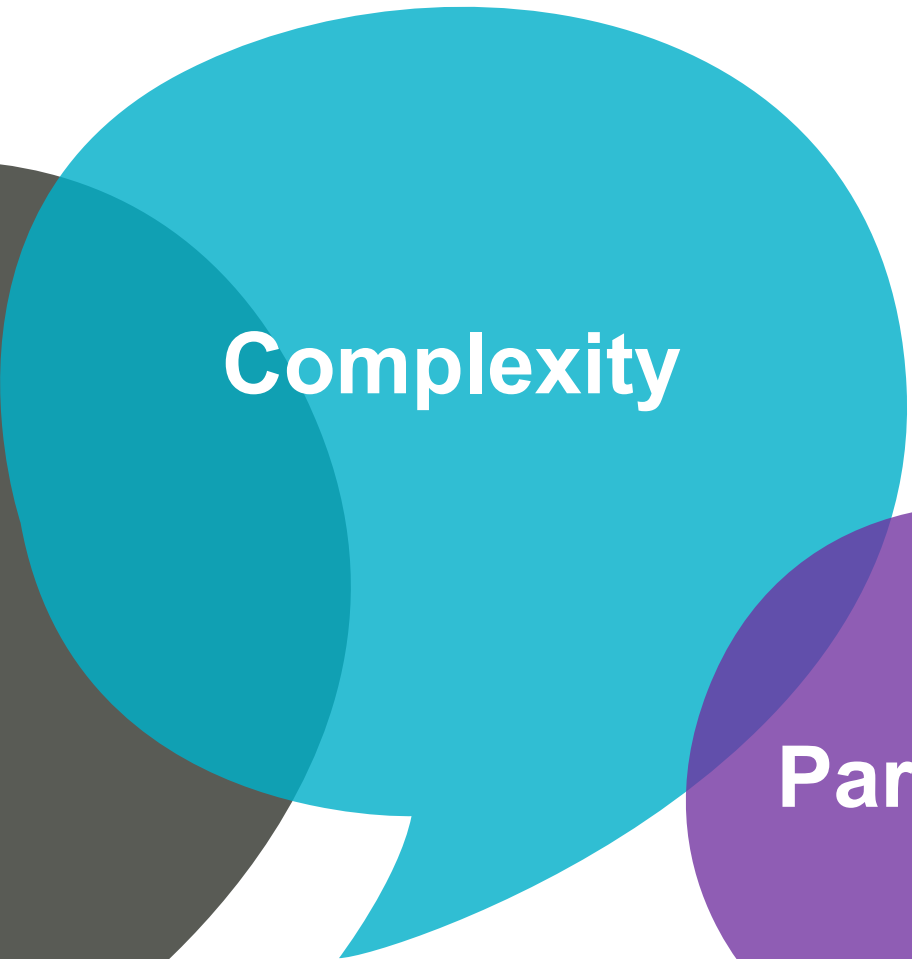
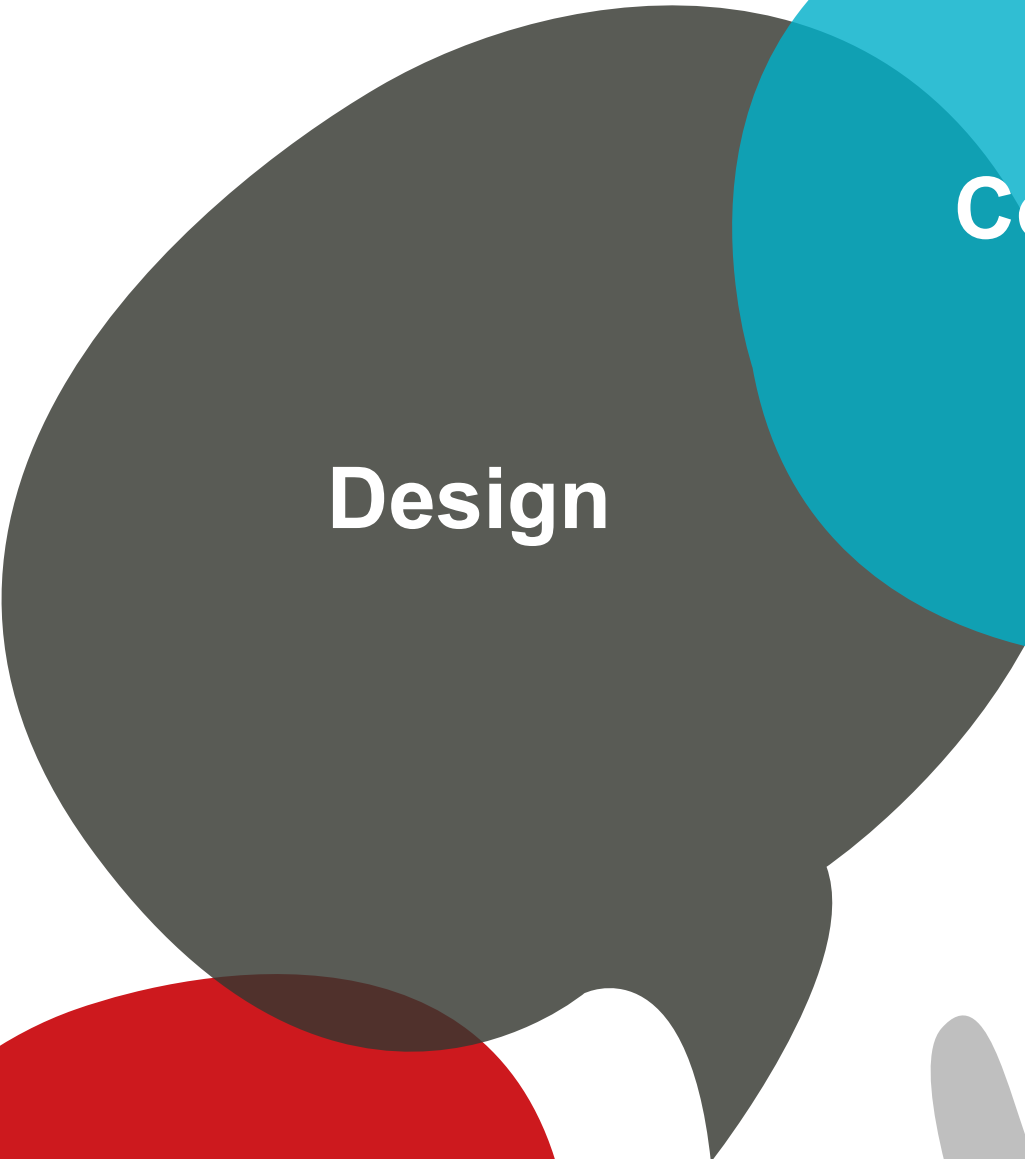
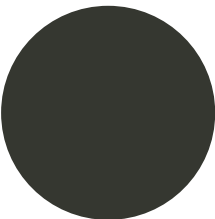
Multidisciplinary Practice in Caxton

	Legal	Social Supports	External Partner	Cultural Supports	Intake	Attendances	Joint File/ Info Sharing
General Social Work	●	●			L	J I	I
Qld Sexual Harassment & Discrimination Service	●	●			L	J I	I
Family Advocacy and Support Service	●	●			L S	J I	I
Domestic Violence Duty Lawyer	●	●	●		L	I	I
Multicultural Advocacy and Legal Service – HJP (CALD & Mental Health)	●	●	●	●	S	J I	J
Seniors Legal and Support Service + HJP with IUIH	●	●	●	●	S	J I	J
Men’s Bail Support Program	●	●			L S	J I	J
Older Persons Advocacy and Legal Service - HJP	●	●	●		S	J I	J I
Seniors Financial Protections Service		●			S	I	I
Social Connections Worker		●	●		L	I	I
Financial Justice Partnership		●	●		L	I	I

WHY AND HOW OF INTEGRATION

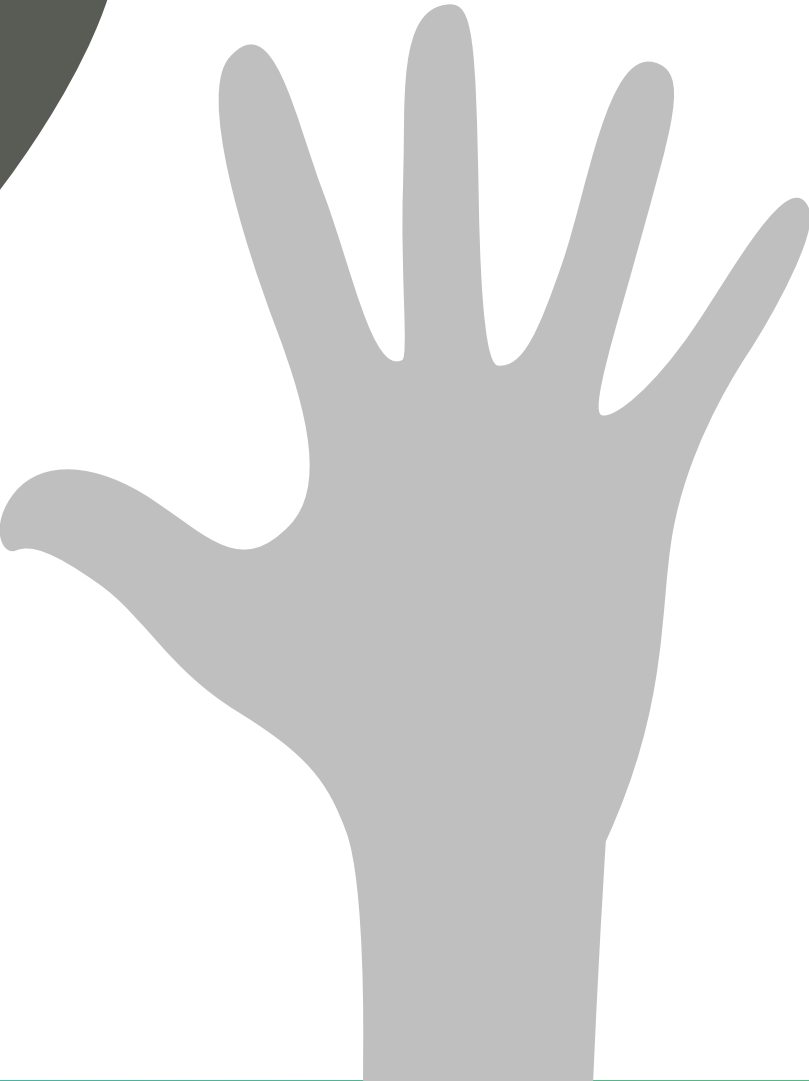
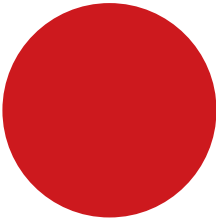
Program Design

pre-determined
co-design
self-design
evidence-informed

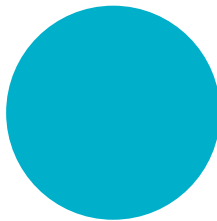


Focus

place-specific
prevention
intervention

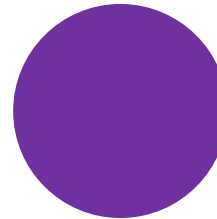


Complexity



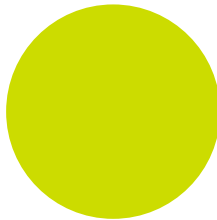
intersectionality
systemic and personal
barriers
legal and social issues
capability

Partnerships



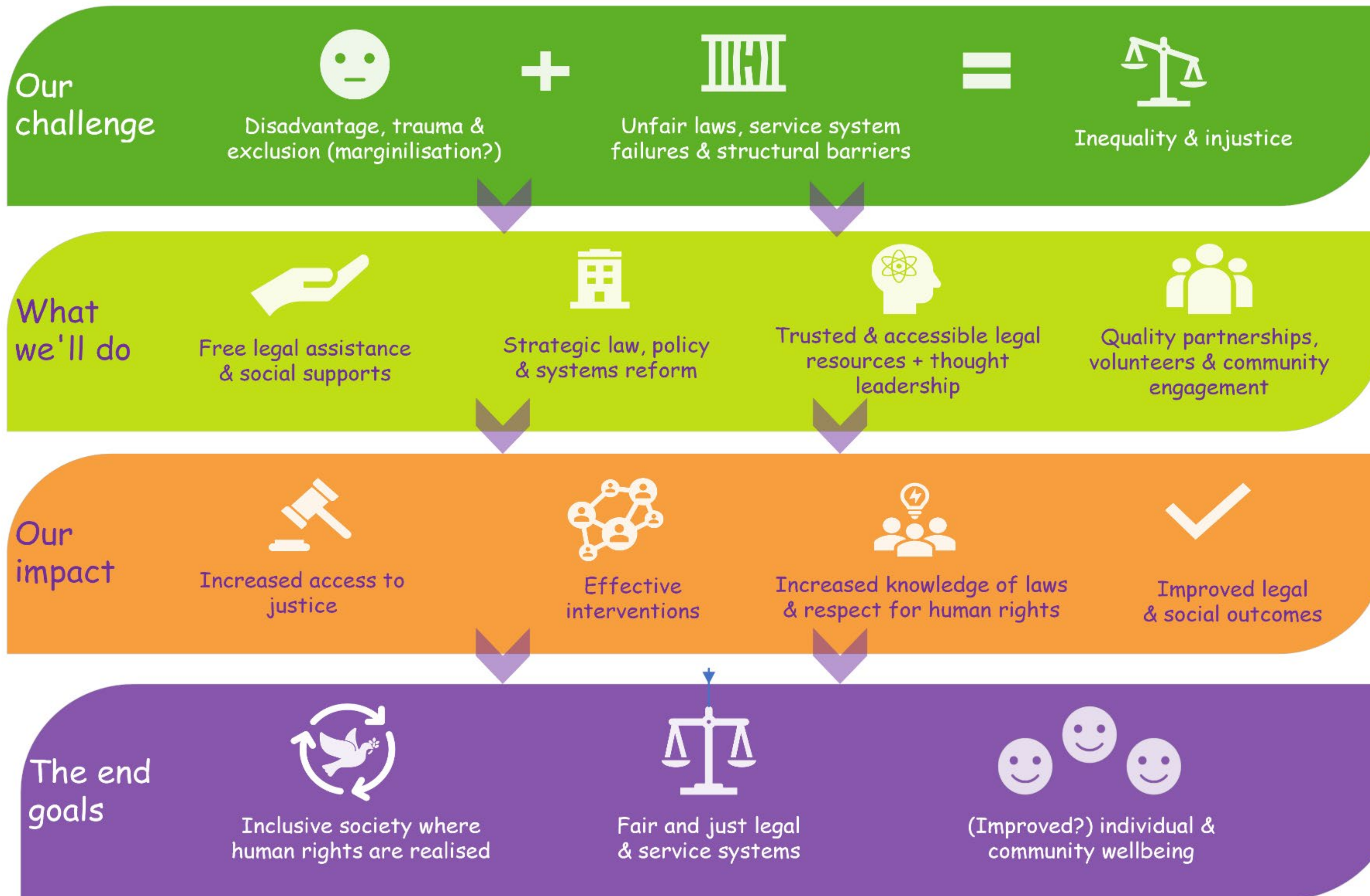
co-location
embedded
disciplines
shared funding
referral pathways
MOUs

Goals



theory of change
program logic
holistic outcomes

Our purpose is to promote and protect human rights in Queensland through access to justice



the Caxton way

client-focused approach

accessibility

desirable workplace

connections

agility

STRATEGIC KPIs

Our purpose is to promote and protect human rights in Queensland through access to justice

1. Increased Knowledge of Laws and Respect for Human Rights

- Our legal information, legal assistance and community education improves individual and community knowledge on matters that affect their lives
- Our legal assistance, social supports, and community engagement promotes participation, accountability, non-discrimination & equality, empowerment and legality in resolving problems that affect their human rights**
- Our reform work contributes to fairer laws, policies and systems in Queensland and Australia

2. Effective Interventions

- Our approach towards and delivery of our services is compatible with human rights
- Our services are client-focused, holistic, trauma-informed and culturally appropriate**
- Our interventions are evidence-based, targeted, multi-faceted, monitored and evaluated
- Our interventions are flexible, adaptable and sustainable
- Our interventions address intersectionality, exclusion, complexity, and systems failures**

3. Increased Access to Justice

- Our legal information resources are accessed broadly and by target communities disadvantaged by legal information barriers
- Our discrete legal and social support services are accessed by those who could not otherwise access these services**
- Our representation/case managed services are accessed by people experiencing intersectional disadvantage and discrimination and especially by First Nations peoples**
- Our clients have improved participation in legal processes**

4. Improved Legal And Social Outcomes

- Individuals and communities who access our legal information resources and community education have improved capacity to identify, prevent and respond to theirs and other people's legal problems
- Individuals who access our discrete legal services and social supports have improved understanding of their realistic legal and social support options and improved capacity to take steps to resolve their problems**
- Individuals who access our legal and social support casework services have improved representation and advocacy in legal processes and related systems, and improved human rights outcomes**

5. Organisational Success Outcomes

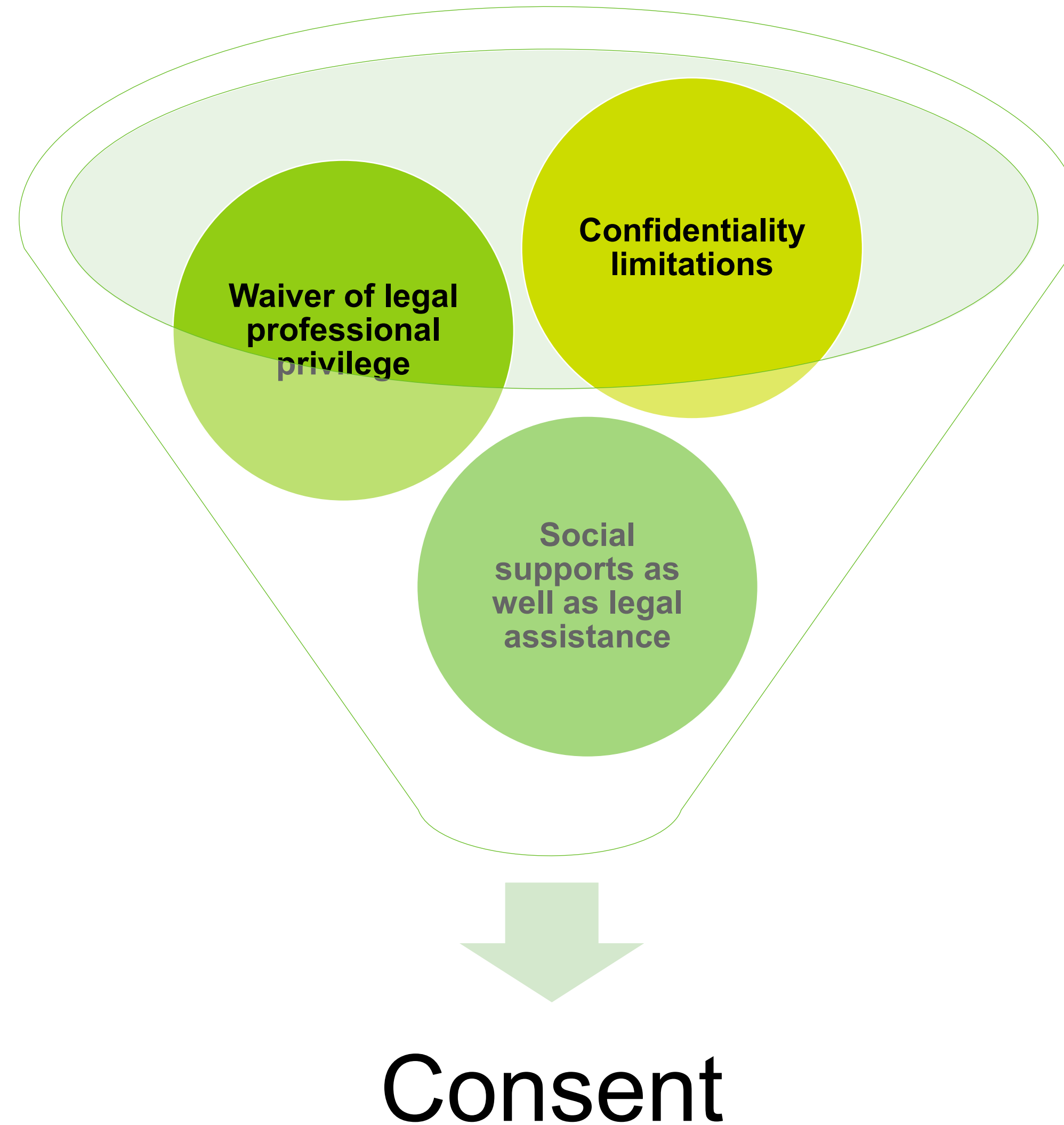
- Clients are satisfied with services received
- Staff are satisfied with workplace conditions
- Volunteers and stakeholders are satisfied with their engagement with Caxton
- The community knows and trusts the services Caxton provides
- Our partnerships foster collaboration, coordination and capacity building among different stakeholders, sectors and disciplines**
- Our organisation has effective governance and leadership, financial stability and growth, a human rights culture, a strong reputation, and is adaptive and innovative

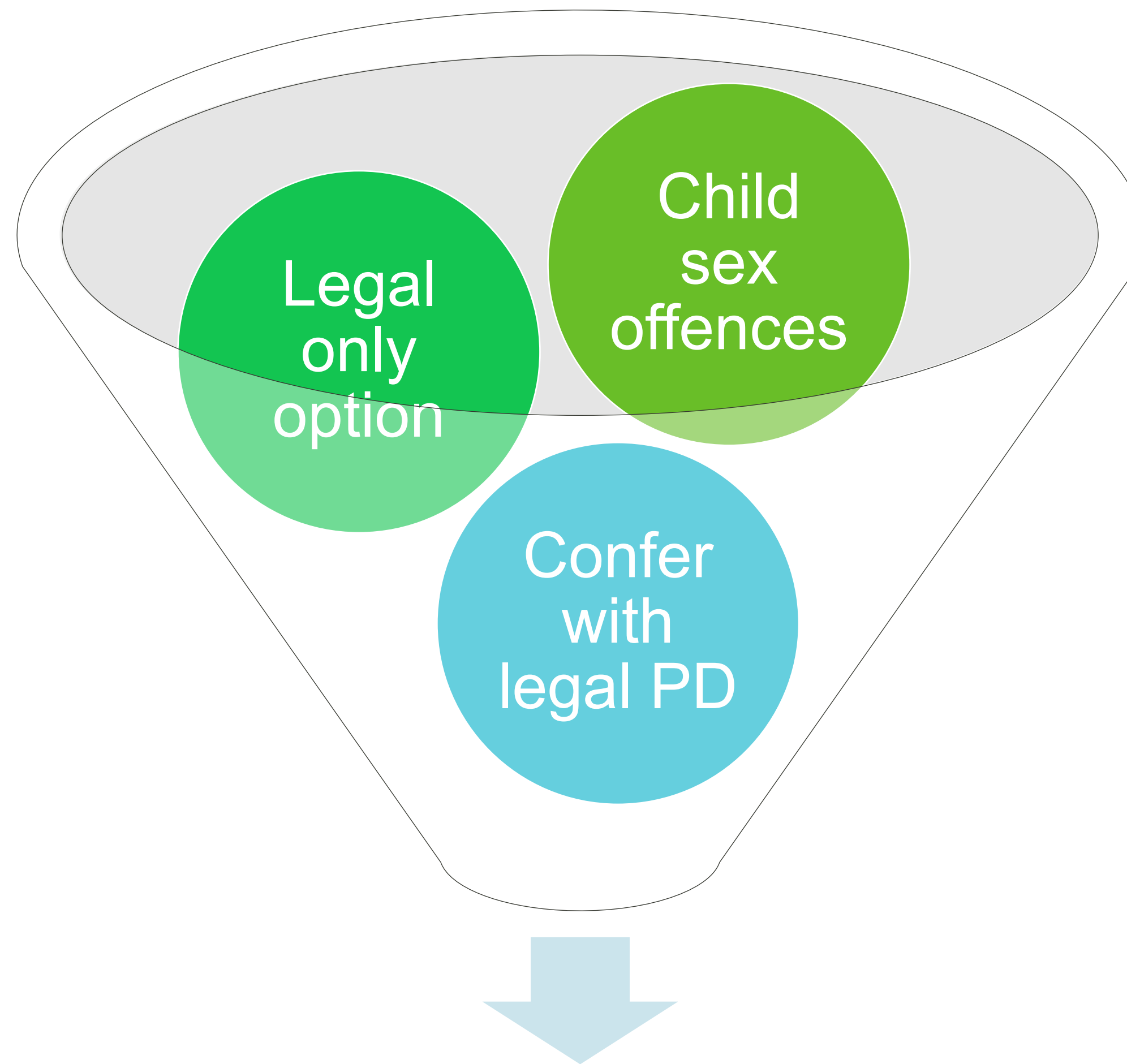
Operational



MDPs and Client Consent

MDPs – the importance of client consent





Mandatory reporting

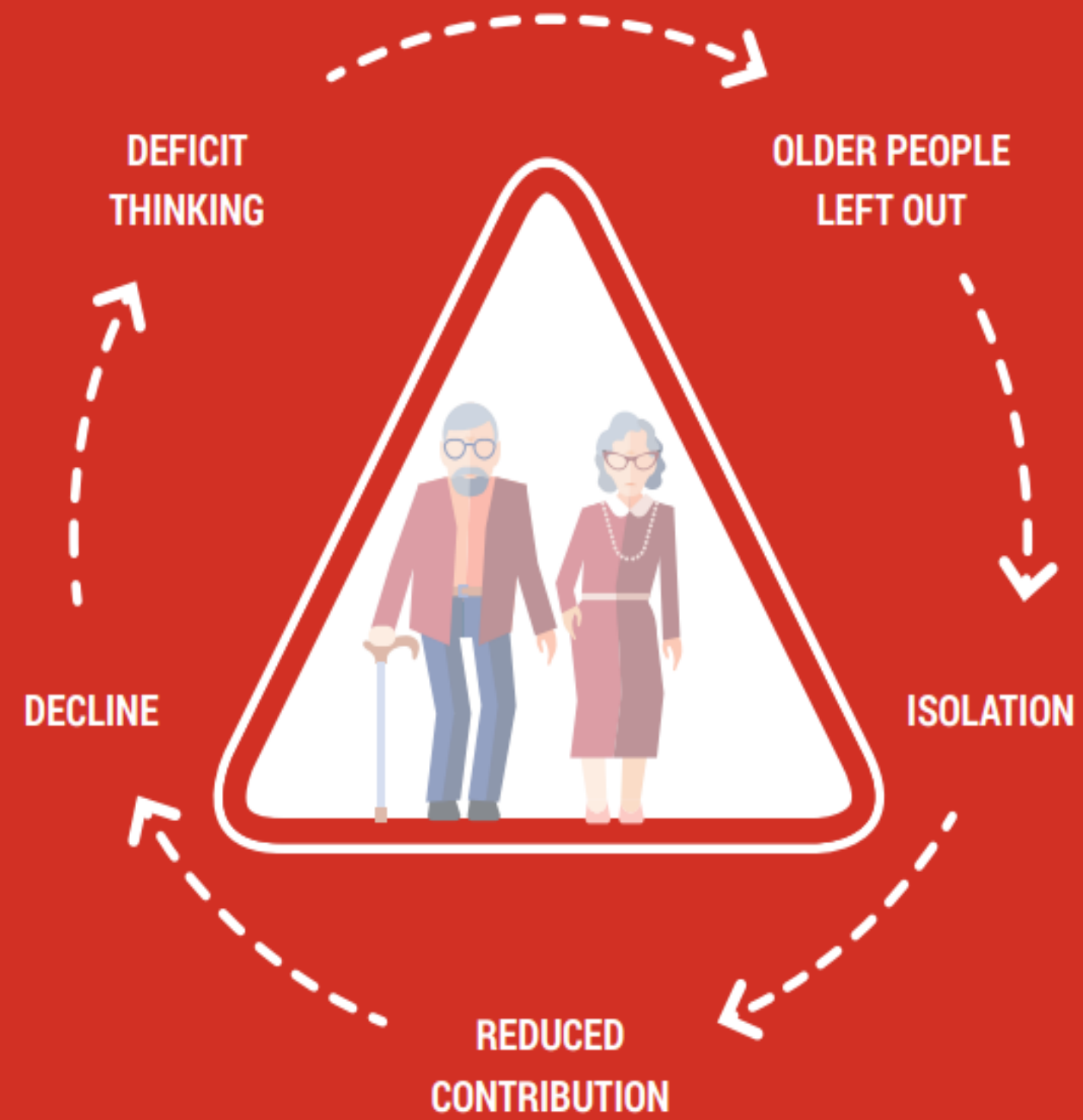
2021 QLS Guidance – ways to avoid ethical compromise



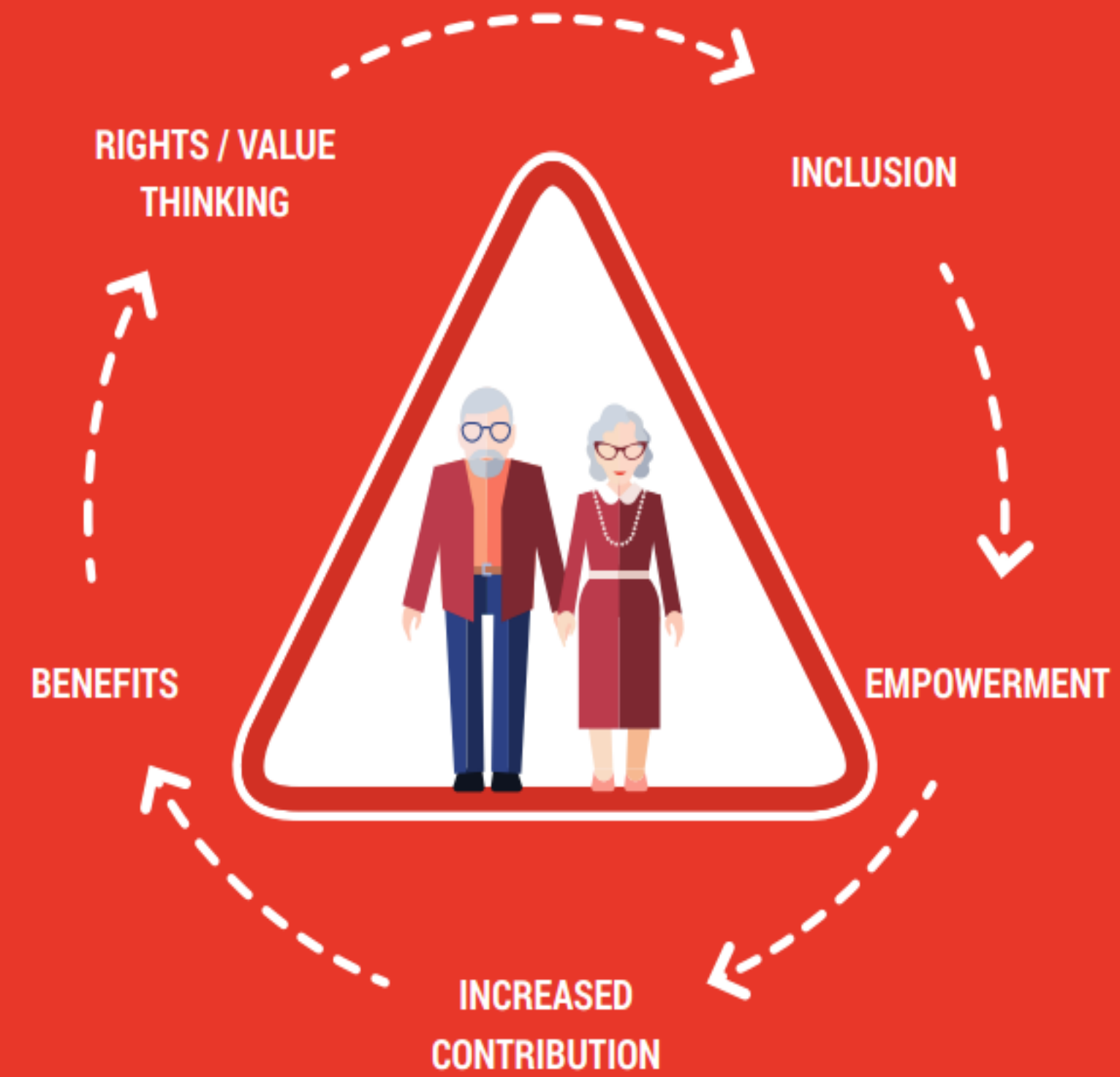
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| Human Rights

THE VICIOUS CIRCLE OF AGEISM



REFRAMING: FOCUS ON OLDER PEOPLE'S RIGHTS



<https://caxton.org.au/wp-content/uploads/2018/11/Specialist-Elder-Abuse-Service-Model-1.pdf>

Case study

Sarah is 74. Her husband Bill has dementia and is in a nursing home. It is the second Marriage for both (35 years married, 16 years his carer).

Previously, Sarah was Bill's Enduring Power of Attorney, but now his daughter Jane is. Jane shouts and swears at Sarah. Jane refuses to consult with Sarah and is stopping her from seeing Bill.

The house Sarah lives in is in Bill's name only and Jane told Sarah to leave because she is selling it.

Sarah is feeling tired, depressed and anxious. There are no capacity red flags.

Sarah wants to know her rights and how to manage the situation.

Case plan

1. Social worker to provide follow-up counselling and referrals to GP for mental health plan, Alzheimer's Queensland, safety planning.
2. Lawyer to give legal advice about domestic and family violence (verbal abuse from Jane), EPA validity, EPA rights and responsibilities, General Principles, QCAT process to challenge EPA and to have contact with Bill.
3. Lawyer to give legal advice about the house, entitlement to reside, entitlement to a property settlement.
4. Options to resolve issues: social worker to advocate with Jane, written negotiations, mediation, application to QCAT, application to Family Court.

Note: If Sarah decides to 'walk away', social worker can assist with housing, separation counselling and referrals to supports to live separately

| MDPs in your CLC

1. How many of you work in a Centre which has at least one or more multi-disciplinary teams?
2. How many of those teams are “fully integrated” – holistic intake, joint attendances, shared case planning, shared files, shared file reviews?
3. How would you see your clients being assisted by MDPs?
4. How many would want more MDPs in-house or through external partnerships?
5. What is needed for you to have more MDPs? (strategic focus, funding, knowledge/capacity)

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| MDPs How Tos



SERVICE DESIGN

Who & why
Disciplines
Partners
Service Model
Processes
Training

FUNDING

Evidence
Government inquiries,
recommendations & policies
Source of \$\$ & value for
money
Sowing the seed

DELIVERY

Governance/partnership
Legal and non-legal
deliverables
Measurement tools (legal &
social outcomes)
Supervision & team support
Reference group
Evaluation

| Q&A