



Collaborative Support for Young People

with a Regional and Remote Focus

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What is Collaborative Support?

Collaborative Support works to bridge the communication gap that often exists between different support agents, teams, and even departments – all for the purpose of providing exceptional, seamless, informed and consistent customer support.

Collaborative support 101: Engaging multiple providers, partners, & vendors to deliver seamless customer support. OvationCXM. (n.d.). <https://www.ovationcxm.com/blog/collaborative-support>

Community

“Community is much more than belonging to something; it’s about doing something together that makes belonging matter.”

Brian Solis

Digital Analyst and Principal at Altimeter Group



Did you know?

152,000 children or 25% of children and young people in WA live in regional and remote areas.

As of 30 June 2021, there were 5,344 children and young people in out-of-home care in WA.

The 2023 Estimated Resident Population for Regional WA is 571,889, with a population density of 0.23 persons per square km.

- Establishing Profiles in Regional and Remote Towns
- Multi-Agency Meetings
- Duplication of Services
- Managing Caseloads and Services Remotely
- Barriers
- Mapping of Remote Services

Establishing Profiles in Regional and Remote Towns

- Do your research first
- Arrange face-to-face meetings
- Be respectful and culturally appropriate in approach
- Networking
- Consistency

Multi-Agency Meetings

Multiagency meetings involve representatives from different agencies or organisations to address common goals, share information and coordinate efforts.

Multi-Agency Meetings

- **Benefits**
- **Key components of success**
- **Solutions**
- **Best practices for facilitating multiagency meetings**
- **Tools and resources**
- **Creating relationships and networking**
- **Complex clients with complex support needs**

Duplication of Services

Services duplication occurs when two or more agencies provide the same service or services addressing the same goals and outcomes.

Duplication of Services

- **Types of duplication**
- **Causes and Consequences of duplication**
- **Strategies to reduce duplication**
- **Overcoming challenges**
- **Strategies for effective collaboration**
- **Benefits of collaborative support**

Managing Caseloads & Services Remotely

Requires a Proactive, Creative Approach

- Requirements
- Approach
- Factors to Consider

Barriers

- Resources
- Travel Time
- Isolation
- Fatigue
- Connectivity and access to technology
- Digital literacy
- Urgency of support needs
- Delays and difficulties in coordinating meetings
- Lack of transparency/trust in new relationships

Mapping of Remote Services

Small Town 368km north of Kalgoorlie and 832km from Perth WA.

Large scale mining town population 5203 people.

One third of the population is Aboriginal/Torres Strait Islander. Only 18% speak English at home.

Mapping of Remote Services

- **Location**
- **General Knowledge of Location**
- **Education and Employment**
- **Resources**
- **Services**
- **Transport**

Mapping of Remote Services

- Education
- Employment
- Health
- Local Services
- Travelling Services (FIFO and DIDO)

Question Time

Thank you

