



Midland Community Hub Consumer and Service Provider Consultations

Background

As part of the Sustainable Health Review (SHR), \$7.2 million in funding was allocated to Child and Adolescent Health Service (CAHS) to deliver a pilot community health hub in Midland. The Midland Hub is anticipated to be a demonstration site for integrated service delivery and will co-locate Community Child and Adolescent Mental Health Services (CAMHS), Community Health (Child Health and School Health Nursing, Aboriginal Health Team, Immunisation and Child Development Service), Perth Children Hospital outpatient services as well as other key community partners.

Engaging and consulting with Midland community, consumers, and service providers was considered an integral step in developing the Midland Hub infrastructure and service delivery model. The Midland Hub consultation process was undertaken with four key stakeholder groups: parent/carers (n=498), youth (n=13), service providers (n=22 organisations), and Aboriginal consumers and community groups (n=28) between February and September 2020. Findings revealed key infrastructure and service delivery themes, with all consultation groups emphasising the importance of ongoing Midland community engagement to continue informing on infrastructure and service delivery needs at the Hub.

Findings

Key Infrastructure Themes

Midland Hub infrastructure is recommended to:

- Be located near St John of God (SJOG) Midland hospital or Midland shopping centre.
- Provide free parking, be easily accessible via public transport or shuttle bus, and consider disability access and inclusion.
- Create a safe, welcoming, child and family friendly and culturally appropriate environment.
- Incorporate outdoor family and youth friendly areas which consumers can utilise whilst waiting for appointments or after appointments (e.g. shaded and enclosed play areas where parents can sit and supervise children).



- Design internal waiting area/s to meet the varying developmental and health needs of CAHS clients (e.g. provide toys for younger children, breastfeeding room for mothers and youth appropriate area for adolescents).
- Incorporate Aboriginal cultural elements into the design and fit out of the Hub to increase feelings of cultural security and safety.

Key Service Delivery Themes

Midland Hub service delivery is recommended to:

- Adopt a 'hub and spoke' model, whereby there is a central Hub location that co-locates CAHS services whilst still maintaining smaller community facilities as 'spokes' to enable close-to-home localised services.
- Provide high quality, accessible, affordable, relevant, inclusive, adaptive, diverse and integrated services.
- Provide CAHS specific services (CH, CAMHS and PCH outpatients) whilst also working collaboratively with other government departments and community services to provide additional family services, educational programs, health and wellbeing services, specialised services, and childcare and playgroups.
- Create stronger partnerships with local service providers and other government departments.
- Encompass a diverse, welcoming, culturally sensitive, culturally representative, knowledgeable, and respectful CAHS workforce.
- Increase collaborative working and operational procedures within CAHS to enhance seamless care for consumers. This includes having a shared health record information system to reduce the need for consumers to repeat their story, consideration of Midland and Swan catchments (including possible re-alignment), enhancing service coordination for clients that require multiple services and referrals to external services, and ensuring the capability of CAHS to coordinate services, workforce, partnerships, and networks.
- Provide technological options for consumers to provide quick feedback on service delivery to support ongoing service improvement.
- Evaluate the accessibility and effectiveness of the Hub.