

Farewell to Ralf Martin

1930 - 1998

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Population place planning

A proposed strategy to improve human services
planning and delivery in eastern Sydney



Background

This study arose as part of a suite of research into the City South sub-region, a dynamic area connecting the economic gateways of Port Botany, the airport and the Central Business District. The aim was, by examining the human services situation in City South, to develop new models for planning and delivery which will improve the effectiveness of the human services system.

A sub-region of contrasting places

The City South sub-region is the diverse residential and industrial area stretching from Redfern through to Botany Bay, consisting of a variety of distinct residential communities separated by major roads or industrial areas.

The variety among the local communities in City South provides an immediate indication that "place focus" must be an important part of the human services planning and delivery system. The services wanted most by one community are unlikely to be the same as another with different demographic characteristics.

Who Cares? We Care report of the South Sydney Public Housing Taskforce examined the Waterloo and Redfern Housing Estates over a two year period from 1993-95. The study extensively consulted service providers and their clients about needs for services. It identified a range of gaps in services and made a range of recommendations for collaborative responses by government departments and local agencies to address what they described as a crisis in the service delivery system for public housing tenants in South Sydney. These illustrate the challenges to be addressed in improving human services.

The human services system

Complexity and diversity

The human services system is characterised by its complexity, with planning and service provision by many programs and departments from the three spheres of government coupled with activity by community and charitable service providers, and increasing provision by commercial service providers. The sheer scale and variety of activity indicates that there are not simple solutions to improved services. Rather, a sophisticated approach

involving coordinated actions through a number of levels and sectors is suggested.

There is no rigid definition of human services. Broadly, human services encompasses all services provided by public organisations for individual or community benefit. Some of these services might also be provided by businesses, but "human services" are distinguished from commercial personal services such as hairdressing because there is some component of government subsidy.

Human services are not a clearly differentiated set of services, and the boundaries between human services and other public and community services are not rigid. Human services planning will involve components of physical and economic planning, just as those will benefit from human services inputs.

An overview of human services planning

Collaboration, integration, consultation — these are not new concepts of which human services agencies are unaware. A scan of the human services planning and consultation processes in City South revealed a number of important initiatives where agencies' planning and consultation were leading to improved outcomes.

Public administration and planning of human services is increasingly being devolved to the regional level where knowledge of issues and resources can be more detailed, consultation with agencies and consumers more effective, planning more attuned to circumstances, and relationships between organisations can develop better. Simultaneously, there is a recognition that most human services are delivered at the local level where participation of consumers is practical and effective and where collaboration between workers can occur.

Our review of the ways that major human services departments plan their services indicates that their methods are converging, and that achieving better integration is not a too-daunting task.

Core elements of most agencies' planning are that it revolves around a corporate plan built up from a set of unit plans, and that these are derived from a set of strategic plans related to different functions or programs. These strategic plans are tending towards a common structure, though the consultative processes used vary significantly.

Community based agencies, who provide a huge variety of services such as out of school hours care, family support and disability services, generally plan in a responsive mode based

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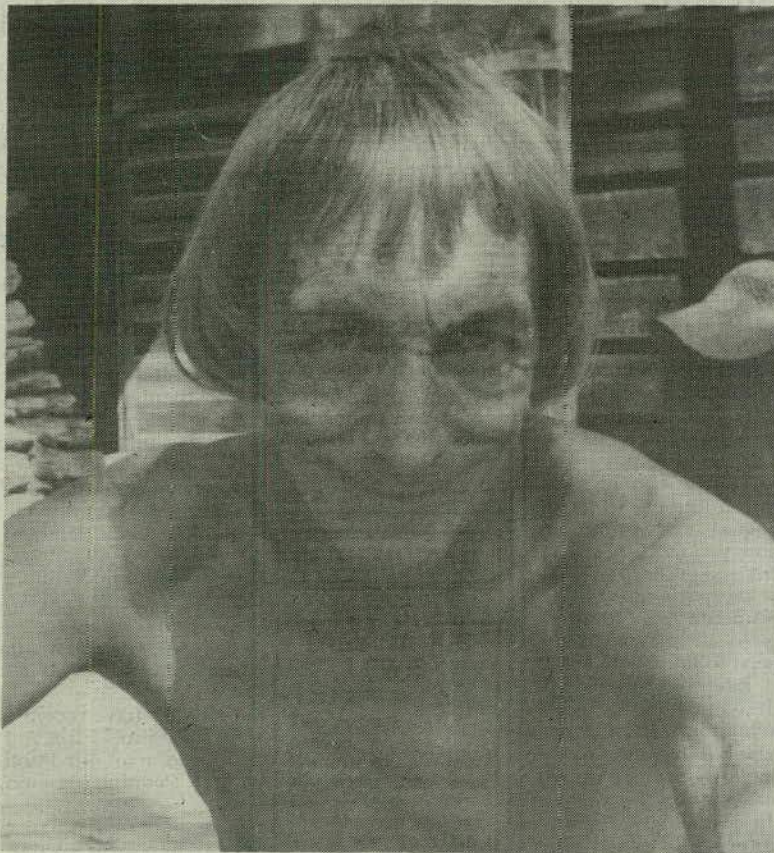
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SCHOOL NEWS

CONTINUED FROM PAGE 23

- a) Child Protection permission note
- b) Student Emergency Contacts - information updates
- c) Kinder Health Screening note
- d) Student Profile folders.

CANTEEN NEWS

Please note that the school will only provide LUNCH for children who forget lunch or money from home. Children can book up a lunch from the canteen which must be paid back within one week.

Children who bring lunch to school and want to book up items such as chips, paddle pops etc will be re-used. Please discuss this matter with your child(ren).

CURRENT UNIT

This week we started a five week unit on 'Inventions' which looks at technology and things we use in our everyday lives. Children will be encouraged to be inventive with writing, thinking skills and construction activities in Science. Information reports, debating issues on Technology and its effects on our lives, projects on inventions and using technology such as fax machines, the world wide web and e-mail will be features of the learning for senior students.

K-1 NEWS

24 "The Bellingham Courier-Sun", Wednesday, July 29, 1998

Welcome back to Term 3. It's lovely to see all the children's smiling faces. We have had a short but busy week working on the letter 'k'. We've made koalas and read stories about kings and made crowns to wear.

We have settled very well and Kindergarten has shown some marvellous improvement in their work. Well done Kindergarten!

The First Class children are really trying hard and have started their term with great enthusiasm.

If you have anything that might fit into our Science theme - 'Inventions and Technology' - we would be glad to see it (please don't send in anything expensive!) for news, with a little bit of information. What is it? Where did your child get it? How is it used? Why was it invented?

Discuss this at home with your child before they come to school so they have a little information about their invention or piece of technology.

Our letter for next week is 'v'.

IMPORTANT DATES

Thursday, July 30: Wirungga's 2nd visit - bush tucker and mural paintings 9.30am to 11.30am

Wednesday, August 5: Years 3/5 Basic Skills Test

Wednesday, August 12: P&C meeting. Choc Run ideas.