**Abstract submitted for the 4th Rural Health and Research Congress**

**Armidale 4-6 November 2015**

**‘Building Connections’**

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| **Congress Stream:** | No 1 Aboriginal Health – Closing the Gap / opening the connections |
| **Alternate Stream:** | No 4 Partnerships and Integrated Care |
| **Abstract Title:** | Maranguka Bourke Community Hub (“the Hub”): co-location as an answer to a fragmented service system in Bourke NSW. |
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**Background**

Bourke’s service system is fragmented with limited reach within the Aboriginal community.

**Approach**

The Hub is an interagency pilot project between NSW Kids and Families, Western NSW Local Health District, the Department of Education, Family and Community Services (FACS), UnitingCare Burnside and Maranguka community organisation[[1]](#footnote-1) (“Maranguka”) [[2]](#footnote-2).

It aims to provide flexible service delivery to create coordinated support to Aboriginal children and families in Bourke NSW. The Family Referral Service (FRS), FACS and Maranguka are co-located at the Hub.

**Outcomes**

1. facilitate active connection to services for vulnerable families and reduce confusion around service provision.
2. provide a link to a broad range of competent, well-targeted services that are based on community need through FRS.
3. strengthen the Aboriginal service sector and build local Aboriginal workforce capability.
4. ensure cultural competence in the local service system, and service capability to meet the needs of the community.
5. ensure advocacy for vulnerable families for a broad range of services in the region.

**Take-Home Message**

Through co-locating services and building local connections with the Aboriginal community and existing service providers, the Hub contributes to NSW Government’s plan to deliver services to Aboriginal communities in a more targeted, integrated and accountable way.

*Word count: 200*

1. Maranguka community organisation is the operational arm of the Bourke Aboriginal Community Working Party. [↑](#footnote-ref-1)
2. The Hub project is part of the NSW Government’s action plan to effectively address challenges identified by NSW Ombudsman’s [inquiry and review](https://www.ombo.nsw.gov.au/__data/assets/pdf_file/0018/3348/SR_ServiceProvisionBourke_Dec10.pdf) into the delivery of community services to the Brewarrina and Bourke. These challenges included: the provision of a broad range of competent and well-targeted services, strengthening the Aboriginal service sector, achieving ‘integrated’ and efficient service delivery, and the realignment of governance and accountability arrangements. [↑](#footnote-ref-2)