

Dream Fulfilled or Hopes Shattered Presentation
Friday 25th November 2005

Pros and Cons of the Melaleuca Refugee Centre Integrated Model of Service Delivery.

STRENGTHS:

- clients feel cared for
- focus
- continuity of service provision
- involves community in how service is tailored
- clients have clarity about who to go to for what etc.
- programs linked (settlement, health and counseling)
- one stop shop
- increased capacity to pick up gaps/duplication
- volunteer coordination much more effective
- increased capacity to match needs of volunteers and clients
- cost effective
- more timely
- increased effective intervention/case management for high needs families

CHALLENGES:

- potential for over-involvement
- pulled into community due to size etc.
- community concerns re. confidentiality
- potential element of community wanting to please
- unrealistic community expectations of Melaleuca service provision
- client choice of service provider