

Service Provider Workshop: Strengthening Child Development Services in Caboolture

On Wednesday 19 November 2025, the Health Alliance, an initiative of Brisbane North PHN and Metro North Health, hosted a cross-sector workshop for community providers focused on improving support for children with developmental delay in the Moreton Bay region.

The session brought stakeholders together to examine what is and isn't working within local child development services and to identify practical collective actions.



From past consultations with community stakeholders, government, and non-government agencies, we learned that challenges in the child development space consistently fell under six key themes shared across all sectors:



During the workshop, we asked participants to reflect on these six themes when shaping their responses. Here's what you told us:

Key challenges:

- Focus on 1:1 long-term services instead of upskilling parents, need for embedded therapy models in schools rather than visiting providers
- Limited options for children needing intermediate support, large gap between primary/universal and tertiary/NDIS services – “all or nothing”
- Supports provided on diagnosis rather than functional need
- Limited mental health services and young people “ageing out” of services

Enablers/Strengths:

- Long-established services in the region
- Flexible holistic service models that incorporate social and practical support
- Services collocating and located where families already go (shopping centres, daycares, GPs, free community events, ED/satellite clinics)
- Services reviewing and adapting their models to meet local needs

Possible solutions/actions:

- University clinics in Moreton Bay offering low-cost allied health
- Develop a hub/shared spaces, centrally, where services are co-located
- Consider innovative models to support access and engagement (eg First Five Forever and Connecting 2U)
- Advocate for more allied health input in education sector for a wraparound team approach

Key challenges:

- Siloed approaches across sectors, communication/navigation channels complex
- Sharing records/patient information between services is difficult
- Different criteria across services causes confusion for providers and consumers
- Families receive conflicting advice across sectors (eg health, education, NDIS)

Enablers/Strengths:

- Strong relationships within agencies and willingness to collaborate across sectors
- Multi-agency networks/events helping to connect providers (eg Early Years Network, Local Level Alliance)
- Services changing processes to support connections and communication (eg new CS intake processes linking with FACC/IFS and other supports before tertiary notification)
- Recognition that investment is required to support connections and communication (eg DoE positions inc Early Childhood Coordinators, Family Support Coordinators)

Possible solutions/actions:

- Identify specific roles responsible for building cross-sector communication and connections rather than relying on individual relationships
- Collaborative/interagency network meetings
- Online, cross-sector induction training introducing how each service/agency works
- Develop shared resources for providers and consumers (eg Ready Together)

Key challenges:

- No central visibility of available services for providers, including inclusion/exclusion criteria
- Families don't know who exists, what supports are available, or when to seek help
- Service growth not keeping up with population growth
- Perception that some agencies offer therapy services when they often do not (eg Education, Child Development Program)

Enablers/Strengths:

- Wide range of services available in the region
- Service colocation enabling clearer visibility (eg Lady Gowrie and CHS/Micah Projects and CHS collocating)
- Services utilising data to improve understanding of community needs and service gaps
- Familiarity across some agencies of services offered locally

Possible solutions/actions:

- Publish a clearer navigation tool for health and education professionals to understand pathways to support (eg online service directory), including what's provided, criteria, and capacity
- Community events designed and developed with cross-sector input/not just a sole organiser and shared portal for community events and information
- Universal/shared database or records across sectors (similar to MyGov)
- Using apps/webpages to support hard-to-reach families (eg localised version of Raising Children Network)

Key challenges:

- Long waitlists and delays post-diagnosis leading to crisis situations
- Barriers such as transport, time, cost, and parent capacity
- Under-promoted or rushed health checks creating missed opportunities
- Children experiencing trauma/behaviour concerns not accurately assessed and limited support for single-domain issues

Enablers/Strengths:

- Transport services and home visiting models reducing impact of barriers
- Local Level Alliance refresh improving navigation to and access of services
- Existing community events increase awareness of supports
- Strong partnerships improving access and reducing barriers (eg IUIH for Aboriginal and Torres Strait Islander families, Head to Health Kids)

Possible solutions/actions:

- Face-to-face contact/“referral-light” options for vulnerable families when accessing services
- Partner across sectors including health and early education settings
- Consumer engagement in designing initiatives and events
- Make information more digestible, understandable and user-friendly for families

Key challenges:

- Difficulty recruiting, retaining allied health, GPs, educators in region and high staff burnout due to family complexity
- Providers lacking empathy or cultural safety, dismissive of concerns
- Time required to build rapport often unavailable
- Workforce lacking developmental knowledge or consistency

Enablers/Strengths:

- Passionate and motivated workforce
- Skilled staff with strong intent and enthusiasm
- Staff with good ideas for improvement
- New workforce roles emerging in some sectors to support families

Possible solutions/actions:

- Consistency across sectors to use the same childhood milestone document (including universities/TAFE)
- Online training for professionals across sectors on typical development and identifying developmental concerns to support baseline knowledge and skills
- Events/initiatives to better understand local services and referral options (eg postcard project)
- Professional development opportunities for staff engaged with children including networking and training opportunities

Key challenges:

- Strong parent engagement needed to access supports – may not be available
- Parents unaware of child development milestones
- Parents unaware of when/how to engage services and struggle to articulate concerns if low health literacy
- Additional barriers for First Nations and CALD families, parents/children with adverse experiences

Enablers/Strengths:

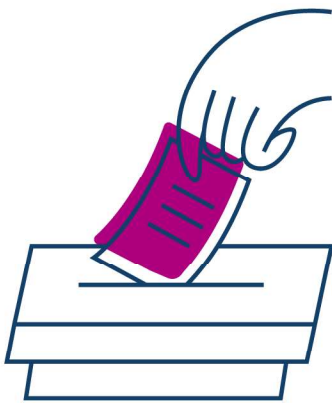
- Community events helping build family awareness and health literacy
- Trauma-informed practices becoming more embedded in practice
- Culturally responsive services strengthening engagement and trust
- Child-centred models of care supporting navigation and access

Possible solutions/actions:

- Develop fun, free community events with health/development information
- Add health information into existing campaigns (eg Free Kindy)
- Utilise health-promotion opportunities: 2.5- and 4-year checks, Under 5s Day, Children's Day, Welcoming the Baby
- Hard-copy flyers/posters to reach families with limited digital access

At the conclusion of the day, participants were asked anonymously if they believed progressing forward as a collective was the right course of action.

100% of participants agreed.



Participants were asked to vote on a name for this initiative.

Caboolture Kids Collective received the majority of votes. This name will be put forward to community consumers for feedback.

Stay updated:

As we progress this initiative forward, we will be reaching out to community stakeholders to co-design local solutions.

Please continue to engage with our regular email updates and get in touch any time to share your thoughts or ideas.

We look forward to creating the Caboolture Kids Collective with you.