

We all know how important it is to collaborate in theory, but most of us encounter many stumbling blocks when trying to collaborate in practice. For that reason, the South West Metropolitan Partnership Forum invited all inter-agency groups operating in the Cockburn, Fremantle and Melville region to identify what they consider to be the key elements of successful collaboration.

The top 10 are reproduced below to assist all those who need to collaborate with one or more services in order to effectively respond to their client's needs.

## 1 – Strong leadership



- Promote leadership that is open and inclusive
- Encourage leadership that empowers others to act and clearly delineates everyone's roles
- Support leadership that empowers people to make decisions
- Foster leadership that secures commitment from all parties

## 2 – Celebrate successes and failures



- Showcase successes and build on them; keep doing what works
- Be willing to also celebrate failures, in order to learn from these and encourage innovation
- Foster a willingness to change and adapt; to be agile

## 3 – Shared purpose and goals



- Agree shared goals with a clearly defined common purpose
- Explicitly state the tasks and roles of everyone involved
- Have a clearly defined agenda, shared purpose and accountability
- Reach a common understanding of the group's purpose and function
- Develop Terms of Reference

## 4 – Build and maintain relationships



- Maintain good communication that is honest, open and regular
- Keep an open mind
- Take time to build honest and open relationships
- Understand other's interests and drivers
- Respect other people's views
- Ensure that there is a good and regular flow of information between all parties

## 5 – Accountability to the process and outcomes



- Periodically reassess relevance of the group's agreed purpose
- Hold the group accountable to planning and delivering agreed upon actions and outcomes
- Allocate time for evaluation

## 6 – Shared decisions and diversity



- Ensure there is diversity in the group – recognise diversity as a resource and strength
- Accept and value everyone's contribution

## 7 – Personal and organisational commitment



- Commit to the group
- Make time to participate and attend meetings
- Be passionate about your involvement
- Make sure the group has a representative mix of people (passion, diversity and interest)

## 8 – Client engagement



- Ensure that agencies place the voice and view of the client/user at the forefront of their planning
- Support each other so that agencies can deliver better client outcomes

## 9 – Resourcing (time and \$\$)



- Ensure the group has the necessary resourcing to achieved its agreed purpose

## 10 – A consistent approach



- Meet consistently in order to succeed; irregular meetings inhibit success.

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