

Minutes

Meeting of the SWMPF Working Group on Coordination of Wrap-Around Services for Individuals with Multiple Needs

**9.00am – 11.0am, Friday 24 July 2015
St Patrick's Community Support Centre
12 Queen Victoria Street, Fremantle**

Chair: David Cain (UnitingCare West)

Participants: Olwyn Craske (Ruah Inreach), Ann McKay (Department for Child Protection and Family Support), Traci Cascioli (St Patrick's Community Support Centre), Paul Hogan (Cockburn Community Care), Megan Richards (UnitingCare West), Jennie Gray (Anglicare WA), (Karin Mac Arthur (SWMPF), Jenni Gordon (SWMPF).

Apologies: Brent Lippiatt (Department of Social Services), Ann Atkinson (Strong Families), Tracy Foulds (Headwest), Nicole Smith (Department of Corrective Services), Antonella Segre (Connect Groups), Clory Carrello (Cockburn Integrated Health)

- 1. Welcome, introductions and apologies**
- 2. Volunteer to take the minutes**
Ann McKay
- 3. Discussion of format of 27 August 2015 interagency workshop facilitated by Joel Levin, managing Director AHA Consulting.**

We are looking to cover three separate outcomes for the workshop namely:

1. Improve understanding of what SWMPF and the Coordination of Wrap Around Services (CWS) working groups do with a view to improving working relationships with inter-agency groups.
2. Explore tasks that the SWMPF could undertake to support inter-agency groups in their efforts to improve service coordination and collaborative working in the region.
3. Generate best practice guidelines for inter-agency groups.

In addition, if we will provide opportunities for the following to take place:

1. Networking activity over tea.
2. The collection of written information that we require to fully populate the inter-agency directory.

Joel provided a draft session plan for discussion. After clarification of some of the details and with some minor alterations it was agreed that the program, format and content were good to proceed with.

It was agreed that lunch would be provided for those groups who are staying at the venue after the workshop to hold their interagency group meeting. The CWS will hold our meeting at the venue after the workshop.

Paul Hogan has organized a generous contribution from the City of Cockburn for the workshop.

We have so far received 32 workshop RSVP's. It was therefore decided that we would open up the workshop invitation beyond the currently identified interagency groups. This would be done firstly through the working group members who would extend an invitation to individuals and agencies they thought were appropriate. Secondly, an invitation would be sent to all members of the SWMPF Leadership Group asking them to forward it on to individuals and agencies they thought were appropriate. In addition, a reminder e-mail would be sent out to the interagency groups already invited to attend.

Action:

- Jenni to draw up and send out an email invitation (including the program) to the working group members to be forwarded on to relevant individuals or agencies.
- Jenni to draw up e-mail reminder to those interagency groups already invited (including the program).
- David to send out an e-mail invitation (including the program) to the Leadership Group to be forwarded on to relevant individuals or agencies.
- Joel to update the session plan.
- Karin to send out an evaluation survey after the workshop. This will feed back into the evaluation process.

4. Project Evaluation

Dr. Amma Buckley from Curtin University joined the meeting to present the Program Logic that had been distributed to all members before the meeting.

A discussion took place regarding who the CWS group regards as its clients as the nature of this project makes it difficult to involve clients directly. Our clients therefore are the service providers who will report to us their client feedback.

For example, the service providers will report on how their clients use the Shared Informed Consent Form. Outcomes will need to be reviewed in light of the above.

The working group also requested that the measurement tools for the project talk more clearly to the outcomes.

Actions:

-Karin to get back to the working group with revised program logic and measurement tools.

5. Approval of minutes of meeting 24th July 2015

The minutes were approved without change by Traci.

Karin advised that the Education Department will be in touch regarding a replacement for Barry Dowsett while he is on extended leave. Karin has contacted Housing regarding a replacement for Deborah Whiteside. Colin Alston (DSC) will be replacing Sally-Anne Pearson on the working group.

6. Business arising from the minutes


Think Tank update – Anglicare and UCW have been the only agencies to respond so far. However, we need participation from other agencies, including government. Karin raised it at the Steering Group who have indicated that they were unclear of the purpose of the Think Tank. The aim is for the Think Tank to look at systemic barriers but there appears to be confusion and people are concerned that they will get caught up in case management. The establishment of the Think Tank has therefore been postponed to allow David to give a presentation to the Leadership Group at its meeting on 4 September. Karin and Jenni to assist David in preparing this presentation, as will Jennie Gray drawing on a case study of systemic barriers and the messages Jennie gave her staff regarding the benefits of participating in the Think Tank.

The group discussed the proposal from Dylan Smith (Fremantle Foundation and member of the SWMPF Steering Committee) to engage an external facilitator for the Think Tank. This was not considered necessary as it was believed we would lose the knowledge and continuity of the process, as well run into funding issues. David will talk to Dylan about this decision.

Action:

-David to talk to Dylan regarding the Think Tank facilitator.
-Jenni to liaise with Jennie Gray re case study to provide an example for the Leadership Group of the type of systemic issues the Think Tank might discuss. Also the key messages she gave her staff as to the benefits to be gained from participating in the Think Tank.



 Not-for-profit organisations

 Government
(local, State and Commonwealth)

 Business

 Community

 Philanthropy

-Promote the Think Tank at the Interagency Forum.

7. Informed Shared Consent Form and Guidelines

The form is in a Word document so that agencies can add their own logos and also pre-populate the form with the names of agencies the client information can be shared with (if they so choose).

Action:

- Soften the language in guidelines regarding agencies being “not permitted” to make further changes on the form .
- As the Consent Form has previously been to the Leadership Group, David will seek their endorsement of the revised version and guidelines out-of-session.
- Karin to present revised form to Consumer Advisory Group on 11 September.

8. Feedback on the SWMPF Annual Review

The feedback from the post review survey has been extremely positive. People have indicated that they have a better understanding of the different projects. It was attended by the Minister, Mayors, Politicians, and SWMPF members. Two community members also spoke about the positive impact the projects have had on them (Davis Park and Vulnerable and At Risk 8 – 13 Year Olds).

9. Next meeting

The next meeting will be held after the workshop on Friday 27 August. Lunch will be provided before our meeting.