

Minutes

Coordination of Wrap-Around Services Working Group

9:00am – 11:00am, Friday 28 October 2016

St Patrick's Community Support Centre 12 Queen Victoria Street Fremantle

Chair: Jennie Gray (Anglicare)

Participants: Jennie Gray (Anglicare), Jenni Gordon (SWMPF), Traci Cascioli (St Patrick's Community Support Centre), Jade Gallaher (Housing Authority), Antonella Segre (ConnectGroups), Brent Lippiatt (Community Member), Clory Carrello (Cockburn Integrated Health), Katarina Barjaktarevic (community representative), Paul Loseby (St John of God)

Apologies: Heather Hobert (Disability Services Commission), Paul Burge (CPDS), Karen Poole (Department of Human Services)

Minute Taker: Traci Cascioli

- 1. Welcome, introductions and apologies**
- 2. Approval of minutes of meeting 16 September**
Minutes approved
- 3. Actions arising from the minutes**
All business arising covered in the agenda items below
- 4. Person Centred approach resources document**
Document wording was approved by the group.

Action: Jenni to arrange for the reformatting of the document to match the building blocks to collaboration checklist

5. Update from Meetings (NDIS/LUCY SAW)

NDIS: Jennie reported that she had met with Sue Fielding. – regional director of WANDIS. The meeting did not yield anything new in terms of identifying an area of interest for the CWS working group.

The group also discussed their concerns over the wording and relevance to persons with mental health of the letter template that has been circulated for agencies to use when referring into NDIS.

The group decided not to present the NDIS referral process as a Think Tank topic right away, but to rather wait and see how the NDIS develops.

Lucy Saw Centre

Jennie met with Anne Moore from the Lucy Saw Centre to discuss ways in which the CWS group can support the Family Domestic Violence sector. The outcome was that Anne expressed an interest in becoming a member of the SWMPF on the leadership group and for one of her team members to join the CWS group.

6. Service Passport

Group viewed the service passport example as presented by Traci at the last meeting. Other documents were also presented to the group for discussion.

Clory pointed out that WA Health had tried to implement a person held record some years ago but it had been unsuccessful. Katarina mentioned a “little black book” that had been used successfully in the MH sector. The group discussed the need for a communication strategy around the launch, distribution and use of the passport to ensure appropriate understanding. The group also discussed the need for the passport to link with the other tools created by the SWMPF (e.g. person centred tools and service directory). It was suggested that a link to the SWMPF website could be printed on the passport enabling people to access this information from the SWMPF website.

The group considered adding an option for clients to record their CRN numbers. However there were some concerns around safety of this.

Action: Jenni to speak with Karen Poole from Centrelink to get more information on the benefits/ risks involved with including a CRN.

Action: Tracey Foulds to feedback her findings on pricing of wallets online (ongoing from previous meeting)

Action: Jenni to follow up with her contact from school who has a company that produces promotional goods regarding the pricing and options available

Action: Jenni and Traci to follow up with Snap Printing to investigate pricing.

Jenni suggested pricing up a plastic coated cardboard cover.

Action: Antonella to follow up with her agency regarding the possibility of assistance with the art design

Antonella pointed out that the font will need to be size 12 or above to comply with the advices from the Disabilities Commission

Katarina pointed out that the marketing of the passport should remind people that it has a specific purpose and scope and that there are other tools available that may also benefit e.g. E record.

Action: A discussion around and finalisation of the wording to be used on the passport is to be added to the agenda for the next meeting

7. Yammer

Jenni gave a presentation on Yammer.

Yammer is a networking site, similar to Facebook that can help the SWMPF members from all working groups to connect, share information and create a sense of community. Yammer will primarily facilitate operational communication.

Yammer can allow members to run opinion poles/surveys, include notes, post minutes, share and comment on documents, and post notices on a notice board.

The use of the Yammer has been presented to the Leadership Group with positive feedback. Only concern is the number of platforms already existing that members are required to contribute to.

Antonella enquired about whether notification ability existed on Yammer as that would help to get members using the platform

8. Any other business

Think Tank Update

The group discuss the lack of TT referrals and the current TT procedures.

The group felt that the TT still performed a valuable function and it was worth pursuing, a suggestion that the CWS members take the lead in submitting case studies/ topics for discussion.

Action: A TT open forum meeting to be convened in early 2017 to discuss the topic of 'Safety and wellbeing for tenants and families in public housing'. Jenni to flag the issue with the Davis Park working group and Leadership working group.



9. Next Meeting- date and venue

Friday 25 November 9:00am. Venue to be confirmed.

Meeting to include Christmas drinks and nibbles as it will be the last meeting for the year.