

Minutes
Coordination of Wrap-Around Services Working Group
9:00am – 11:00am, Friday 29th January 2016
**Disability Services Commission, Swan Conference Room, 71-73 Norma
Road, Myaree**

Chair: David Cain (UnitingCare West)

Participants: Jennie Gray (Anglicare), Jenni Gordon (SWMPF), Heather Hobert (Disability Services Commission), Bev Jowle (Fremantle Family Support Network), Traci Cascioli (St Patrick's Community Support Centre), Paul Hogan (Cockburn Community Care), Karin Mac Arthur (SWMPF Executive Director), Olwyn Craske (Ruah Inreach Fremantle), Brent Lippiatt (Department of Social Services)

1. Welcome, Introductions and apologies

Jade Gallaher (Housing Authority), Renee Robson (Department of Education), Antonella Segre (ConnectGroups)

2. Volunteer to take minutes

Jenni Gordon

3. Approval of minutes of meeting 20th November 2015

Minutes were approved without change.

4. Business arising from the minutes

All business arising covered in the agenda items below.

5. Client Focus for 2016/Internal Think Tank

The notes from this portion of the meeting are attached.

Actions:

-Jenni and Traci to work on a survey to be sent out to all SWMPF members. This will give members the opportunity to indicate which tools, relating to person-centred work, would be most relevant to their organisation.

The survey will include the following:

- Introduction about the CWS working group.
- Details of why we are conducting the survey.
- Question which are the most important resources for their workplace?
- Tick the top two.

- Definition of person-centered practice
- Self assessment tools
- Guidelines
- Key considerations on establishing a reference group

-Jennie reported that Anglicare has recently been involved in refining their thinking around person-centered work. She will be able to share the following items from this process with the working group:

- Literature
- 10 golden guidelines to person-centered work
- document for workers to track where they are on a scale of a person-centered understanding.

6. Inter-agency social function/launch update

Jenni reported that the launch is set to take place at the Cockburn Integrated Health centre on Thursday 4th February from 2:30pm. The documents are ready to be launched and we have had a good attendance response so far.

7. Think Tank - update

Karin gave feedback from the first Think Tank meeting (held on 24th November 2015) as well as subsequent progress relating to this referral.

- The referral came from the Caralee Community School and examines cross – sector funding as it relates specifically to their after-school homework programme.
- It was an effort to get all the stakeholders around the table and for organisations to accept collective responsibility. However, some progress was made and additional stakeholders were identified.
- A follow up meeting is due to take place on the 9th February 2016. The principal of Melville High School will be attending. This is an important

development as it was recognised at the last meeting that any solution would need to include Melville High School.

Karin put forward that she was uncertain whether she was the right person to be chairing the Think Tank meetings. However, the group encouraged her to continue on in this role.

-It was understood that some of the referrals that come through to the Think Tank may be more suited to a mediation process. In these instances an additional person, with specific mediation skills may be sought.

-David suggested that we broaden the Think Tank's remit to negotiate solutions to complex social problems.

8. Shared informed consent trial update

Bev suggested that given that FFSN had made only a few changes to the SWMPF's informed consent form it could still be regarded as a trial site for the form. Jennie agreed with this view.

9. Any other business

None

10. Next Meeting- date and venue

Friday 26th November, Fremantle Family Support Network, Cockburn Integrated Health Centre.

Discussion Notes

Why does a person-centered approach matter?

Documents that already exist that discuss these issues.

- National mental health standards
- State plan
- Community standards

This approach enables us to:

- see client as a whole person
- model of work should reflect this approach
- empowerment is the fundamental principal of person centered approach

What does success look like?

- partnership is a two-way street. All relevant persons get the clients' individual plan.
- recognizing a continuum of an individuals capacity to input.
- clients are encouraged to willingly share information.
- organizations act as client advocates re other agencies.
- workers skilled in generating client engagement, people feel safe in doing this.

How do we get there?

- promote client reference groups
- common definition
- resources focused on person-centered issue for clients
- outline what does an engaged client might look like
- participation ladder for workers
- develop resource to train workers in a person-centered approach.
- recognizing differing priorities

Impediments

- individual culture (people are used to being told what to do)
- organizational culture
- funding and resources, time requirements to engage clients
- permission and capacity
- info sharing
- no unified view on what this approach involves. Do we need a single approach when collaborating.
- absence of client advocate groups.

