



Changing lives together

Patron - Tim Winton

Terms of Reference

**South West Metropolitan Partnership Forum
Working Group**

**Coordination of Wrap-Around Services
For Individuals with Multiple and Complex Needs**

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Background to the South West Metropolitan Partnership Forum

The WA State Government, through the Department of Local Government and Communities (formerly the Department for Communities), has entered into a three-year Social Innovation Grant Agreement with St Patrick's Community Support Centre to lead the development of a collaborative approach to the delivery of human services in the South West Metropolitan region (comprising the local government areas of Cockburn, Fremantle and Melville) through the establishment of the South West Metropolitan Partnership Forum (SWMPF).

The period of the Grant Agreement is from 1 May 2013 to 30 June 2016.

The South West Metropolitan Partnership Forum brings not-for-profit and government (all three tiers) service providers together with business and community members (including local residents, clients, and/or members of civil society) to trial collaborative and innovative approaches to respond to complex social issues in the region.

It is well documented that large-scale, complex social issues cannot be addressed by any single organisation in isolation.

The South West Metropolitan Partnership Forum is undertaking four projects in the region over the period of the Grant Agreement, as follows:

- Coordination of wrap-around services for individuals with multiple and complex needs.
- A collaborative place-based intervention in Davis Park, Beaconsfield.
- Regional collaboration on a common social issue – vulnerable and at risk children and young people - across the three local government areas.
- The development of improved tools for social planning, including a community service audit, local community profiles and improved data management.

The South West Metropolitan Partnership Forum is committed to developing innovative approaches to implementing these four projects and is predicated on a 'bottom up' approach to achieve improved social outcomes. All four projects will be driven by the individuals and/or communities they are seeking to support.

The South West Metropolitan Partnership Forum has established four working groups, each with responsibility for implementing one of its four priority projects. These Terms of Reference concern the Working Group with responsibility for the coordination of wrap-around services for individuals with multiple and complex needs (the Working Group).

Purpose of the Coordination of Wrap-Around Services Working Group

The purpose of the Working Group is to deliver the following project outcomes on behalf of the South West Metropolitan Partnership Forum:

- Clients are encouraged to become actively involved in identifying their service and support needs and in developing a seamless service and support plan.
- Clients receive an effective, multi-agency response that meets identified needs.
- The SWMPF Think Tank provides recommendations, informed by the different perspectives represented in the SWMPF (notably non-government and government service providers, clients and community members), within agreed timeframes.
- The SWMPF provides inter-agency groupings with effective supports to enable them to overcome barriers encountered in securing outcomes for high needs individuals.

Delegated Authority of the Coordination of Wrap-Around Services Working Group

The South West Metropolitan Partnership Forum has delegated decision-making authority to the Working Group to deliver the above project outcomes, in accordance with an action plan endorsed by the Leadership Group.

The Working Group is authorised to seek funding to support any initiatives within scope of the action plan. All such funding applications require the prior approval of the Chair of the Working Group and the Community Partnership Broker or other authorised party of the South West Metropolitan Partnership Forum (Chair, Steering Committee or Leadership Group, as appropriate).

The Working Group is authorised to invite guests on an as-needs basis to support and/or inform its work.

The Working Group may make recommendations to the Leadership Group, either directly through its Chair or through the South West Metropolitan Partnership Forum Community Partnership Broker, to support any initiatives that fall outside the scope of the action plan.

Appointment to the Coordination of Wrap-Around Services Working Group

All members of the South West Metropolitan Partnership Forum are eligible to apply to join the Working Group.

Applicants are required to complete a South West Metropolitan Partnership Forum Working Group Application Form and submit this to the Community Partnership Broker for consideration by the South West Metropolitan Partnership Forum Steering Committee, which will in turn make a recommendation to the Leadership Group.

Membership of the Coordination of Wrap-Around Services Working Group

South West Metropolitan Partnership Forum member organisations may nominate only one representative each to join the Working Group. The member organisation that provides the Chair of the Working Group is entitled to have one additional representative on the Working Group.

The membership of the Working Group will be reviewed on an on-needs basis and its composition will be reviewed at least every 12 months by the South West Metropolitan Partnership Forum Steering Committee.

Responsibilities of the Members of the Coordination of Wrap-Around Services Working Group

The members of the Working Group are responsible for:

- Attending all scheduled Working Group meetings and contributing to its discussions.
- Developing and implementing an action plan to achieve the project outcomes.
- Ensuring the needs of clients inform and drive all initiatives undertaken by the Working Group, through, among others, seeking feedback from established Consumer Advisory Groups.
- Sharing in the execution of tasks and undertaking these within agreed timeframes.
- Ongoing monitoring and review of the action plan to ensure its effectiveness in achieving the project outcomes.
- Promptly raising any potential conflict of interest issues.
- Notifying members of the Working Group, as soon as practical, if any matter arises that may affect the project's progress.
- Sharing information about the project and its progress with their respective organisations and relevant stakeholders.
- Supporting the Community Partnership Broker in the ongoing monitoring, measurement and evaluation of the project.

Attendance at Meetings of the Coordination of Wrap-Around Services Working Group

The Working Group members are expected to attend all meetings. Proxies may be nominated only when the member is on leave. The proxy should be at a similar or more senior level in the member's organisation.

If an organisation is not represented for more than two consecutive meetings, the Chair will send a letter to the organisation asking if they wish to continue to be represented on the Working Group.

Appointment of the Chair of the Coordination of Wrap-Around Services Working Group

The Chair of the Working Group will be nominated by the Community Partnership Broker and formally appointed by the South West Metropolitan

Partnership Forum Leadership Group, on the recommendation of the Steering Committee.

The Chair will be appointed for a period of 12 months, with an option for extension for a further 12 months.

In collaboration with the Community Partnership Broker, the Chair will be responsible for leading the Working Group in the delivery of the project outcomes within the agreed timeframes.

Responsibilities of the Chair of the Coordination of Wrap-Around Services Working Group

In collaboration with the Community Partnership Broker, the Chair of the Working Group will be responsible for:

- Attending and chairing Working Group meetings.
- Setting the meeting agenda and participating in the Working Group discussions.
- Providing leadership and direction to the Working Group, ensuring that the needs of clients are driving the project direction at all times.
- Promoting a collective and innovative approach to achieving the project outcomes.
- Fostering a positive relationship with Working Group members.
- Dealing with any conflicts or concerns raised, either directly with the Working Group member or through the Community Partnership Broker.
- Encouraging all Working Group members to share their views while ensuring discussions remain on track.
- Raising any issues impeding the Working Group's progress with the Community Partnership Broker, who will refer these to the Leadership Group, where appropriate.
- Arranging for another Working Group member to chair meetings in the absence of the Chair.

Reporting Arrangements

The Working Group reports to the Leadership Group of the South West Metropolitan Partnership Forum.

The Working Group will provide the Leadership Group with regular updates on the progress of the project through the Chair and/or the Community Partnership Broker.

Meeting Procedures

Meetings of the Working Group will be conducted in a manner determined by the members, in accordance with these Terms of Reference.

The Chair and/or Community Partnership Broker will give notice of meetings to all members of the Working Group at least five working days before the intended date of the meeting.

Meetings will be held once a month, or more frequently if determined necessary. The meetings will be held on a rotating basis in Cockburn, Fremantle and Melville.

Minute-taking responsibilities will be rotated among the Working Group members. Minutes will be provided to all Working Group members within seven days of the meeting.

Meetings will aim to seek consensus wherever possible, in accordance with the Shared Principles of the South West Metropolitan Partnership Forum (refer Appendix 1). If a consensus cannot be reached, authority will lie with the Chair to make the final decision.

The allocated minute-taker will record the actions and decisions arising from the Working Group meeting, which will be distributed for comment. In the event that members cannot agree on the actions and decisions recorded, authority will lie with the Chair to determine an accurate record of the meeting.

Members not present at a meeting can submit any issues or comments to the Working Group for tabling and consideration at the meeting.

Ex Officio Membership

The Chair of the South West Metropolitan Partnership Forum or other member of the SWMPF Steering Committee will be authorized to attend and participate in the Working Group meetings.

Quorum

A quorum of 50 per cent of the Working Group members will be required in order to conduct the formal business of the Working Group. A list of the current Working Group membership is provided in Appendix 2.

Conflicts of Interest

The Working Group members will declare any real or perceived conflicts of interest at the start of each meeting. These will be recorded by the minute-taker.

The Working Group will take a collective decision on whether there is a conflict (real or perceived) and the appropriate response.

Publicity and Media Liaison

Any publicity relating to the Working Group must be undertaken in consultation with the Chair of the Working Group and the Community Partnership Broker.

Working Group members may speak to the media about the project; however, they are required to seek prior approval from the Community Partnership Broker and/or the Chair of the South West Metropolitan Partnership Forum.

Amendment and Review

These terms of reference are effective from 5 December 2014. They may be amended, varied or modified in writing at any time after consultation and agreement with the Working Group membership.

Any changes to the Terms of Reference must be approved by the Leadership Group of the South West Metropolitan Partnership Forum.

The terms of reference will be reviewed every 12 months by the South West Metropolitan Partnership Forum Steering Committee.

Appendices:

Shared Principles of the South West Metropolitan Partnership Forum
Current Membership of the Working Group

Drafted: 20 October 2014

Endorsed by the Working Group: 28 November 2014

Endorsed by the Leadership Group: 5 December 2014

Appendix 1

Shared principles

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- All members of the South West Metropolitan Partnership Forum are committed to improving social, cultural and economic outcomes in the South West Metropolitan region.
- All South West Metropolitan Partnership Forum members are committed to achieving a more effective and coordinated approach to decision making and working together, recognising the interdependence in the delivery of human services in the South West Metropolitan region.
- All South West Metropolitan Partnership Forum members recognise their partnership is based on mutual respect and trust, with openness and transparency in all activities.
- All South West Metropolitan Partnership Forum members recognise the value and contribution of all sectors in the delivery of human services in the South West Metropolitan region.
- All South West Metropolitan Partnership Forum members are committed to empowering community members in the design, planning and delivery of human services in the South West Metropolitan region.
- All South West Metropolitan Partnership Forum members are committed to enabling clients in the South West Metropolitan region to make informed choices on services.
- All South West Metropolitan Partnership Forum members are committed to ensuring the sustainability of human services in the South West Metropolitan region.
- All South West Metropolitan Partnership Forum members will avoid conflict and impediments relating to the operation of the South West Metropolitan Partnership Forum.
- All South West Metropolitan Partnership Forum members will take reasonable steps to assist one another to achieve the objectives of the South West Metropolitan Partnership Forum.

Appendix 2

Membership of the Working Group (as at 28 November 2014)

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- David Cain (UnitingCare West) – Chair
- Ann Atkinson (Strong Families)
- Clory Carrello (Cockburn Integrated Health)
- Traci Cascioli (St Patrick’s Community Support Centre)
- Brendan Clarke (Alma Street Centre, Fremantle Hospital)
- Olwyn Craske (Ruah Inreach Fremantle)
- Barry Dowsett (Department of Education)
- Tracy Foulds (Headwest)
- Jennie Gray (Anglicare WA)
- Paul Hogan (Cockburn Community Care)
- Brent Lippiatt (Department of Social Services)
- Paul Loseby (Fremantle MedicareLocal)
- Ann McKay (Department for Child Protection and Family Support)
- Sally-Anne Pearson (Disability Services Commission)
- Megan Richards (UnitingCare West)
- Antonella Segre (ConnectGroups)
- Nicole Smith (Adult Community Corrections – Department of Corrective Services)
- Deborah Whiteside (Department of Housing)
- Karin Mac Arthur (SWMPF Community Partnership Broker)