

Minutes

**Meeting of the SWMPF Social Planning Working Group
9.30am – 11.30am, 16 October 2014
St Patrick's Community Support Centre**

Chair: Jennifer Valesini (Senior Project Officer- Community Engagement, City of Fremantle)

Participants: Angela Zeck (local resident); Damien Connolly (Provider Support – Aged Care, Fremantle MedicareLocal); Robert Shaw (Skills for Education and Employment Administrator, SMYL Community Services); Megan Milligan (Senior Health Promotion Coordinator, South Metropolitan Population Health Unit); Sally Kirk (Senior Practice Development Officer, Department for Child Protection and Family Support); Kellie Bennett (Community Development Coordinator, City of Melville); Jennifer Snell (Manager, Supported Accommodation Services, UnitingCare West); Chloe Lawrence (Community Development Officer, City of Cockburn); Karin MacArthur (SWMPF Community Partnership Broker)

Apologies:

Jane Brinsden (Librarian, Fre-info community information service, City of Fremantle); Mel Croke (Regional Manager, Department of Housing); Nadine Hicks (Manager, Corporate Services, St Patrick's Community Support Service)

Minute-taker: Sally Kirk (Senior Practice Development Officer, Department for Child Protection and Family Support)

1. Welcome, introduction and apologies

2. Volunteer to take minutes

Sally Kirk.

3. Approval of minutes of meeting 16 September 2014.

Accepted as presented.

4. Business arising from the minutes

Queensland's My Community Directory may be a resource we could use/learn from. Karin MacArthur has made attempts to contact the person responsible but has not yet been able to do so.

5. Development of Action Plan- identification of tasks to be undertaken

Discussion around what needs to be done, by whom, times frames and measures of success/completion.

Development of community profiles

- The three draft reports already provided by Cockburn, Fremantle and Melville LGA's provide comparable data and information headings.
- Robert Shaw will seek and provide information if available on what data schools have on where young people go in the three months after leaving school.
- An agreement to move the summary information currently at the end of each community profile report to the front of the documents as executive summaries. Karin MacArthur to complete this task.
- Before developing further profiles, the group needs to check if the data included in the reports is useful to the others working groups and broader SWMPF membership.
- An acknowledgement by the working group of the huge amount of work done by Kellie Bennett, Chloe Lawrence and Jane Brinsden in completing the profiles.
- Discussion around the issues of work involved in developing community profiles for each suburb in the three local government authority areas. Given the limited capacity of the group, it agreed that any profiles developed had to serve a clear purpose, namely to assist service providers to identify service gaps. For that reason the development of future profiles would be prioritized according the level of need in each suburb.

Actions:

- Megan Milligan will provide SEIFA data for the 3 LGAs to assist the group to prioritise the profiles to be developed.
- Karin to move profile summaries to the front of the document and seek feedback on the usefulness of the profiles from the SWMPF Leadership Group and the three other working groups.

Information for residents:

- Discussion around the need to increase awareness of services available and understanding of how to access them.

- A starting point is the listing of service links on the SWMPF website. This provides easy-to-access information on all available services in one central location. (Thanks to Sharron Ryan and Jane Brinsden who led the SWMPF working group on this.)
- The issue is promoting awareness of the services directory.
- A way to make the directory more useful would be to link it to Google maps so a person could identify services nearby, then press a button to establish transport routes/times - walk/bus/drive/ride accessibility. Karin MacArthur will obtain information about platform of host site, Robert Shaw will consider options to include additional features.
- Need to promote awareness of directory. Each working party member will log on to site and make sure their agency information / link is up to date? Do they think site ready to go? Is there anything else that needs to be added/ missing? Is there any incorrect information?
- Possibility of each of the Local Gov't Authorities adding links to directory on their council websites.
- Consider information campaign including printed cards.

Actions:

- All working group members to review the services directory at www.swmpf.org.au and advise any feedback/suggestions at the next meeting on the directory and possible next steps.
- Karin to advise Robert of platform used to develop the services directory so he can explore opportunities to build on the directory, eg inclusion of Google map.

Mapping of existing services to identify duplication or gaps in services:

- Existing LGA profiles include some data of this topic. Need to fully identify existing services in LGA's, the physical location, their outreach capability and funding to provide what service. Kellie has an analysis of data collected at the Willagee Community Centre of the requests for services and referrals made and will send that through to the working group.
- Need to consider available services from the point of view of consumer accessibility. Reach of services.

Action:

- Kellie to distribute to all working group members a copy of the service request and referral headings used in Willagee.

Other

- Action plan to include additional task re development of a strategy to respond to feedback the group receives from residents re service gaps and related issues.

- Additional tasks may need to be added to the action plan over time.

6. Finalisation of community profile headings

- Refer item 5.

7. Next meeting – date and venue

Thursday 20 November 2014 9:30am – 11:30am

Willagee Community Centre

8. Any other business

- Karin apologized for the delay in drafting Working group's Terms of Reference and hoped to get these done in time for the next meeting.

Approved outcomes

- All human services in the three LGAs are identified in one location, together with any gaps and duplications
- Social profiles are developed for all communities within the three LGAs
- Demographics and human service statistics for all three LGAs are easily and publically accessible in one location
- Consumers demonstrate increased understanding of human services available in the region

Proposed indicators



- Residents report increased accessibility of information relating to human services available in their community (qualitative)
- Service providers report increased awareness of human services offered in the region (qualitative)
- Increase in number of community profiles providing comparable data across the 3 LGAs (quantitative)
- Service providers report increased accessibility of information relating to services offered in the region, including duplications and gaps (qualitative)

Working Draft Action Plan Template

Outcomes	Action	Task	Timeframe	Responsibility	Indicator
Social profiles are developed for all communities within the 3 LGAs	Development/Community Profiles	<ul style="list-style-type: none"> - Establish working template for LGA hotspots - Create community profiles for all suburbs in 3 LGAs 	TBC	Cockburn Fremantle Melville LGA representatives	Increase in number of community profiles providing comparable data across the 3 LGAs (qualitative)
Consumers demonstrate increased understanding of human services available in the region	Information for residents (awareness of services)				Residents report increased accessibility of information relating to human service available in their community (qualitative)
	Mapping of existing services				
	Resident feedback on service gaps				