Minutes

Meeting of the SWMPF Social Planning Working Group
9.30am – 11.30am, 18 December 2014
South Metropolitan Population Health Unit
7, Pakenham Street, Fremantle

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

Participants: Jane Brinsden (Librarian, Fre-info community information service, City of Fremantle); Megan Milligan (Senior Health Promotion Coordinator, South Metropolitan Population Health Unit); Jennifer Snell (Manager, Supported Accommodation Services, UnitingCare West); Nadine Hicks (Manager, Corporate Services, St Patrick's Community Support Service); Angela Zeck (local resident); Robert Shaw (Skills for Education and Employment Administrator, SMYL Community Services); Chloe Lawrence (Community Development Officer, City of Cockburn); Harinder Grewal (proxy for Kellie Bennett, City of Melville); Karin MacArthur (SWMPF Community Partnership Broker)

Apologies:
Sally Kirk (Senior Practice Development Officer, Department for Child Protection and Family Support); Kellie Bennett (Community Development Coordinator, City of Melville); Damien Connolly (Provider Support – Aged Care, Fremantle Medicare Local), Michael Bosley-Smith

1. **Welcome, introduction and apologies**
   Jennifer welcomed Harinder Grewal from the City of Melville, who attended the meeting as proxy for Kellie Bennett, who is on leave.

   Michael Bosley-Smith, Manager Research and Evaluation, Department for Local Government and Communities, had accepted the invitation to attend this meeting but was prevented from doing so at the last minute.

2. **Volunteer to take minutes**
   Jennifer Snell – UnitingCare West

3. **Approval of (amended) minutes of meeting 20 November 2014**
   The minutes were approved without change.

4. Business arising from the minutes, including update from Michael Bosley-Smith (Department of Local Government and Communities)
  - Chloe advised that the 145 unoccupied houses in South Lakes equates to approximately 5% of the suburb, which is considered to be a "normal" vacancy rate.
- No information yet received from Michael Bosley-Smith regarding the vacant houses project in Melbourne nor from Mel Croke regarding state housing occupancy rates in the 3 LGAs.
- Karin raised some concerns in relation to the revised wording that had been suggested at the last meeting for the SWMPF social planning project outcomes (to be included in the Terms of Reference). The group agreed that further work was required on the wording to prevent any possible misunderstandings.

  Actions:
  - Karin to follow up with Michael and Mel regarding outstanding information for the community profiles.
  - Karin to send all members updated working group Terms of Reference, including revised wording of project outcomes, where applicable.

Update from Michael Bosley-Smith
- Karin reported the welcome advice she had received from Michael (by email) that the Department of Local Government and Communities is willing to support our mapping and gapping project by collating the service data provided by the working group and presenting it as a map. Further discussion will then be needed in relation to the gaps assessment. The DLGC will be doing similar work and may be able to assist in some cases (e.g., gathering administrative data from agencies).

  Considerable discussion then ensued as to the service data that would be required. It was noted that the discussions at the previous meeting had been more around the possibility of the mapping and working together rather than how the mapping would be used and what we needed to do to progress the project, which was now our focus.

  It was observed that there are two distinct levels to this project:
      (1) Service mapping to reveal possible duplications and gaps
      (2) To provide service information for end users (clients).

The working group agreed that in order to get the mapping and gapping initiative started, we would commence by providing Michael with the following 4 fields only:
  1. Category
  2. Organisation name
  3. Street address
  4. Coverage

The group agreed that the online services directory would provide the basis for the categories to be used. Jane would coordinate with the other 2 LGA representatives to agree the final list of categories to be given to Michael.

In order to progress this initiative, it was agreed that Jane and Robert would meet with Michael before the next working group meeting to ensure he was comfortable with the proposed approach.

The group recognised that the reach of the service would not be demonstrated by this mapping; however, service accessibility would be the focus of the next stage of this initiative, which would be concerned with identifying service gaps.

Actions
- Jane to liaise with other two LGAs to agree the proposed categories for the mapping project, using the SWMPF directory's categories as a starting point.
- A meeting to be organized ASAP between Jane, Robert and Michael so that he can commence the service mapping. .

5. SWMPF Leadership Group workshop on social planning project – feedback
Karin provided feedback from the SWMPF Leadership Group's workshop, which made a series of recommendations in relation to the SWMPF online directory and the mapping and gapping exercise. This feedback was provided to members before the meeting.

The meeting discussed this feedback, which informed the decision taken around the mapping and gapping initiative (refer item 4) and promoting the online services directory (item 6).

6. **Raising residents' awareness of available services – members' feedback and suggestions re SWMPF online directory**

It was agreed that there is still a lot to do before engaging with the residents of the identified communities. The point was made that the SWMPF online directory is built on links rather than actual data, so printing from the site would only give links not actual service information. (This approach was taken to enable all updates to be undertaken automatically at source.)

The group agreed that the online directory provides a valuable source of information and that service providers should be encouraged to use it – both for themselves and their clients. Clients who don't/can't access it themselves could be provided with print outs of the information they are seeking.

The group agreed a card or brochure should be developed to promote the directory. This would provide a contact number to call for assistance in accessing the directory. It was agreed the LGAs would be the best contacts.

Actions
- Karin to draft communication plan to promote the SWMPF directory, including a draft card/brochure.
- Chloe to e-mail Karin the changes required to the online service directory in relation to the City of Cockburn's links.

7. **Finalization of action plan**
   The actions agreed at this meeting to be included in the draft action plan, as appropriate.

8. **Next meeting – date and venue**
   There is no meeting in January.
   Next meeting is Thursday 19 February, 9:30 – 11:30am, at the City of Cockburn.

9. **Any other business**
   - Karin advised the group that she has been in discussions in recent weeks with Kieran Wong (CODA), who is on the Future Freo committee and is keen to support the work of the Social Planning working group if at all possible. Karin has provided Kieran with a detailed briefing of the group's work and the potential research areas where the committee's research resources would be greatly welcomed.   Karin will advise the working group as soon as feedback received.
   - Many thanks to Megan and the South Metropolitan Population Health Unit for hosting our meeting.

     Meeting closed 11:35 am.

Draft Social Planning Working Group Action Plan (as at 18 December 2014)

Outcomes	Action	Task	Timeframe	Responsibility	Indicator
Information re all human services in the three LGAs is easily and publically accessible in one location, together with any gaps and duplications	Mapping of existing services Resident feedback on service gaps Proposed response to service gaps	All human services in the three LGAs are identified in one location, together with any gaps and duplications LGA reps to agree categories for mapping exercise. Meet with Michael Bosley-Smith (DLGC) with suggested categories and proposed fields for mapping.	Before meeting with Michael Before Feb working group meeting	Jane (who will liaise with other 2 LGAs) Karin to set up meeting January/early Feb 2015; Jane and Robert to attend.	Service providers report increased accessibility of information relating to services offered in the region, including duplications and gaps (qualitative) Residents report increased accessibility of information relating to human services available in their community (qualitative)
Social profiles are developed for target communities within the 3 LGAs	Development/ Community Profiles	- Establish working template for LGA hotspots - Create community profiles for target suburbs in 3 LGAs	Completed	Cockburn Fremantle Melville LGA representatives Karin to follow up outstanding stats	Development of community profiles providing comparable data across the 3 LGAs (qualitative)

Demographic and human service statistics for all three LGAs are accessible in one location	Maintain SWMPF online listing of service directories +++	Develop draft communications plan to promote the directory Identify contact people in each of the 3 LGAs for residents without access to computer and/or internet	For working group meeting in February	Karin	Service providers report increased awareness of human services offered in the region (qualitative) Residents report increased accessibility of information relating to human service available in their community (qualitative)
Consumers demonstrate increased understanding of human services available in the region	Information for residents – in terms both of availability and accessibility (of language)				Residents report increased accessibility of information relating to human service available in their community (qualitative)