

Minutes

Meeting of the SWMPF Working Group on Coordination of Wrap-Around Services for Individuals with Multiple Needs

**9.00am – 11.0am, Friday 19 December 2014
Cockburn Integrated Health
11 Wentworth Parade, Success**

Acting Chair: Karin Mac Arthur (SWMPF)

Participants: Olwyn Craske (Ruah Inreach), Ann McKay (Department for Child Protection and Family Support), Brent Lippiatt (Department of Social Services), Paul Loseby (HeadSpace), Megan Richards (Uniting Care West), Ann Atkinson (Strong Families), Jennie Gray (Anglicare), Paul Hogan (City of Cockburn), Tracy Foulds (Headwest), Clory Carrello (Cockburn Integrated Health)

Apologies: David Cain (Uniting Care West), Antonella Segre (Connect Groups), Traci Cascioli (St Patrick's Community Support Centre), Deborah Whiteside (Department of Housing), Sally-Anne Pearson (Disability Services Commission), Nicole Smith (Department of Corrective Services), Brendan Clarke (Alma Street), Barry Dowsett (Department of Education)

1. Welcome, introductions and apologies

Karin welcomed Paul Loseby, Manager of HeadSpace, to the working group.

2. Volunteer to take the minutes

Paul Hogan

3. Approval of minutes of meeting 28 November 2014

The minutes were approved without change.

4. Business arising from the minutes

- Ann McKay reported back to the working group on the feedback she had received on our query as to how the DGs involved in the Young People with Exceptionally Complex Needs deal with confidentiality issues. The advice received is that because the YPECN program has an information sharing agreement between the relevant agencies, the issue of client confidentiality seldom arises. For the sharing of written and highly confidential

information, the usual protocols of obtaining the consent of the guardian are followed.

- Karin advised she had held off on sending out the Shared Consent Form and Collaboration and Information Sharing Agreement until the working group had the opportunity to discuss a recommendation from the SWMPF Leadership Group that the accompanying letter include the offer of training to implement these tools (refer item 7).

5. Guidelines for complex cases to be submitted to SWMPF Think Tank for problem-solving

The working group discussed the guidelines drafted by Barry Dowsett. Members considered that the 4Ps framework placed too much emphasis on the individual and their clinical diagnosis, and exceed the scope of the SWMPF Think Tank, which is concerned with overcoming barriers to the coordination of wrap-around services.

The working group recommended instead that the submission form should include:

- Referring agency name
- Agencies involved?
- Why the agencies are seeking SWMPF advice (ie have they exhausted all other options)?
- Issue?
- What is working well?
- What are your current concerns?
- What are the complicating factors?
- What is the outcome sought?

Action:

- Tracy, Brent and Karin to re-draft guidelines for the working group's consideration and approval at its next meeting.

6. Update re directory of inter-agency groups

Karin advised that she is still awaiting responses from the inter-agency groups contacted for written responses to the group's questions. She anticipates that this is likely to be a rather protracted process.

Action:

- Karin to continue pulling together the information required for the directory.

7. Feedback from SWMPF Leadership Group on CWS project

Recent meetings of the SWMPF Leadership Group have included workshops to discuss each of the SWMPF four projects. The Coordination of Wrap-Around Services project was the subject of discussion at the Leadership Group's meeting on 5 December.

This made a number of suggestions for the working group's consideration, notably:

- To provide training to promote the idea of informed consent and release of information. Also to promote the benefits of collaborative working and support organisations wishing to use the tools developed by the working group (Shared Consent Form and Collaboration and Information Sharing Agreement). It was proposed that this training could begin by holding a session with the Collaborative Practice in Action group, which provides training sessions/professional development workshops to share information and latest thinking, primarily on mental health and child protection, but also other issues of common concern.
- To support clients, in an appropriate environment, to become actively involved in identifying their needs and developing the appropriate interventions.
- To highlight the need for and importance of client advocates in achieving positive outcomes (such as the advocacy role played by Ann Atkinson on behalf of her Strong Families' clients)
- To provide training within service organisations, especially of front-line staff.
- To draw on and raise awareness of examples of successful collaboration, including the Family Support Networks.

The working group discussed the feedback from the Leadership Group and decided:

- We should proceed as planned to send out the Shared Consent Form and Collaboration and Information Sharing Agreement in the first week of January. However, this should be accompanied by:
 - Links on the SWMPF website to useful resources, such as the privacy legislation.
 - Include greater stress in the letter about the importance of collaborative working.
 - Include in the letter (and website) the names of the working group members who will serve as the 'champions' of collaborative working.

Actions:

- Olwyn to provide Karin with suggested prompts and links to go on the SWMPF website
- Karin to revise letter in accordance with above suggestions.

8. Tools to support inter-agency groups' work following meeting with chairs

The working group discussed the advice provided by the inter-agency group chairs at the last meeting as to how the SWMPF could add value to their work, notably:

- Sharing the elements of success – ie best practice - among all the different inter-agency groups in the region (and funding bodies, as appropriate).
- Working to address the identified barriers to service coordination.
- Using the influence of the SWMPF to advocate for changes to address systemic issues, drawing on the evidence provided by the inter-agency groups (among others).
- Promoting the achievements of the different inter-agency groups.
- Raising awareness of the different inter-agency groups operating in the region.
- Highlighting any duplications between the inter-agency groups, as applicable.

In relation to information sharing, which has been identified as the major barrier to service coordination, the working group noted that this less of an issue where children are concerned given the provisions provided for in the legislation (Section 23).

As regards the issue of information sharing between government agencies and non-government agencies (raised by Russ Eldean in relation to the Young Offender Management Group), Megan clarified that this does not apply to all information sharing, but only when legal offences are involved.

Several members stated that Health professionals and agencies often do not share information – even where the client has provided written consent. Service providers sometimes need to issue FOI applications to obtain information, which can lead to excessive waiting times for support. Further, agencies can be forced to commence a service without knowing if the client is eligible for funding.

The working group agreed that the particular issues arising in the health sector needed to be addressed separately by the group at a future meeting.

The working group agreed that the inter-agency representatives who attended our last meeting had effectively provided us with the mandate to support inter-agency groups in these areas; however, the concern was how best to engage with and support these groups, who are all time poor and reluctant to participate in further meetings.

The working group agreed that it would be best to schedule a workshop, for inter-agency groups only, with a significant lead time – for example, July 2015. The groups would all be asked to hold their meetings on that day and then join in the workshop.

The workshop would also provide a timely opportunity to launch the Directory of inter-agency groups.

The purpose of the workshop would be to bring everyone together to discuss collaborative working and the tools the working group could develop to support them (eg best practice manual).

Before organizing this workshop, it was agreed that we should first ensure there would be interest in such an event.

Actions:

- The issue of information sharing in the health sector to be set as an agenda item for the next meeting. Karin to liaise with Clory and Paul Loseby to develop a framework for this discussion.
- Karin to contact inter-agency groups to gauge interest in proposed inter-agency workshop.
- Karin to liaise with Ann Atkinson to develop proposed format for the workshop.

9. Methodology for measuring project impact

Karin sought the working group's permission to review the project outcomes. Her request followed further consideration of these outcomes at a conference she recently attended in Sydney, organized by the Centre for Social Impact UNSW. Her concern is to ensure that the working group should not be charged with delivering outcomes that are outside its direct field of influence (as is currently the case in relation to improved client outcomes). Instead, the project outcomes must relate directly to the work of the group in facilitating service providers to work more collaboratively and improve outcomes for clients.

The working group endorsed this approach.

Action:

- Karin to develop revised outcomes for the working group's consideration.

10. Any other business

- Karin advised that Biz-Lynx, the SWMPF website developer, is preparing a quotation for the development of the working group's closed discussion forum. The quote has been promised for first week of January.
- Brent queried the impact of the local government reforms on the SWMPF, which are due to take effect from 1 July 2015. Karin advised that the geographical scope of the SWMPF would remain unchanged until the end of the current project (scheduled June 2016).

11. Next meeting

The next meeting will be held at 9am on Friday 23 January at Headwest, Canning Highway, Melville.