

## Minutes

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

10.30am – 12.30pm, Friday 19 September 2014  
Board Room, Fremantle MedicareLocal  
Level 3, 22 Queen Street, Fremantle

**Chair:** David Cain (Uniting Care West)

**Participants:** Karin MacArthur (SWMPF), Traci Cascioli (St Patrick's Community Support Centre), Brent Lippiatt (Department of Social Services), Nicole Smith (Department of Corrective Services), Jennie Gray (Anglicare), Barry Dowsett (Department of Education), Olwyn Craske (Ruah Inreach), Anzonella Segre (Connectgroups)

**Apologies:** Megan Richards (Uniting Care West), Bridget Harvey (Medicare Local), Deborah Whiteside (Department of Housing), Sally Ann Pearson (Disability Services Commission), Ann McKay (Department for Child Protection and Family Support), Paul Hogan (City of Cockburn), Ann Atkinson

- 1. Appointment of minute taker for the meeting:** Jennie Gray
- 2. Welcome, introductions and apologies**
- 3. Approval of the minutes of meeting 22 August 2014**  
Approved without change.  
Some clarifications from Karin: there are no MoU's in place at the practice level that the SWMPF Working Group is exploring and this is the purpose of the draft partnership agreement.
- 4. Business arising from the minutes of 22 August 2014**  
Included on agenda

**Action:** SWMPF Think Tank delayed for review until next meeting, given full agenda today. Clarification that purpose of the trial among the working

group members is to refine the model to ensure any issues are addressed before the think tank becomes operational at SWMPF level.

#### 5. Finalisation and approval of shared consent form and information sharing document

Megan circulated the final draft, which incorporated feedback from members.

**Action:** Amend title of information document to 'Collaboration and Information Sharing Agreement'

**Action:** Final drafts of both documents to be sent to Leadership Group for review and approval before seeking client feedback and subsequent implementation

#### 6. Update on members interviews with interagency groups:

Karin recalled that the purpose of the working group was two-fold: 1) to build the capacity of and add value to the existing inter-agency groups seeking to coordinate service provision and 2) establish a 'think tank' to problem-solve cases referred to the SWMPF where agencies have exhausted all other options.

As a critical first step in supporting inter-agency groups, the working group members would interview the inter-agency groups and ask them the series of questions agreed at an earlier meeting, notably:

1) **What are the elements of success?**

2) **What are the barriers to collaborative working?**

3) **How can we (SWMPF working group) add value?**

It was also agreed that the working group would take advantage of these interviews to promote the online directory of services on the SWMPF website by asking:

4) **Are you (interagency group being interviewed) aware of the SWMPF directory of services? Please can you check that your details are up to date.**

- Olwyn gave feedback from the Child Protection and Family Services and Mental Health Network Group and is meeting with the SuMMAT group
- Traci is following up PIR Network
- Nicole interviewed Strong Families Managers group

**Action:** Karin will compile this feedback and others can send feedback already gathered directly to Karin

Discussion around need to distinguish between the purpose (eg, operational, strategic) of different interagency groups.

**Action:** Add new first question inviting interagency groups to describe their purpose themselves so that SWMPF Working Group can develop categories

**Action:** Karin will return to original interagency group list and distribute to members for updating. Proposal to nominate members to establish links with groups where none currently exist

**Action:** Proposal to invite interagency reps to November SWMPF Working Group meeting for joint 45 minute consultation. Will finalise invitees at October meeting

## 7. Where to from here – action plan

Karin gave overview of working group’s mandate, including broad purpose to support other interagency groups (refer item 6).

## 8. Establishment of client reference group

Extension of discussion above and need for SWMPF Working Group to ‘walk the talk’ in terms of ensuring working group planning is informed by client involvement and consultation. Discussed the possibility of establishing a client reference group, and the concurrent need to first develop a clear framework around expectations and support of members in particular, as well as guidelines and remuneration etc. Identified alternative mechanisms to consult clients including tapping into existing reference groups and also getting feedback via a one-on-one basis.

**Action:** Will keep this as an agenda item for ongoing discussions and consideration of client consultation options. Karin to see whether it may be possible – and appropriate – to link into Alma Street’s Consumer Advisory Group.

## 9. Proposed project measurement indicators

Reviewed outcomes and indicators document and suggested adding intermediary operational measures to make these more meaningful and also able to be tracked in the medium as well as long term.

**Action:** All to send suggested intermediate indicators to Karin for compilation. Karin will also review other working group indicators and possibly amend to ensure consistency in measurements between the groups.

## 10. Any other business

None raised

## 11. Next meeting

9-11am on Friday 24<sup>th</sup> October 2014 at St Pats, Fremantle.