

Minutes

**Meeting of the SWMPF Social Planning Working Group
9.30am – 11.00am, 20 November 2014
Willagee Community Centre**

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); Kellie Bennett (Community Development Coordinator, City of Melville); Jennifer Snell (Manager, Supported Accommodation Services, UnitingCare West); Nadine Hicks (Manager, Corporate Services, St Patrick's Community Support Service)

Guest: Michael Bosley-Smith (Manager Research and Evaluation, Department for Local Government and Communities)

Apologies:

Sally Kirk (Senior Practice Development Officer, Department for Child Protection and Family Support); Mel Croke (Regional Manager, Department of Housing); Angela Zeck (local resident); Damien Connolly (Provider Support – Aged Care, Fremantle MedicareLocal); Robert Shaw (Skills for Education and Employment Administrator, SMYL Community Services); Chloe Lawrence (Community Development Officer, City of Cockburn); Karin MacArthur (SWMPF Community Partnership Broker)

Welcome to guest, Michael Bosley-Smith

1. Volunteer to take minutes

Kellie Bennett (Community Development Coordinator, City of Melville)

2. Approval of minutes of meeting 16 October 2014.

Accepted with the following amendment: *meeting included discussion around adding an additional stage to the Draft Action Plan Template, "Response to identified gaps in service delivery".* The group agreed, however, that the Social Planning Working Group would not be the decision makers on how to address gaps.

3. Business arising from the minutes

- Megan Milligan was thanked for sending SEIFA data.
- Robert Shaw has obtained a detailed proposal from our SWMPF web hosts (Biz-Lynx) to build on the SWMPF online directory to create an online mapping platform (initial costing \$1600). Key features:

- i) What services are available, who is eligible to receive service, where services are located, what is the service reach/ or outreach, if a potential service user has to travel to the service delivery site what transport options are available (walking, driving and/ or public transport).
- ii) Search by service type, service target group, service location. Through the use of Google maps plus graphical service boundary overlays mapping could potentially reveal service gaps, service duplications, how to get there directions point A to Point B, as generated in Google maps, could reveal real world service access feasibility – from the service user’s home address.
 - Click on this link to see a demo of the proposed concept (kindly prepared by Robert) <http://robshaw.wix.com/swmpf-directory>
 - Further discussion on mapping at item 5.

4. SWMPF feedback on community profiles – proposed next steps

- The group thanked those who gave feedback on profiles (members of the SWMPF Leadership Group and other working groups).
- Vacant houses –Maria McAtackney, Nyoongar Patrol, asked why there were 145 unoccupied houses in South Lake. Group to ask Chloe how these are identified. The group discussed the possibility of using these properties for temporary homeless accommodation. Michael Bosley-Smith noted that the City of Melbourne was able to identify unoccupied houses through water usage data, and that owners of unoccupied houses were approached for short term use of homes. Michael offered to send through the report on this project. The group agreed to request information from the Department for Housing on occupancy rates.
- Feedback indicates the need now to move on to mapping services. Further discussion at item 5.

Actions:

- Chloe Lawrence asked to provide any further information that is available on the status of vacant houses in South Lake, and how they are identified.
- Michael Bosley-Smith to send information to the group on vacant houses project in Melbourne.
- Mel Croke asked to provide information on occupancy rates for state housing in 3 LGA's.

5. Service Mapping

Michael Bosley-Smith presented information he is working on at DLGC on mapping services through an online mapping platform. Michael is investigating linking service locations with social data. Plans for breaking information down into:

- a. Directory level (services)
- b. Target populations (demographic indicators)
- c. Community conditions (factors that impact or are impacted by vulnerability such as crime, wellbeing, access)

The project would begin with a and b.

Michael noted 'Community Indicators Victoria' as a leader in mapping social progress. <http://www.communityindicators.net.au/>

The group identified a number of synergies between Michael's work and that of the Social Planning Working Group, and the possibility of a mutually beneficial collaboration. The group discussed the minimum information needed for the service delivery information to be both useful and achievable, and considered;

- the physical location,
- the catchment area covered (by suburb, LGA for example)
- the target demographic or issue (eg, youth, legal, seniors etc)

The group discussed timeline on the mapping exercise. As the project has an end date of June 2016, mapping would need to be completed by June 2015 to allow time to analyse and respond to service area gaps.

Actions:

- Michael Bosley-Smith to liaise with his Managers regarding a collaboration to create an online mapping platform that would include social data and service delivery as a first step
- Jennifer Valesini to liaise with Karin MacArthur regarding suitability of the proposed collaboration and steps to moving forward.

6. Raising residents' awareness of available services – members' feedback and suggestions re SWMPF online directory, including technical enhancements

This item was deferred to the next meeting

7. Working Group Terms of Reference

Karin was thanked for preparing draft Terms of Reference. The following changes were requested:

- a. Page 4

Purpose of the Social Planning Working Group

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

- *All human services in the three local government areas (Cockburn, Fremantle and Melville) are identified in one location, together with any gaps and duplications.*
- *Social profiles are developed for **all target** communities within the three local government areas.*
- *Demographic and human service statistics for all three local government areas **are easily and publically** accessible in one location.*
- *Consumers demonstrate increased understanding of human services available in the region.*

- b. Quorum – clarity of number that represents 50%

8. Next meeting – date and venue

Thursday 18 December 2014 9:30am – 11:30am

South Metro Population Health Unit, Pakenham St, Fremantle (upstairs Centrelink)

Draft Social Planning Working Group Action Plan (as at 2 December 2014)

Outcomes	Action	Task	Timeframe	Responsibility	Indicator
All human services in the three LGAs are identified in one location, together with any gaps and duplications	<p>Mapping of existing services</p> <p>Resident feedback on service gaps</p> <p>Proposed response to service gaps</p>	All human services in the three LGAs are identified in one location, together with any gaps and duplications			<p>Service providers report increased accessibility of information relating to services offered in the region, including duplications and gaps (qualitative)</p> <p>Residents report increased accessibility of information relating to human services available in their community (qualitative)</p>
Social profiles are developed for target communities within the 3 LGAs	Development/Community Profiles	<ul style="list-style-type: none"> - Establish working template for LGA hotspots - Create community profiles for target suburbs in 3 LGAs 	TBC	Cockburn Fremantle Melville LGA representatives	Development of community profiles providing comparable data across the 3 LGAs (qualitative)

<p>Demographic and human service statistics for all three LGAs are easily and publically accessible in one location</p>	<p>Maintain SWMPF online listing of service directories +++</p>				<p>Service providers report increased awareness of human services offered in the region (qualitative)</p> <p>Residents report increased accessibility of information relating to human service available in their community (qualitative)</p>
<p>Consumers demonstrate increased understanding of human services available in the region</p>	<p>Information for residents – in terms both of availability and accessibility (of language)</p>				<p>Residents report increased accessibility of information relating to human service available in their community (qualitative)</p>