Minutes

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

**9.00am – 11.0am, Friday 23 January 2015
Headwest
645 Canning Highway, Alfred Cove**

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), Ann Atkinson (Strong Families), Paul Hogan (City of Cockburn), Tracy Foulds (Headwest), Clory Carrello (Cockburn Integrated Health), Deborah Whiteside (Department of Housing), Nicole Smith (Department of Corrective Services), Barry Dowsett (Department of Education), Antonella Segre (Connect Groups)

Apologies: David Cain (UnitingCare West), Traci Cascioli (St Patrick's Community Support Centre), Jennie Gray (Anglicare), Sally-Anne Pearson (Disability Services Commission)

1. **Welcome, introductions and apologies**
   Brendan Clarke has written to advise he is obliged to withdraw from the working group following the recent restructure at Alma Street.

2. **Volunteer to take the minutes**
   Ann McKay

3. **Approval of minutes of meeting 19 December 2014**
   The minutes were approved without change.

4. **Business arising from the minutes**
   The Shared Consent Form and Collaboration and Information Sharing Partnership Agreement were sent out last week. Karin had amended the accompanying letter from David in accordance with the group's discussion at our last meeting. This included adding the names of all the working group members, whom organisations can contact for further information and who

can be the "champions of collaborative working". All queries can be referred to Karin if unsure.

The tools have been sent to the SWMPF Leadership Group as well as WACOSS, NDS and WAMH. The former two peak bodies have confirmed they have distributed the material to their members.

Karin has also sent the tools to the Cockburn, Melville and Fremantle Youth Forum, requesting to trial them among a group of youth agencies. No response received yet.

Dylan Smith from the Fremantle Foundation has emailed to congratulate the working group on the initiative.

Although the remit of the SWMPF is confined to the three Local Government Areas, the working group agreed the tools could be used more broadly. It further noted that many organisations belonging to the SWMPF offer statewide services and would be using the tools across their organisations. The working group agreed that the evaluation of the tools would be scoped around services in Cockburn, Fremantle and Melville only.

Any organisations using these tools are asked to let the working group know so that we can send them an evaluation survey in due course. Tracy advised Headwest's Advocates will be using the Shared Consent Form and Paul said that the City of Cockburn's Family Services would also be doing so. Olwyn believed the form was better than the one currently used by Ruah In-Reach and that they would likely be using it in due course. St Pat's would also be replacing its current Shared Consent Form with this one.

It is understood that NGOs are most likely to use the tools, as government agencies tend to have MoUs or other arrangements in place around information sharing.

The working group discussed other resources that could be uploaded to the SWMPF website to assist services in the practical implementation of the tools. Olwyn proposed the following:
- Link to privacy legislation (with reference to the specific section dealing with information sharing).
- Recommendation that service providers review their own organisation's current practices in regard to collaboration and information sharing, if unfamiliar with these and /or if in need of update.
- Links to relevant websites.
- Summary of outcomes that demonstrate what can be achieved through good interagency collaboration.
- Advice on any training that may be available.
- Names of champions that can be contacted (from the working group).

South West Metropolitan Partnership Forum

Not-for-profit organisations

Government (local, State and Commonwealth)

Business

Community

Philanthropy

- Link to protocols/ models to ensure interagency meetings keep clients' voice front and centre of discussion, e.g. Strong Families.
- Link to email protocols for ensuring good communication, e.g. copying everyone, using initial or first name of client only in emails etc.

Tracy also suggested that there were resources published by the Office of the Public Advocate around 'Information and Decision Making for Adults' that would be helpful.

Actions:
- Karin to follow up on the suggestions proposed for the SWMPF webpage to support the implementation of the Shared Consent Form and Collaboration and Information Sharing Agreement.
- Tracy to obtain any relevant resources from OPA for posting on SWMPF website.
- All working group members to advise Karin of any organisations they know to be using the tools so that we can follow up with an evaluation survey.
- All working group members to let Karin know if they see any useful resources that could be uploaded to the website to assist people in implementing the tools.

5. **Guidelines for complex cases to be submitted to SWMPF Think Tank for problem-solving**
   The working group discussed the information that would be required of organisations referring a complex case to the SWMPF Think Tank, building on the headings discussed at the last meeting, notably:
   o Referring agency name
   o Agencies involved?
   o Why the agencies are seeking SWMPF advice (ie have they exhausted all other options)?
   o Issue?
   o What is working well?
   o What are your current concerns?
   o What are the complicating factors?
   o What is the outcome sought?

   It was agreed that the language used must be as clear as possible and communicate the purpose of the Think Tank. For example, the reference to "complicating factors" might lead organisations to infer that the Think Tank will be concerned with diagnostic work (whereas the Think Tank will be concerned only with addressing systemic barriers to the coordination of services for individuals with multiple and complex needs). Similarly, rather than ask what the referring agency's concerns are, the question might simply ask, "what is not working well?"

The working group agreed that the headings needed to be reworked, with examples given below each heading of the type of information being sought.

The working group further agreed that referring organisations should have the option to refer issues arising from a group of clients as well as individual client issues.

The working group noted that the referral/submission form headings could not be discussed in isolation of the processes surrounding the Think Tank as a whole; that is, the process for making referrals to the Think Tank, establishing the membership of the Think Tank, frequency of meetings, considering a referral, providing feedback, and so on. All this information should be included in the guidelines accompanying the referral /submission form.

The guidelines will require referring agencies to demonstrate that they have followed best practice in relation to client participation in the assessment and decision-making process; also that the agency has exhausted all other options before referring to the Think Tank.

The working group agreed that the guidelines must also seek to manage expectations as to the Think Tank's ability to deliver an immediate outcome on behalf of the referring agency's client/s. This because the best outcome for some referring agencies might simply be the opportunity to air their concerns. However, these concerns will be recorded and, where appropriate, drawn upon to inform any advocacy work undertaken by the SWMPF to break down barriers to service coordination.

Action:
- Barry and Karin to draft guidelines for the SWMPF Think Tank, reflecting the working group's discussion. These will be the subject of consideration at the next meeting.

6. **Barriers to information sharing and service coordination in the health sector**
   Paul and Clory kicked off this discussion, which was concerned with the particular barriers being faced in the health sector.

   It was acknowledged that, notwithstanding the specific privacy guidelines in the health sector and attendant cultural issues around information sharing, many challenges arise simply because staff are incredibly stretched.

   The working group discussed practical ways it might be able to assist in facilitating information sharing and service coordination in the health sector. These include:

- Facilitating the standardization of discharge forms.
- Increasing awareness re client ownership and control of their personal information.
- Identifying ways to support the implementation of South Metro Health's approved Care Coordination Framework.
- Exploring barriers to information sharing between government and non-government organisations, building on the work Paul is currently undertaking with Alma Street.
- Supporting staff to overcome barriers by developing some key questions they can ask to debunk the prevailing view that client information cannot be shared (For example: On what authority does the staff member base the advice that the information cannot be shared? Has the staff member sighted the organisation's policy document stating this information cannot be shared?).

As a first step, the working group needs to find out what work may already be under way to address the barriers to information sharing and service coordination in the health sector. Once this has been established, the next meeting of the working group can identify the initiatives it might usefully undertake.

Actions:
- Clory to find out among his contacts why Headwest is having to resort to FOIs to get client information in some instances.
- Clory also to find out what, if anything, is being done to standardize discharge forms across the sector.
- Olwyn to obtain a copy of the Care Coordination Framework and advise what progress is being made in its implementation.
- Paul to report back to the working group, when appropriate, on his work to facilitate information sharing between Headspace and Alma Street.

7. **Update re SWMPF initiatives to support inter-agency groups**
Given the challenges in meeting the demands of all the SWMPF projects in a four-day week, Karin will be delegating the development of the inter-agency group directory and organization of the proposed workshop to Jenni Gordon, who will be working part-time with Karin for eight months starting on 2 February 2015. Jenni's position is being funded through Fremantle MedicareLocal to support the PIR program. However, given the overlap between the PIR program and the SWMPF Coordination of Wrap-Around Services project (as well as the SWMPF Social Planning project), some of Jenni's time will be allocated to supporting these working groups.

Karin and/or Jenni will provide an update to the next working group meeting on the inter-agency working groups' response to our proposed workshop and progress in completing the directory.

8. **Methodology for measuring CWS project impact**
   While the outputs and related indicators for this project remain unchanged, Karin is reviewing the outcomes in order to ensure that these align with the over-arching SWMPF outcomes (provided for in the State Government funding agreement). This work cannot be finalized until the SWMPF program evaluator (Amma Buckley at Curtin University) has completed the overarching outcomes and indicators for the SWMPF program (which incorporates the four projects).

9. **Any other business**
   - Karin advised the closed discussion forum should be operational in the next week. Karin will provide members with login details etc whenever we first need to use this tool.
   - Olwyn advised that Partners In Recovery is seeking referrals and distributed explanatory leaflets to that end.
   - Many thanks to Tracy for hosting our meeting at Headwest.

10. **Next meeting**
    The next meeting will be held at 9.00am on Friday 27 February at the Department for Child Protection and Family Support, 25 Adelaide Street, Fremantle.