

Minutes

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

**9.00am – 11.0am, Friday 24 October 2014
St Patrick’s Community Support Centre
12, Queen Victoria Street, Fremantle**

Acting Chair: Karin MacArthur (SWMPF)

Participants: Traci Cascioli (St Patrick’s Community Support Centre), Brent Lippiatt (Department of Social Services), Barry Dowsett (Department of Education), Olwyn Craske (Ruah Inreach), 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), Tracy Foulds (Headwest)

Apologies: David Cain (Uniting Care West); Megan Richards (Uniting Care West), Nicole Smith (Department of Corrective Services), Ann Atkinson (Strong Families); Jennie Gray (Anglicare), Antonella Segre (Connectgroups)

- 1. Appointment of minute taker for the meeting:** Brent Lippiatt
- 2. Welcome, introductions and apologies**
Karin advised that Bridget Harvey (Medicare Local) has resigned from Fremantle MedicareLocal. The group agreed that Karin should approach MedicareLocal for another representative; also to approach Bridget to see if she would be willing to join on behalf of her new organization. Traci to send Karin contact details for Brendan Clark (Alma Street) who the group agreed would be a valuable addition. Similarly, Olwyn to send Karin contact details for the Integrated Health Centre in Cockburn who would also be valuable contributors to our work.
- 3. Approval of the minutes of meeting 19 September 2014**
Approved without change.

4. Business arising from the minutes of 19 September 2014

- Collaboration & Information Sharing Agreement (Renamed) and Consent Form: – see item 6.
- Add new question about purpose for interagency group: Done.
- Feedback from interagency group interviews: Compiled by Karin and circulated in revised interagency group directory (purpose added).
- Interagency group invitees for November 2014 meeting: see item 10.
- Suggestions for working group intermediate project indicators: feedback received and incorporated by Karin in revised project indicator document – see item 5.
- Establishment of Client Reference Group: Karin has arranged a link to Alma Street’s Consumer Advisory Group – see item 6.

Action:

- Karin to follow up with Nicole regarding feedback for the inter-agency grouping directory following her interview with Strong Families Managers.

5. Revised project indicators

The revised indicators were agreed subject to the following changes:

- Revise wording of “approved outcome” 3 to clarify output expected from the work of the SWMPF Think Tank.
- Under “intermediate outputs” 1 & 2, delete the word ‘framework’ ;
- Under “intermediate outputs” 4, add, ‘including the development of additional support tools, as required’.

The methodology for measuring the indicators was identified as the next step. Karin noted that the NSW Centre for Social Impact had expertise in this area.

Action:

- Karin to make the agreed amendments and develop the methodology to measure the agreed indicators, including through consulting with the NSW Centre for Social Impact.

6. Consumer Advisory Group Input to draft shared consent form and next steps for this form and ‘Collaboration and information sharing document’

The documents have been endorsed by the SWMPF Leadership Group to go to the Consumer Advisory Group of the Alma St Clinic for feedback and then to be trialled among service providers.

Discussion about the marketing of a trial of the forms, settled on circulation by mail, with a guiding covering letter, to SWMPF member organisations and

inter-agency groups to use at their discretion, followed by a subsequent survey about 6 months after distribution.

Action:

- Karin to draft letter to accompany both documents for distribution to SWMPF member organisations. Working group will provide feedback by email out-of-session.

7. SWMPF Think Tank – discussion re schedule to finalise model and trial among SWMPF membership

Discussion about the nature, composition, processes, outcomes and formation of the Think Tank.

The input supported the Think Tank as being an ‘ultimate consultant’ or problem-solver of last resort where an agency supporting a client or clients with multiple and complex needs has exhausted all avenues or intervention of which it is aware.

Paul queried whether it was within the scope of the Think Tank to address systemic issues? The meeting concurred that it was a likely by-product of its deliberations.

The “case study” basis of the Think Tank’s work was confirmed, though the issue of confidentiality / privacy in relation to their use was identified.

Action:

- The working group agreed that for the time being it would retain the role of the Think Tank pending further deliberations about how it could be convened as a separate body.
- Barry to:
 - i) draft guidelines for information to be provided by agencies submitting a case study to the SWMPF Think Tank; and;
 - ii) send the draft to Karin for distribution to working group members for feedback.
- Ann to seek advice about how the Directors-General Complex Needs Group addresses confidentiality issues.

8. Directory of inter-agency grouping - update

The updated directory was discussed as was, the working group’s support to interagency groups and the different foci of interagency groups (e.g. networking, case management, strategic, etc.) The issue of apparent duplication of interagency groups was also raised; however, it was agreed that the group would only be in a position to identify possible duplications once it had received the necessary information from the interagency groups. Karin advised she did not see that it would be the working group’s role to be

making any recommendations about overlaps / mergers amongst various network groups; only to indicate these where applicable.

Traci suggested that the focus of each interagency group's work be added to its directory entry to act as a shorthand way of categorizing the groups (ie networking/information sharing/strategic/case management).

Paul identified that there were no Aboriginal provider interagency groups in the Directory.

Karin made a "call to action" for the working party to produce a comprehensive map of interagency groups.

Action:

- Working group members to keep identifying interagency groups to be added to the Directory.
- Karin to add new column allowing group to indicate whether its focus is on networking, strategic issues and/or case management.

9. Update on members' interviews with inter-agency groupings

Working group members to continue to get on the agenda of their own interagency groups to ask the questionnaire.

10. Proposed working group meeting with key inter-agency grouping representatives (November)

The following interagency groups were identified as invitees to the November meeting:

- Strong Families;
- Cockburn, Melville, Fremantle Youth Forum;
- Interagency Suicide Prevention Group;
- Young Offenders Management Group;
- Domestic Violence Group;
- Fremantle Interagency Homeless Working Group.

Action:

- Karin to identify convenors of 6 selected groups and invite them to our November meeting.

11. Any other business

- Brent distributed copies of an article from Pro-Bono regarding Not for Profits' Mergers and Collaborations.
- Paul asked whether the working group could consider communications other than e-mail. Traci mentioned WACOSS' new Drop-In Platform.
- Traci to provide details of WACOSS' new Drop-In Platform as an easier means for the group to review documents.



12. Next meeting

- Karin to seek advice from working group members (and inter-agency groups) as to whether 21 November would be better than 28 November. Also to reschedule December meeting (currently falls on Boxing Day). Options: 21 or 28 November; 12 or 19 December.