

## Minutes

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

**9.00am – 11.0am, Friday 28 November 2014  
Department of Housing  
42 Queen Street, Fremantle**

**Acting Chair:** Karin MacArthur (SWMPF)

**Participants:** Traci Cascioli (St Patrick's Community Support Centre), Deborah Whiteside (Department of Housing), Sally-Anne Pearson (Disability Services Commission), Megan Richards (Uniting Care West), Nicole Smith (Department of Corrective Services), Ann Atkinson (Strong Families), Jennie Gray (Anglicare), Paul Hogan (City of Cockburn), Tracy Foulds (Headwest), Brendan Clarke (Alma Street), Clory Carrello (Cockburn Integrated Health)

**Guests:** Russ Eldean (Coordinator, Youth Offender Management Inter-Agency Group), Peta Wootton (Chair, Summat), Christine George (Co-chair, Cockburn Fremantle Melville Youth Forum)

**Apologies:** David Cain (Uniting Care West), Olwyn Craske (Ruah Inreach), Antonella Segre (Connect Groups), Ann McKay (Department for Child Protection and Family Support), Brent Lippiatt (Department of Social Services), Paul Loseby (HeadSpace)

#### **1. Welcome, introductions and apologies**

Karin welcomed new members Clory Carrello (CEO, Cockburn Integrated Health) and Brendan Clarke (Accommodation Liaison Officer, Alma Street Centre). A warm welcome back to Ann Atkinson, Coordinator of Strong Families, who is now back on board after being away for a few months.

#### **2. Discussion with chairs of key inter-agency groups**

The group welcomed Russ Eldean (Youth Offender Management Inter-Agency Group), Peta Wootton (Summat) and Christine George (CMF Youth Forum) who had accepted our invitation to talk to us about their respective groups.

Kerry Wadsworth, Chair of the Fremantle Interagency Homelessness Group, had also intended to join the meeting; however, she was prevented at the last moment from doing so due to unavoidable circumstances. (Karin has arranged with her to provide her feedback to the group in writing.)

Karin advised that the two other groups that members had asked to be invited – the Interagency Suicide Prevention Group and the Domestic Violence Inter-agency group – have been disbanded.

The three speakers, together with Ann Atkinson who spoke about Strong Families, provided a comprehensive overview of the very different groups they were leading.

Karin will include the background information they provided about their group's function and purpose as well as its membership in the working group's directory of inter-agency groups.

The speakers identified key elements of successful service coordination as follows:

- Client-focused and driven (with support provided to clients, as required, to enable them to identify their needs and drive the process).
- Strong relationships and rapport between group members.
- Good communications between members between meetings.
- Rigorous planning with only relevant agencies invited to attend particular meetings.
- Clear identification and allocation of specific actions to be undertaken.
- Flexibility on the part of the service providers to enable tailor made solutions.
- Ability to call in agency heads where individual staff may (unwittingly or otherwise) be causing barriers to coordination.
- Good handovers in case of staff changes.

In addition to the absence of the above elements in some cases, the speakers identified the following key barriers to service coordination:

- Information sharing – lack of understanding of privacy legislation together with Government agencies being precluded from sharing information with NGOs.
- Culture of working in silos
- Staff turnover

The speakers suggested that the SWMPF working group could add value to their work by:

- 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.

The importance of raising awareness among all stakeholders (service providers and consumers) of the services provided in the region was highlighted. Karin advised that this was a priority project of the SWMPF Social Planning working group, which is undertaking a mapping exercise of all services in the region, including the identification of gaps and duplications. That working group is also charged with raising awareness of the services on offer across the 3 LGAs.

The working group agreed the discussion had been very valuable and would assist in informing our work priorities. However, the group did not recommend holding a similar discussion with all the outstanding inter-agency groups as it was believed that the points raised would likely become very similar. For that reason, it was agreed that Karin would contact the outstanding groups and seek the requested information in writing. Subject to the responses received, the group might identify other inter-agency group chairs to be invited to a future meeting.

**Actions:**

- Karin to enter the information provided by the chairs/coordinators in the working group's directory of inter-agency groups.
- Karin to follow up with Kerry re information about the Fremantle Interagency Homelessness Group.
- Karin to follow up with all outstanding inter-agency groups to seek their written feedback to our questions.
- Karin to explore ways of addressing the issues that have arisen as a result of the disbanding of the FDV inter-agency group.

**3. Approval of (updated) minutes of meeting 24 October 2014**

These were approved without change.

**4. Business arising from the minutes of 24 October 2014**

- Paul Loseby (Manager, Headspace) will be replacing Bridget Harvey as the Fremantle MedicareLocal representative on the group. Unfortunately he

was unable to attend this meeting due to a prior commitment, but will be joining our next meeting.

- Project outcomes and indicators reworded as requested and these were approved out-of-session.
- Karin advised she would report back to the group at the earliest opportunity regarding the methodology for the project measurement and evaluation. She is still awaiting quotes from a couple of universities to finalise her proposed approach.
- The Consumer Advisory Group attached to Alma Street approved the draft Shared Consent Form (refer item 6).
- Letter drafted from David to accompany Shared Consent Form and Collaboration and Information Sharing Agreement.
- Barry Dowsett drafted content guidelines for submission form to SWMPF Think Tank (refer item 7).
- Ann McKay was not at the meeting – the request for advice regarding how the Directors-General Complex Needs Group addresses confidentiality issues was therefore postponed to the next meeting.

#### **5. Working Group draft Terms of Reference.**

These were approved without change.

#### **6. Distribution Strategy – Shared Consent Form and Collaboration and Information Sharing Agreement**

The working group agreed that these tools should be widely distributed, including through WACOSS, NDS and WAMH as well as the SWMPF. Given this widespread distribution, it was agreed that the accompanying letter needed to be amended to ask recipients to let us know if they plan to use the material provided.

It was agreed that youth services would be used as a targeted pilot where we will monitor take up rates and effectiveness.

##### **Actions:**

- Karin to add request to letter seeking advice from any organisations using the form.
- Karin to ensure the consent form is properly formatted.

#### **7. Guidelines for complex cases to be submitted to SWMPF Think Tank for problem-solving**

This item was deferred to the next meeting to enable considered discussion on this important issue.

#### **8. Any other business**

- Group agreed to revisit possibility of introducing closed discussion forum (with facility to upload documents) on SWMPF website. Karin

to follow up. If this is not possible, we will work through WACOSS' Drop In platform.

- Megan to try to get a copy of evaluation report of group (north of Perth) to see what lessons we may learn from them in regard to communications between members.
- Many thanks to Deb Whiteside and the Department of Housing for hosting our meeting.

#### **9. Next meeting**

The next meeting will be held at 9.00am on Friday 19 December at Cockburn Integrated Health, 1st Floor, Cockburn Health and Community Facility, 11 Wentworth Parade, Success.

Paul Hogan has kindly volunteered to take the minutes of that meeting.