

Minutes

Meeting of the SWMPF Leadership Group
9.30am-11.30am, Friday 5 December 2014
SMYL Community Services, 29 Queen Victoria Street, Fremantle

Chair: Michael Piu, Chief Operations Officer, St Patrick's Community Support Centre

Attendance: Dylan Smith (Executive Officer, Fremantle Foundation); Luli Kastrati (Regional Manager, Access Housing); Olwyn Craske (Team Manager, Ruah Inreach, Fremantle); Leanne Hartill (Manager, Neighbourhood Development, City of Melville); Gail Bowman (Manager, Human Services, City of Cockburn); Peter Morrissey (A/District Superintendent, WA Police); Glenn Mace (District Director, Department for Child Protection and Family Support); Tracey Delamare (Manager, Program Development, Rocky Bay); Helen Emery (Manager, Community Development, City of Fremantle); Julie Woodhouse (Assistant Regional Director, Department of Education); Catherine Hollingworth (Service Manager, CAHS-CAMHS Fremantle); Megan Milligan (Senior Health Promotion Coordinator, South Metropolitan Population Health Unit); Jenny Victory (Discipline Coordinator of Social Work, Alma Street Centre); Colin Alston (Area Manager, Disability Services Commission); Mel Croke (Regional Manager, Department of Housing); Jennie Gray (A/Manager - South Metro, Anglicare, WA); Julie Mitchell (General Manager, SMYL); Tracy Foulds (Executive Officer, HeadWest); Michael Perrott (Business representative); Karin Mac Arthur (Community Partnership Broker, South West Metropolitan Partnership Forum).

Proxies (for members on leave): Fran McCrystal (Chief Operating Officer, Fremantle MedicareLocal)

Apologies: David Cain (Executive Manager, Independent Living & Accommodation Services, UnitingCare West); Maria McAtackney (CEO, Nyoongar Patrol); Bram Dickens (Manager, Palmerston Association); Lesley Moreschi (CEO, Meerilinga); Christa Reigler (CEO, Fremantle Medicare Local); Claire Heffernan (Manager, South West Metropolitan Youth Justice Services); Penelope Mogridge (Head of Department, Social Work, Fremantle Hospital); Maureen Colgan (Community representative)

1. Welcome

Michael explained the revised format of the Leadership Group meetings. Subject to members' ongoing agreement, we will henceforth start all meetings at 9.30am to allow for two hours' considered debate on issues to be discussed by the whole group and, where appropriate, in smaller groups.

2. Approval of minutes of meeting 3 October 2014

The minutes were approved without change.

3. Business arising from the minutes

No suggestions or feedback received from members in relation to the questions raised in the backgrounders and workshops on the Our Davis Park and Vulnerable and At Risk 8 – 13 year old projects. Karin will follow up specific issues with individual members, as appropriate.

4. Working Groups' Terms of Reference

These were approved, subject to one change in the Terms of Reference for the Working Group concerned with the Coordination of Wrap Around Services for Individuals with Complex and Multiple Needs. The reference to 'the Working Group' to be replaced throughout with the full name of that Working Group.

Michael drew the Leadership Group's attention to the responsibilities of the members of each of the working groups, as provided for in the respective Terms of Reference.

5. Update from Community Partnership Broker (CPB)

On behalf of the Leadership Group, the Steering Committee requested Karin in future to provide a few PowerPoint slides to highlight key issues arising from her regular written progress reports.

Members received the CPB's written progress report with the meeting papers.

Karin thanked Mel Croke and Sgt Brad Cooper for addressing Davis Park residents at a recent forum to discuss housing and policing issues.

Also many thanks to Colin Alston, who has taken on the challenging task of chairing the Davis Park working group this year. He was also congratulated for the very successful event held this week at Davis Park as part of Disability Awareness Week.

Karin's PowerPoint presentation (attached for the information of those unable to attend the meeting) focused on a series of initiatives requiring the Leadership Group's feedback and support.

The first concerned the need for resources to undertake the survey to collect base-line data for the Our Davis Park project (Notre Dame having pulled its offer of volunteers due to safety concerns).

Following Michael's advice that St Pat's was willing to make available its outreach officers to undertake this task if other agencies were willing to do the same, Olwyn (Ruah) and Jennie (Anglicare) kindly offered some of their outreach officers to share the load (subject to date and time). Glenn also kindly offered resources from DCPFS.

The Leadership Group agreed that advance notice should be given to residents of the proposed survey, which it is hoped will be undertaken before Christmas. This notice will be provided either by letter or through the local newspaper.

The remaining issues all concerned the Vulnerable and At Risk 8 – 13 year olds project.

Karin advised that the many different suggestions put forward by the children at the three schools (kindly collated by Paul Loseby – HeadSpace – and Sita Fitzgerald – Fremantle Multicultural Centre) "to make school cool" had been assessed in terms of their popularity among all the children in the group; in other words, only those initiatives that had been supported by a large number of the children were considered in order to keep these to a manageable number. The working group then considered these in terms of 'quick wins', longer-term projects and after-school activities. Requests that would likely be impossible to meet – such as for a swimming pool – were not considered.

While the working group and relevant P&Cs are already working on many of the proposals, there are several outstanding ones that will require resourcing from other sources; that is, either from the SWMPF members themselves or individuals/ organisations identified by the SWMPF. The proposals are listed in the attached PowerPoint presentation and detailed in the CPB Progress Report.

Most of the discussion centred around the proposal to provide Caralee with funding to continue the employment of an assistant who has been working with the children after school in the local library. To our knowledge, the program is the first of its kind in Australia and responded to complaints being made about the students who were "causing havoc" in the library and elsewhere after school. As detailed in the submission distributed to Leadership Group members, the program has had significant impact and is one that could be emulated by other schools through community partnerships elsewhere in the region and beyond.

The Leadership Group raised concerns regarding the program's sustainability and accountability. Alternatives were proposed, such as running a train the trainer program to enable volunteers to assume the responsibilities of the current incumbent (whom the school cannot continue to employ after this term).

Concerns were also raised around the apparent absence of any risk assessment having been undertaken by the schools in relation to the proposed initiatives. (Note: it is not known whether risk assessments have been carried out – it is likely they have been, but time pressures have delayed their communication.)

Some Leadership Group members asked for a copy of the surveys developed to obtain base-line data for both the Our Davis Park and At Risk 8 -13 year olds projects. (These are attached with the minutes.)

Actions:

- Karin to liaise with relevant Leadership Group members re possible roster for outreach officers to undertake the surveys in Davis Park.
- Karin to draft newspaper notice or letter, as appropriate, to ensure Davis Park residents are provided with prior advice about the imminent survey.
- Karin to provide Caralee with feedback from the Leadership Group on its proposal and to explore alternative options.
- Karin to request all 3 schools to undertake risk assessments of all proposed initiatives, if they have not already done so.
- Karin to develop tailored 'pitch' for each of the proposed initiatives and follow up with appropriate individuals and/or organisations.
- Members are asked to please review the proposals detailed in Karin's Progress Report and advise any suggestions out-of-session.
- Our search for a dynamic chair for the working group concerned with Vulnerable and At Risk 8-13 year olds continues. All suggestions welcome!

6.Simultaneous workshops

Now that the SWMPF initiative has reached its half-way point and the implementation of its four projects is continuing apace, the Leadership Group meetings include the opportunity for debate in small groups on key issues requiring members' input. This will assist us in achieving our project deliverables, in accordance with our Social Innovation Grant agreement with the State Government.

At the last meeting, the Leadership Group divided into two groups to discuss the Our Davis Park and Vulnerable and At Risk 8 -13 Year Olds projects. This meeting was concerned with the remaining two projects and divided up into two workshops to discuss one of the following:

- i) What can you do to support SWMPF to deliver our agreed outcomes for our Coordination of Wrap-Around Services for Individuals with Multiple and Complex Needs project? (Facilitated by Glenn Mace, Department for Child Protection and Family Support)

- ii) What can you do to support SWMPF to deliver our agreed outcomes for our Social Planning project? (Facilitated by Gail Bowman, City of Cockburn)

The issues/actions requiring Leadership Group members' support were listed in backgrounders provided to members before the meeting. Updates on the projects were included in Karin's regular report, also distributed to members before the meeting. (The backgrounders are provided at the end of these minutes for ease of reference.)

In relation to the **Coordination of Wrap-Around Services for Individuals with Multiple Needs**, a number of valuable contributions were made including:

- Providing training to promote the idea of informed consent and release of information. Also to promote the benefits of collaborative working and support organisations wishing to use the tools developed by the working group (Shared Consent Form and Collaboration and Information Sharing Agreement). It was proposed that this training could begin by holding a session with the Collaborative Practice in Action group, which provides training sessions/professional development workshops to share information and latest thinking, primarily on mental health and child protection, but also other issues of common concern.
- Supporting clients, in an appropriate environment, to become actively involved in identifying their needs and developing the appropriate interventions.
- Recognising the need for and importance of client advocates in achieving positive outcomes (such as the advocacy role played by Ann Atkinson on behalf of her Strong Families' clients)
- Providing training within service organisations, especially of front-line staff.
- Drawing on and raising awareness of examples of successful collaboration, including the Family Support Networks.

Following an overview of the **Social Planning** project, kindly provided by Mel Croke, members participating in this workshop made a number of valuable suggestions, notably:

- All SWMPF members to promote the SWMPF online service directory within their own organisations via email to staff, and also to clients (providing the hyper link <http://www.swmpf.org.au/service-directory/> so that it is easy to access).
- To promote the directory in areas where there is public access to computers, such as libraries, community centres, seniors centres, and youth centres.

- For the working group to review Fremantle MedicareLocal’s “Find your health campaign” and draw ideas therefrom (where not cost prohibitive) to promote the directory.
- To introduce a printable version of the SWMPF online directory.
- To develop a simple message to highlight what is available on the directory (avoiding reference to ‘human services’, which is not widely understood).

As regards the working group’s priority task of service mapping and gapping across the 3 LGAs, members suggested:

- Drawing on what asset mapping has already been undertaken by some LGAs (albeit limited to buildings where services are located or community centres, child care centres, libraries, and so on).
- Recognising the challenges the working group faces in seeking to map and gap services from a regional perspective, members suggested that the working group begin by identifying themes or priority areas to make the task more manageable. For example, mapping and gapping youth services and drawing on the extensive consultations that have been undertaken by each LGA as well as on their respective youth reference groups and youth network of service providers.
- Exploring all opportunities to draw on social planning tools developed by State or Commonwealth Government (if any).

The workshop members recognized the challenges facing the SWMPF in achieving the project deliverables because of the significant resources (human and financial) involved.

In the ensuing whole-of-group discussion on the workshop deliberations, Karin advised that she has been in discussions with CODA (Kieran Wong), who is a member of the Future Freo Committee, to explore opportunities for this group to support the Social Planning project. Also, the Department of Local Government and Communities is currently considering a proposal to support the Social Planning working group in its mapping and gapping exercise across the 3 LGAs.

Action:

- Members are asked to please review the issues raised in both backgrounders (below) and advise Karin of any comments or suggestions out-of-session.
- Karin to feedback the workshop discussions and any suggestions arising to the relevant working groups.

7. SWMPF communications workshop

Dylan advised the Leadership Group of an initiative he had recently taken to enlist the services (free-of-charge) of marketing consultant, Ben de Jonge (The

Cut), to assist the SWMPF in developing clear messages as to its purpose and achievements. The first priority was to ensure all Leadership Group members were provided with these shared messages. Ben had met with the Steering Committee and would be presenting a series of recommendations.

Michael thanked Dylan for this important initiative.

8. Any other business

Michael thanked all Leadership Group members for their contributions to the SWMPF project this year. Many thanks also to Julie and SMYL for once again hosting our meeting.

The meeting concluded citing the words of a Davis Park resident who advised that she had found a recent SWMPF initiative “not only helpful, but hopeful”.

The next meeting of the SWMPF Leadership Group will be held at 9.30am on Friday, 6 February at the City of Melville.

Workshop to identify Leadership Group initiatives to support SWMPF deliverables re Coordination of Wrap-Around Services for Individuals with Multiple and Complex Needs project

Shared outcomes

- Clients are encouraged to become actively involved in identifying their service and support needs and in developing a seamless service and support plan.
- Clients receive an effective, multi-agency response that meets identified needs.
- The SWMPF Think Tank provides timely advice to service providers seeking support to achieve outcomes for their clients
- The SWMPF provides inter-agency groupings with effective supports to enable them to overcome barriers encountered in securing outcomes for high needs individuals.

Agreed indicators – outputs

- Development of a client-informed *Shared Client Consent* framework and form, and incidence of implementation/use among SWMPF members (quantitative)
- Development of a *Collaboration and Information Sharing* framework and form, and incidence of implementation/use among inter-agency groupings (quantitative)
- Development of a database of inter-agency groups operating in the region and consultation to identify the elements of successful collaboration, the barriers inhibiting seamless coordination of services, and how the SWMPF can add value to their work (qualitative and quantitative)
- Development and implementation of an action plan addressing the issues raised by the inter-agency groups, including the development of additional tools and other supports, as required. (qualitative and quantitative)
- Development of mechanisms to support client involvement in identifying needs and attendant service/ supports (quantitative)
- Development of mechanisms to obtain and incorporate client and service provider (and other community stakeholder) feedback into the ongoing review of the above forms, processes and supports (qualitative and quantitative)
- Development and implementation of SWMPF Think Tank (quantitative)
- Referral of cases to the Think Tank (quantitative) and feedback from service providers regarding the efficacy of the Think Tank (qualitative)

Agreed indicators – outcomes

- Clients report improvements in coordination of multiple services through a single referral (qualitative and quantitative)
- Clients report improvements in either active involvement in the development of their support plans with their service provider or receipt of support to become so involved (qualitative and quantitative)
- Clients receiving services from multiple agencies report that their needs have been/are being addressed in accordance with the agreed support plans (qualitative and quantitative)
- Service provider partners (and other community stakeholders) report that SWMPF has effectively facilitated improvements in service integration/care coordination in the local sector to achieve outcomes for clients with multiple and complex needs (qualitative and quantitative)
- Inter-agency groups in the region report that SWMPF has provided effective support and value-added to the group (qualitative and quantitative)
- Service providers report effective and timely support from SWMPF Think Tank to achieve outcomes for clients with multiple and complex needs (qualitative)

Proposed model to achieve the project outcomes

- 1) *Adopting a strengths-based approach, the SWMPF will add value by working with existing inter-agency groupings in Cockburn, Fremantle and Melville to build their capacity to respond effectively to individuals and families with multiple needs. The ways in which the SWMPF will support the existing inter-agency groups will be identified by the individual groups themselves. These may range, for example, from the provision of information, to linkages with high-level decision-makers in government and not-for-profit sector, to referrals to non-government service providers.*
- 2) *The SWMPF will act as a 'think tank' and provide innovative recommendations, drawing on the expertise and knowledge of the broad representation in the SWMPF, for service providers that have exhausted all avenues to reach outcomes on behalf of their high needs clients.*

Key supports required at SWMPF level – can you help?

- Can Leadership Group members assist in promoting Shared Consent Form and Collaboration and Information Sharing Agreement within their organisations and in their sectors?
- Can Leadership Group members assist in resourcing (financial and/or human) other tools identified by inter-agency groups and clients to improve the coordination of services?



- Are Leadership Group members willing to participate in (or nominate a representative) the SWMPF Think Tank?
- Can Leadership Group members assist in resourcing flyers to promote the SWMPF Think Tank?
- Can Leadership Group members assist in resourcing (human and/or financial) the development of surveys for service providers and clients?

Workshop to identify Leadership Group initiatives to support SWMPF deliverables re Social Planning project

Outcomes

- All human services in the three LGAs are identified in one location, together with any gaps and duplications
- Social profiles are developed for all communities within the three LGAs
- Demographic and human service statistics for all three LGAs are easily and publically accessible in one location
- Consumers demonstrate increased understanding of human services available in the region.

Indicators

- Residents report increased accessibility of information relating to human services available in their community (qualitative)
- Service providers report increased awareness of human services offered in the region (qualitative)
- Number of community profiles providing comparable data across the 3 LGAs (quantitative)
- Service providers report increased accessibility of information relating to services offered in the region, including duplications and gaps (qualitative)

Actions under way

- Exploring opportunities to map services, including gaps and duplications, across 3 LGAs in collaboration with the Department of Local Government and Communities (awaiting confirmation)
- Service mapping to include physical accessibility of services
- Finalisation of community profiles providing comparable data for community 'hotspots' (Davis Park, South Lake and Willagee)
- Promotion of SWMPF online listing of service directories among service providers and consumers through printed and electronic media
- Review and maintenance of online listing of services
- Survey to be developed for service providers to identify quality and accessibility of information they offer consumers
- Survey to be developed for residents to identify key barriers in obtaining accessible information

Key supports required at SWMPF level – can you help?



- Can Leadership Group members assist in promoting the SWMPF online listing of service directories and our community profiles?
- Can Leadership Group members assist in resourcing service mapping exercise (human and/or financial)?
- Can Leadership Group members assist in resourcing flyers to promote the SWMPF online services directory (human and/or financial)?
- Can Leadership Group members assist in resourcing (human and/or financial) development of surveys for service providers and residents?