

## COMMUNITY SECTOR ROUNDTABLE

### MINUTES OF MEETING Tuesday 13 August 2013

Large Executive Conference Room, Level 2  
Department for Child Protection  
189 Royal Street, East Perth

Meeting commenced at 9:30am

#### 1. Welcome and Apologies

The Chair welcomed members to the Community Sector Roundtable meeting.

##### Present

Mr Basil Hanna	Parkerville Children and Youth Care Inc
Ms Cheryl Barnett	Department for Child Protection and Family Support
Ms Kay Benham	Department for Child Protection and Family Support
Mr Ian Carter	AnglicareWA
Ms Irina Cattalini	WACOSS
Mr Mick Geaney	MercyCare
Mr Steve Glew	Department for Child Protection and Family Support
Mr Neil Hamilton	AccordWest
Ms Tricia Murray	Wanslea Family Services Inc
Ms Melissa Perry	Mission Australia
Mr Tony Pietropiccolo	Centrecare Inc
Mr Ashley Reid	Ngala

##### In attendance

Mr Terry Murphy	Department for Child Protection and Family Support
Ms Sandra Flanagan	Department for Child Protection and Family Support

##### Apologies

Ms Martine Pitt	Communicare Inc
Ms Veronica Rodenburg	Yaandina Family Centre Inc

#### 2. Minutes of Meeting held 9 July 2013

The minutes from the Community Sector Roundtable meeting held on 9 July 2013 were confirmed as an accurate record of the proceedings

#### 3. Actions Arising

##### 3.1 CPFS outcomes paper - update

Mr Glew advised that the paper is progressing.

This will be included on the agenda once completed.

##### 3.2 Mechanisms for supporting the sector -principles

Mr Geaney and Ms Cattalini distributed a paper they had prepared outlining principles/functions for supporting the sector. The paper is intended as a starting point

for the development of principles for funding and central agencies to adopt in supporting the sector.

Mr Geaney agreed to distribute the paper electronically to enable members to make comment/add value and email directly back to him. Members agreed to consider if the roles are pitched at the right level? How to communicate this to the sector? What this may mean to the rural/remote sector. What is the role of Peaks in sector support and capacity building?

There are inherent tensions in a competitive environment, thus it is important to formally recognise the environment. Recognition of scale is also important, smaller agencies may require a greater level of support than large ones.

**Action:** Mr Geaney to circulate paper to members; members to provide feedback to Mr Geaney. This item to remain on the agenda.

### **3.3 Leadership and Partnership Forum 2013 – update**

Mr Glew advised that the working group met this morning to progress the agenda. The theme of the day is Big Society / role of Civil Society / Leadership for Social Impact. Ms Elena Douglas has been engaged to assist with developing the agenda and will be the Master of Ceremonies for the Day. Ms Douglas will also provide a session to set the scene. Following this will be a panel discussion, with panellists including John Philimore, Executive Director, John Curtin Centre; Kay Benham, Executive Director, CPFS; and Irina Cattalini, CEO, WACOSS. The second half of the day will involve case studies, which may include ASFN, CFC, CPC and the Financial Management Services Roundtable.

**Action:** The working group will continue to progress the agenda and disseminate to CSR once finalised.

### **3.4 CPC's - ongoing consideration**

Ms Benham reported that the issue of the early childhood framework is recognised at the DG meeting for CPC's, chaired by Sharyn O'Neill, those that were at the meeting commented that since the forum, hosted by WACOSS, it would be considered. Rebecca Brown would take the lead, and a more integrated approach would be taken. Members expressed concern that no action will be taken as it is not a priority.

It was reported that the Steering Group does not discuss issues regarding a framework or principles. Members expressed concern that there appears to be no considered process for site selection. It was suggested that CPC's may be better selected based on an area of need, using a competitive tendering process and not located on a school site. This may assist in fostering local collaboration.

### **3.5 Australian Human Rights Commission Roundtable**

Ms Perry reported that she was the only WA representative invited to attend the Australian Human Rights Commission Roundtable. The focus was to provide the new Commissioner with a comprehensive update on relevant issues. It was Eastern States centric. The Commissioner has/will be visiting all of the States and Territories.

### **3.6 Invitation to State Manager, FaHCSIA to CSR meeting**

Mr Richard Aspinall, State Manager, FaHCSIA, is scheduled to attend the September meeting of CSR.

## 4. AGENDA ITEMS

### 4.1 Expansion and development of the Secondary Family Support Hubs

The Chair confirmed that all members received the ASFN Evaluation and associated documents. Members discussed the incongruence between the Evaluation and the document outlining responses from the partner agencies at the Reflection and Review day. It was suggested that CSR is the appropriate forum for comprehensive discussion of the issues – both what is working well and what isn't working. It was also noted that the AFSN is still in the early stages and it is therefore important not to draw too many conclusions. The FSN may be reaching people that may not have otherwise been reached.

The need for people to own their own patch may have been underestimated. Difficulties have arisen with the need to be open and collaborative around that patch. Some people have found the processes to be too bureaucratic, too difficult to manage.

There is a varying degree of meeting expectations by the Partner Agencies. Some Partner Agencies are working very well, some are not. Some have accessed brokerage money and others have not. Require greater understanding and belief that there is value in the network, particularly in the lead agency and common entry point, irrespective of brokerage funding.

There will be additional funding for services for the Mirrabooka FSN. However the Mirrabooka site is different in that the ASFN is creating a network around an evolving model, while Mirrabooka has an existing network, with a clear set of needs, which sees value in utilising the model to add value/efficiency to the work they are doing.

Clarity is required around the following:

- Funding – AFSN receive funding for services but Mirrabooka does not. Further discussion is required with the key Alliance representatives.
- Fusion has not worked. A business case has been submitted to engage someone to review/improve the usability of Fusion.
- Varying feedback regarding assessments. Some are doing their own assessments.
- The top down approach has not worked as well as anticipated, so how do we better engage the local community?
- Need to be clear about the evidence base – what works, what does not work, what is being changed and why.

Working well:

- Feedback from clients is very good.
- Numbers are very good.

Working towards:

- Use of common assessment tool.
- Senior management and Steering Committee to work together.
- Understanding service capacity.
- Common waitlist
- Engaging local population

There is potential to develop a demand based funding process for case management. Evidence is required, such as data collected over time, to build a case for the Department of Treasury.

It was suggested that discussion with both internal and external representatives be initiated to consider the service model and the evaluation methodologies. Ms Hayden (CPFS) to prepare a focused one pager for the Evaluation Steering Committee and CSR to further progress these issues. The Implementation Plan developed by KPMG may be a starting point for this. A second evaluation to be completed in twelve months, the Evaluation Steering Committee to begin considering the methodologies.

It was queried how the tender for the Mirrabooka FSN will be shaped. It was suggested that a meeting be held to ensure clear understanding of the requirements. It is understood that the agencies in Mirrabooka will be invited to a meeting detailing the tender and expected outcomes. Mr Glew will confirm the meeting and advise Mr Geaney of the details.

**Actions:**

- Ms Benham, Mr Murphy, Mr Glew, Mr Pietropiccolo, Ms Murray, Ms Perry, Mr Becker, Ms Barnett, Mr Hanna and Ms Natalie Hall to meet separately to discuss the issues regarding additional funding for services.
- Ms Misty Hayden to circulate the Evaluation Report to Partner Agencies and then, approximately two weeks later to the broader sector.
- Evaluation Steering Committee to discuss methodologies for the next evaluation process and consider the option of running workshops.
- The KPMG implementation document to be considered for circulation to CSR in light of the comments made by Partner Agencies. A one page document to be prepared highlighting pertinent issues – to be provided to CSR and the Steering Committee.
- Mr Glew to confirm the meeting regarding the tender process for Mirrabooka.

#### **4.2 Macro issues impacting the out of home care system**

Mr Geaney reported that information in the Child Aware area is being sourced. There has been discussion about the complexities for a young person in care or coming into care (post the decision to bring the child into care). Mercycare has an officer developing a document on this. The Working Group is investigating skill development - the needs of carers. *Key Assets* have a tool used to gauge need, which the Working Group is currently sourcing. Next step is to look at the training processes, what is available and how it might be better structured.

An Out of Home Care Group, led by Mr Paul Maher, is commencing in the near future. Discussions are underway about linking this group with the Working Group. The Alliance is undertaking some work in this area and would like to discuss a collaborative approach with CSR.

#### **4.3 Self-directed service design**

Mr Glew advised that this is progressing. Ms Amie Swan, CPFS, is currently re-formatting the paper and the next draft will be available to CSR in the near future.

#### **4.4 Integration of Youth Services**

Ms Perry advised that they are currently coordinating Tom Leeming, WA Police and Craig Comrie to meet with the Steering Committee to develop a plan to bring to CSR.

## **5. Other Business**

### **5.1 CPFS Advisory Committees**

Ms Benham advised that the future of MACCP is currently with the Minister. The Minister is interested in re-establishing MACCP, with a new structure. She is currently considering membership, looking at a smaller group of approximately five members.

Mr Murphy thanked the Chair and Mr Pietropiccolo for the time and effort provided to the previous MACCP.

### **5.2 Program Rationalisation/Reprioritisation of Existing Programs**

Ms Cattalini asked for an update on this as the budget papers indicate a \$1.645 million cut. The budget papers have one million dollars of reprioritisation of existing programs this financial year and \$645 000 of program rationalisation, which continues as forward estimates over the next three years. The reprioritisation of existing programs is an election commitment, which has not been funded. This includes the expansion of Operation Sharp in Kununurra. An announcement is currently being developed regarding the program rationalisation. WACOSS and key sector agencies will be contacted about this in the near future.

Ms Cattalini queried what happens with the \$1.5 million of underspent HUGS funding from last financial year. Mr Glew advised that there was a \$500 000 underspend, which the Department of Treasury reclaims. Funding is fully committed in terms of financial counselling and grants. It was the grants portion that was underspent.

It was explained that the Department of Treasury does not allow the CPFS to utilise the underspent money for any other purpose. Changes are taking place to broaden the group that is able to provide the grants and to enable more people to access the grant. Members discussed how access can be opened up and streamlined.

Concerns can be taken up by the HUGS Steering Group, however concern was expressed that there are conflicts of interest with this group and that the Financial Counsellors Association will not change its position on keeping the process with Financial Counsellors. Mr Murphy advised that the momentum is moving in the opposite direction, enabling utilities to provide the grant without waiting for a Financial Counsellor. Applications can now be processed by Synergy, but not other utility providers.

Mr Hamilton queried the progress of a HUGS issue preventing people in homes where the utilities accounts are held by a third party being able to access the grants. It was advised that this has been resolved and people affected are now able to access all concessions as well as HUGS.

### **5.3 Briefing to the CSR on a planned visit for Stuart Shanker.**

Negotiations are underway for Stuart Shaker to return to Perth, bringing with him some practitioners to do some work with families and children while he is here. 1-13 February 2013 has now been locked in, Ms Cattalini invited members to be involved in the working group to plan the visit. Financial donations to support the visit are also being sought. Mr Reid agreed to be involved. Ms Cattalini will run this process out of session.

## **6. Next Meeting**

The Chair thanked members for their attendance and the meeting was declared closed at 11:30am. The next CSR meeting will be held on Tuesday 10 September 2013.