

Western Australian Council on Homelessness

MINUTES OF MEETING

Friday 8 June 2012

Large Executive Conference Room, Level 2
Department for Child Protection
189 Royal Street, East Perth
Meeting commenced at 9:00am

1. Welcome and Introductions

The Chair welcomed members to the meeting:

Present

Professor Paul Flatau	University of Western Australia
Mr Steve Glew	Department for Child Protection
Ms Kathleen Gregory	Foundation Housing
Mr Stanley Jeyaraj	Independent Chair
Mr Ross Kyrwood	YMCA
Ms Hilary MacWilliam	Department of Housing
Mr Ramu Nardoo (proxy)	FaHCSIA
Ms Nanette Williams (teleconference)	Pilbara Community Legal Service
Ms Genevieve Errey	Department of Housing

In attendance

Ms Stacey Collins	Department for Child Protection
Ms Suma Govindan	Department for Child Protection

Apologies

Ms Judi Morris	Mental Health Commission
Mr Richard Aspinall	FaHCSIA
Ms Heather Harker	Department of Corrective Services
Mr James Hunter	Drug and Alcohol Office
Ms Judi Morris	Mental Health Commission
Mr Tony Pietropiccolo	Centrecare
Ms Kedy Kristal	Pat Giles Centre

2. Minutes of meeting held 11 May 2012

The minutes of the WA Council on Homelessness meeting held on 11 May 2012 were confirmed as an accurate record of the proceedings.

3. Business Arising

3.1 Parity

Members were informed that Sandra Flanagan, Paul Flatau, Shelter WA and the editor for Parity Magazine met to discuss on the organisation of the Parity edition focused on Western Australia (WA).

The WA edition will have broad coverage including homelessness, service design. Deadline for contributions for the edition is end September. Papers from the Specialist Homelessness Services (SHS) Conference will be utilised as articles for the edition.

DCP is liaising with the WA Homelessness Conference presenters with the view to their papers being considered for the WA edition of Parity. The editor of Parity, Mr Noel Murray, will be spending some time in WA in September or October to assist with the writing of selected articles, where required.

The Chair requested to see the draft edition before it is finalised. It was reiterated that WACH is the Steering Group for this publication.

3.2 Homelessness Conference – update

Ms Collins reported that though 420 participants were registered, the Conference was attended by more than 450 people. 80% of the attendees were from SHS and the balance by mainstream agencies and other organisations.

Positive feedback was received from the Minister and interstate presenters regarding the regional plan process undertaken, steered by WACH, in Western Australia. Most other States have not achieved consultation and plan developed at this level.

Feedback from the attendees has been positive. An evaluation of the Conference is currently underway with attendees being requested to complete a survey online.

A project report, summarising the feedback obtained at the conference and through the evaluation, will be distributed to members at the next WACH meeting.

A member commented that it was good to see mainstream and other services participating in the Conference. This is an important step for WACH in engaging the wider community in homelessness, and re-engaging some sections within the sector that may not be engaging to an optimum level.

Mr Glew thanked:

- the organisers of the SHS Conference;
- WACH members who attended and participated on the panel;
- participating government departments which contributed financially to the Conference; and
- the Chair for his role as MC.

Action: A project evaluation to be prepared and distributed to members at the next WACH meeting.

3.3 National Quality Framework – update

Ms Collins advised that three workshops on reviewing the former SAAP Service Standards were held during the SHS Conference. The feedback from the workshops will inform the outcome of the Service Standards that will underpin the provision of quality services in the homelessness sector. A Working Group was established from participants to continue this work.

Mr Glew advised that, the Quality Framework and the Standards will be built in as part of the homelessness legislation that was announced this week.

3.4 Other Business Arising

Ms Errey requested for a clarification on Item 5 from the minutes of the previous meeting. She suggested that the wording in the minutes should be: ***Head leasing arrangements between the Department of Housing and Community Housing Organisations continue*** to replace *the next transfer of assets will involve the State Balance Sheet involving in situ transfers of existing tenants*.

4. Guest Speaker – Mr Michael King, Accordwest

The Chair welcomed Mr King to the meeting and thanked him for the paper circulated prior to the meeting.

Mr King provided an update on the progress of the Homelessness National Quality Framework (NQF).

Discussion ensued including the following:

- Importance of reviewing the two Charters developed in regards to the rights of homeless people and complaints mechanisms (previously provided to members electronically).
- The two Charters are quite different, one being rights based and one value based. Debate continues around which one is most appropriate.
- There has been debate around the value of the Complaints Mechanism Charter and whether it should be included in the NQF. How best to support and encourage clients to utilise complaints systems when required?
- Consultation process – Option three has had the most positive response in WA with the possibility of moving to Option 4 in the future. Mindful that moving to Option 4 linked the process to funding.
- The new options and standards to be assessed through the contract management process or through existing jurisdictional established quality assurance mechanisms. These new options build on existing processes that are already in place in many jurisdictions, including in WA, and could be implemented without undue additional financial burden (as detailed at the previous meeting).
- The above options have not been presented as yet to the NQF Sector Reference Group, Mr Glew asked that this be addressed.
- Concern that the impact of implementation of the options needs to be discussed and reviewed in detail.

Mr King advised that he would like to gain a detailed view of WA's position to enable a unified/collective response to the NQF process as it moves forward. It was suggested that the sector needs to be canvassed regarding the preferred NQF option.

The Chair thanked Mr King for attending the meeting.

<p>Action: Ms Collins to clarify when the new options will be on the NQF Sector Reference Group agenda.</p>
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5. Update from Department of Housing

This agenda item was postponed to the next meeting.

6 Future Discussions

The Chair requested a discussion on the role of WACH. Mr Kyrwood requested that boundaries be drawn so that WACH members are aware of their role and the parameters within which they can work.

These will be discussed at the next WACH meeting.

7. General Business

There was no general business.

8. Next Meeting

The Chair thanked members for their attendance and closed the meeting at 10:40am. The next meeting will be held on Wednesday 4 July, 2012 at 9am.