

COMMUNITY SECTOR ROUNDTABLE

MINUTES OF MEETING Tuesday 11 October 2016

Large Executive Conference Room, Second Floor
Department for Child Protection and Family Support
189 Royal Street, East Perth

1. Welcome and Apologies

The Acting Chair, Ms Emma White, welcomed members to the Community Sector Roundtable (CSR) meeting, and provided Apologies.

Ms White also noted the need to define the purpose of the remaining CSR Meetings for 2016, and to discuss the end of year function.

An Acknowledgement to Country was made by the Chair.

Present

Ms Emma White	Department for Child Protection and Family Support
Ms Kay Benham	Department for Child Protection and Family Support
Mr Ian Carter	Anglicare WA
Ms Mandy Gadsdon	Department for Child Protection and Family Support
Mr Daniel Morrison	Aboriginal Alcohol and Drug Service
Ms Tricia Murray	Wanslea Family Services Inc
Ms Sue Ash	UnitingCare West
Ms Debbie Henderson	Family Inclusion Network of WA Inc
Mr Tony Pietropiccolo	Centrecare Inc
Major Scott Smallacombe	The Salvation Army
Ms Peta Nordberg	Lifestyle Solutions
Ms Melissa Perry	Communicare Inc

In attendance

Ms Trudy Thompson	Department for Child Protection and Family Support
Mr Terry Simpson	Consultant

Apologies

Mr Basil Hanna	Parkerville Children and Youth Care Inc (Chairperson)
Ms Irina Cattalini	WACOSS
Ms Dawn Wallam	Yorganop Association Incorporated/SNAICC
Ms Debra Zanella	Ruah
Ms Cheryl Barnett	Department for Child Protection and Family Support
Mr Steve Glew	Department for Child Protection and Family Support
Ms Amanda Hunt	Mission Australia

The meeting commenced at 9:30am.

Mr Simpson left the meeting at 10:30am.

Mr Ian Carter left the meeting at 11:00am.

2. Minutes of Meeting held on 8 August 2016

The minutes from the CSR meeting held on 8 August 2016 were confirmed as an accurate record of the proceedings.

3. Guest Speaker: Mr Terry Simpson, Consultant: Update on the Review of Community Service Sector Expenditure (Review)

- The Chair welcomed Mr Simpson.
- The *Community Sector Roundtable Briefing: Collaborative Planning Process and Contracting Services to the Community Services Sector by the Department for Child Protection and Family Support: Collaborative Planning Process (Consultation Draft)* was tabled.
- The documents had been circulated prior to the meeting for feedback.
- Mr Simpson provided an overview of the outcomes of the Review of Community Services Sector Expenditure:
 - The Department's 46 service groups will be amalgamated to form a smaller number of outcome clusters, with an attempt to align contracting dates for each cluster to fall into different years.
 - Prior to contracting each cluster, a comprehensive collaborative planning process will be undertaken with service providers, service users and other stakeholders, to inform the contracting strategy.
 - Mr Simpson's work focusses on the collaborative planning process, alignment of contract dates, strengthening contract provision to provide a flexible person centred approach, service user input to service design, and strengthening outcomes for Aboriginal people.
 - Documents addressing these issues, and the documents tabled, will be combined into one document for broader consultation, and dissemination to the not-for-profit community service sector. This document will set out details of the collaborative planning process, who will be involved, and the steps that will be taken.
- Feedbacks from members included:
 - Important to provide a balance of qualitative and quantitative data to demonstrate the traction of service models.
 - Concerns with timeframes and workload for the Department and the sector. The Department is addressing this by planning to procure one cluster per year and through internal restructure and resource realignment.
 - The capacity of some organisations to develop service models may be dependent on size and expertise. The role of the Department and the sector in service design needs to be incrementally outlined in the Implementation Plan.
 - The consultation process needs to become everyday business, and role of CSR and ministerial committees need to be included in the process.
 - The impact of parallel processes undertaken by other Government departments may impact implementation. The Earlier Intervention and Family Support Strategy (EIFSS) Outcomes Framework will in part address this issue, which will also be raised at the Partnership Forum.
 - The role of the Department of Finance in the process needs to be defined
 - Ongoing data collection, sharing and dissemination, research and evaluation need to be part of the process.
 - The process has procurement guidelines for tendering and PSP processes. Contracts will not automatically be renewed every five years. This information will be added to the document.
- Mr Simpson will provide the combined document to CSR for feedback.
- Ms Debbie Henderson and Mr Ian Carter represent CSR on the Community Service Sector Expenditure Review Steering Group (CSSERSG).
- Ms White offered to provide the CSSERSG and CSR with an end of year in-person briefing about the suite of reforms and work being undertaken within and externally to the Department.
- The Chair thanked Mr Simpson for his attendance.

Action1: Mr Simpson to provide the compiled Review.

Action2: Ms White to provide an end of year briefing to CSR and CSSERSG.

4. Actions Arising

4.1 Request DLGC to provide information regarding the impact of service delivery changes on Aboriginal families and children and how they are addressing this through tendering.

- The information was provided via email and circulated to Members for the September CSR meeting.
- The response was discussed within the context of the impact of the loss of Parenting WA and Best Start services, and changes to the service delivery.
- The Parenting Support tender does not specify what will be provided to Aboriginal families, and these families may not receive intensive support under the new program.
- They will need to be picked up by the Earlier Intervention and Family Support Strategy EIFSS.
- More children are likely to enter child protection. Continued provision of the Early Years program may keep Aboriginal children from entering care.
- Many families do not receive the services they require, and children continue to enter the child protection system. Families with longstanding complex, intergenerational issues are a driver for the EIFSS. The Partnership Forum update indicates that work around the provision of human services at the broader level is being undertaken.
- Universal funding models may result in lack of services across the seven regions, and create issues in the future.
- The group agreed to continue discussions around the above issues with DLGC.
- An update on the Implementation Plan will be provided at the next CSR meeting.

Action 3: DLGC is invited to CSR. COMPLETED
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4.2 Bring the project plan or briefing regarding the ACCO strategy to CSR.

- This item was addressed at the CSR meeting on 9 August, and is to be held over.

4.3 Send out the EIFSS to CSR members prior to the September meeting.

- The EIFSS was tabled, and the Chair invited comments.
- Ms Robyn Antenucci had presented the EIFSS at the CSR Meeting in August 2016.
- The EIFSS was launched by Minister Mitchell on 28 September 2016 at the City of Cockburn Family Support Network.
- Ms Emma White thanked Mr Ian Carter and Mr Daniel Morrison for their participation in and contribution to the launch. Mr Morrison's speech was commended by Members who attended, and was recommended for circulation.
- Comments on the EIFSS included:
 - A balanced strategy with a focus on individuals, and mechanism for tracking families.
 - The purpose of the strategy has been misrepresented in the media. It is important for future communications to clearly articulate the purpose of the strategy, and for referring agencies understand it is for all families.
 - Some early intervention and prevention services, particularly services targeted to Aboriginal families are being replaced. The Partnership Forum is looking at the broad picture of human services, and discussions regarding parenting services have highlight the need for a joined up approach.

Action 4: Daniel Morrison to circulate speech. COMPLETED

Action 5: EIFSS Implementation Plan update added to 31 October Agenda. COMPLETED

4.4 Include Partnership Forum on the CSR Agenda on a regular basis.

- Completed.

4.5 Provide a paper on residential care standards and care teams for next CSR meeting.

- The *Residential Care Worker Standards: Paper Provided for the Community Sector Roundtable August 2016* (Standards) was circulated following the CSR Meeting in August. Ms White has received written feedback.
- The Standards are being driven by Better Care Better Services groups, and drafts will be provided as they are completed.
- Ms Kay Benham is available for queries and comments.
- The Standards will be added to the CSR Agenda.

Action 6: Residential Care Worker Standards added to Agenda. COMPLETED

5 Agenda items:

5.1 Earlier Intervention and Family Support

- Ms White discussed the Joint Outcomes Framework for EIFSS (Focus Area 1, p 8). The EIFSS Outcomes Framework aims to provide a mechanism for cross government joined up service provision for the most vulnerable families, and is auspiced by the Partnership Forum.
- Ms White and Mr Carter chair the working group. A number of workshops have been conducted, and a package with a feedback from the workshops will be provided to members. A second workshop will be held on 16 November.
- WA is using a bottom up approach instead of a broad overarching framework.
- An overarching objective/ vision of what the strategy is trying to do, and articulating the different roles of agencies is lacking. The workshop in November will look at this issue, and structuring the service system from a whole of government perspective.
- Data is needed to drive provision of wider service delivery and programs.
- An update on the Implementation Plan will be provided at the next CSR meeting.
- The Outcomes Framework has been endorsed, and Ms White has briefed Cabinet.
- The Department has submitted a Cabinet In Confidence Business Case to widen FSNs. Ms White will provide updates.

Action 7: Package and updates to be provided.
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5.2 Planning, Co design and Outcomes Framework

- As per 5.1.

5.3 Out of Home Care

- An overview of the Cross Sector Foster Care Panel was previously provided.
- The updated (*draft*) *Strategy Reform Project Roadmap* was tabled.
- Ms Kay Benham provided an overview of the document, which sets out the Department's strategic priorities, and is available on the Department's website.
- The response to service design workshops has been larger than expected and more workshops will be provided. There is recognised need to increase provision of workshops in regional areas.
- A needs assessment tool and matching process for foster care is being developed, and a second phase will be undertaken for family carers.
- The Department's structural review is aligned with the EIFSS and Out of Home Care (OOHC) reforms. A report is available on the Department's website.

- At the District level Intensive Family Support Teams, and streamlined intake, referral and view processes are being implemented, and a new care team model will build on the foster care partnership framework.
- All District teams will operate under three names state-wide: Intensive Family Support; Child Safety, and Care for Children.
- District Directors will have line responsibility for the District, Intensive Family Support and Child Safety. Assistant District Directors will have responsibility for Care for Children and OOHC.
- The Department is addressing operational and structural differences between Districts, including staff roles, responsibilities and workloads.
- Integration of the Districts with clients, service providers, funding and programs is fundamental to effective service provision.
- Organisations need to provide Child Safe education and support to service providers provided to ensure Child Safe practices are implemented. Child Safe is linked to the better to the Better Care Better Service Review. New standards will be incorporated into procurement processes, continuous improvement and standards monitoring. There is no consistency between Australian states, and a possible outcome of the Royal Commission into Institutional Responses to Child Sexual Abuse could be the development of minimum standards.
- Ms White offered to provide an overview of the Department's structural review.

Action 8: Overview to be included in end of year briefing.

Action 9: OOHC included in Reform update.

- **Partnership Forum**

- At the August CSR meeting it was agreed that formal feedback from the Partnership Forum (PF) would be provided.
- Ms White and Mr Morrison attended the last PF meeting. Ms White noted the Action to look at the future direction of human service in WA. DPC will coordinate this work.
- A paper by Ms Sue Ash (tectonic plates) describes the need for a total picture, and the impact of changes to policy and funding arrangements.
- A whole of sector workshop would provide a future-oriented basis of the work being undertaken now, and form the basis of a scoping paper to understand the interface between the state and commonwealth. The next PF meeting will focus on scoping future directions.
- Mr Morrison presented a discussion paper on Social Investment at the last PF meeting. The paper highlighted the need for the sector and government to look more closely at social investment. The Action from presentation of the paper was Mr Grahame Searle undertook to integrate the paper in the regional reform sites.
- Mr Morrison will provide the paper to CSR members.

Action 10: Mr Morrison to provide the Social Investment paper. COMPLETED

5.4 Watching brief (discussion as required)

- **Family and Domestic Violence:**

- The Ombudsman will table the FDV VRO Fatality Review in parliament. The Department and other agencies have provided updates on the recommendations. Service delivery and the capacity to provide services to the large volume of victims, children and perpetrators affected by FDV is an issue.
- The Department is piloting new intake processes through joint FDV Response Teams comprised of service providers, the Department and WA Police in

Cannington using electronic triage to examine thresholds and better mobilization of services.

- The definition of FDV is broad, and there is a need for increased resources and services for perpetrators of FDV. The Department is procuring resources around networks.
- The Department is not the only reporting mechanism for FDV, and the number of unreported incidences is high. Work undertaken in the OOHRC reform shows that over 90% of parents required a police response for FDV.
- A National Action Plan will be released at COAG Summit at the end of October. WA is partnering with NSW regarding the impact of FDV in children.

Action 11: Information about FDV tender to be provided.
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- **Homelessness:**
 - Contracts expire in 8 months' time. The Minister is writing to the Commonwealth to advocate for WA. There has been no update on funding provided by the Commonwealth.
 - The Department is conducting forums across 17 districts in as preparation for the decision by the Commonwealth. This is also a key priority of DPC, in particular inner city homelessness. Updates will be provided to CSR.
- **Aboriginal Youth Services Investment Reform:** no update
- **Regional Human Services Reform:** no update
- **Early Years:** no update

5. General Business

- No general business.

Next Meeting

Ms White thanked members for their attendance and the meeting was declared closed at 11:30am. The next CSR meeting will be held on Monday 31 October 2016, at the Department for Child Protection and Family Support.