



## SUPPORTING COMMUNITIES FORUM COMMUNIQUE – MEETING 10 December 2018

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The Supporting Communities Forum met on 10 December 2018 for its final quarterly meeting this year at Dumas House, West Perth. The Forum supports the implementation of the State Government's Supporting Communities Policy to improve the quality of services to vulnerable Western Australians.

At the 10 December meeting:

- The Chairperson reported to members that following the September meeting of the Forum, Robin Kruk AO, Independent Panel Chair, Sustainable Health Review panel contacted the Forum Chairperson and Deputy Chairperson to ensure comments and feedback received from Forum members at the September meeting were reflected in the final draft report:
- The Chairperson advised that she and the Deputy Chairperson of the Forum had appeared before the Community Safety and Family Support Cabinet Sub Committee in October to outline the work and progress of the Forum in 2018:
- As requested by the Premier, the Chairperson has formally sent a letter to the Premier advising of the Forum's progress in its deliberations in 2018.

### Discussion of Public Sector Reform Initiatives

The Forum's work is informed by, and supports public sector reform initiatives currently underway in Western Australia. At the 10 December meeting:

- There was discussion on the reform work underway within the Department of Communities, following a presentation by Grahame Searle, the Director General, including updates on the Government's [Target 120 initiative](#); the [Early Years Initiative](#) in partnership with the Telethon Kids Institute and the Minderoo Foundation, as well as the Department of Communities' Strategic Plan 2019-2023. The Department of Communities' PowerPoint presentation is available [here](#).
- There was a discussion on the State Government's ServiceWA Pilot Design project, following a presentation by Tanya Milici, Director - Infrastructure and Major Projects, the Department of the Premier and Cabinet, noting that:
  - the ServiceWA concept and design supports WA citizens, keeping them at the centre, and looking to improve how fragmented transactional services are delivered to the community;
  - the pilot will include data collection from citizens across the metro, regional and remote areas which will inform place based solutions for the future, and Aboriginal Community and Community Resource Centre Pop-Up services;
  - the design provides choices for people who may:
    - not have digital access;
    - have no digital literacy; or
    - choose to attend a face-to-face service centre; and
  - consultation and inter-jurisdictional research have identified transactional services such as driver's licenses; national police clearances; and births, deaths and marriage

certificates for inclusion in the pilot. The transactional services are often required at different stages of most people's lives.

The ServiceWA PowerPoint presentation is available [here](#).

### **Substantive Update and discussion on the State Homelessness Strategy Working Group**

As Co-Chairs of the State Homelessness Strategy Working Group, Grahame Searle (Director General, Department of Communities) and Debra Zanella (CEO, Ruah) provided a substantive update to the Forum on the Working Group's progress. This work has been well informed by evidence about people who are homeless, their different needs and interventions which are effective. It has involved consultation and input from people who have experienced homelessness, service providers and researchers.

The Forum was advised that work on the development of the Strategy is well underway and the Working Group has reached agreement on key elements, including a definition of homelessness for the purpose of the Strategy, principles and focus areas for the Strategy. Consultation sessions on the 10-Year Strategy on Homelessness have been held, including in regional Western Australia, and a cross-government procurement working group has been established to guide the development of new service models based on evidence collected through research and metro and regional engagement. A 'Consultation Report' has been released summarising the key finding from the consultations, available at the [Department of Communities' webpage](#). A 'Directions Paper' will be released in early 2019, which will share key aspects of the Strategy.

There was considerable discussion about this important issue including cultural differences, the need for an accommodation and support strategy to ensure safe and stable housing and the need to take a 'client' centric approach to service design.

### **Update and discussion on the Strategic Framework for the Forum**

Strategic Framework Working Group member Suzi Cowcher provided an update to the Forum, including presenting the draft Strategic Framework diagram. This work has been undertaken by members to ensure that the work of Forum is well connected and integrated.

The development of the Forum's Strategic Framework included identifying the right mechanisms; key enablers; linkages between data and outcomes; and linking the priorities and reform areas. The Framework highlights the different elements that can build on existing collaborations and data available amongst the different Working Groups.

Members identified values that should underpin the Framework which seeks to link and connect all of the work of the Forum in a meaningful way.

The Strategic Framework is available [here](#).

### **Substantive Update and discussion on enhancing communication about the Forum**

As Co-Chairs of the Communication about the Forum Working Group, Michelle Andrews (Deputy Director General, Department of the Premier and Cabinet) and Helen Creed (Forum Deputy Chair) provided a substantive update to the Forum on the Working Group's progress. The aim is to enhance communications about the work of the Forum in 2019.

A suite of documents on the Forum's communication strategy has been drafted which will support the Forum's engagement and guide communications about the work of the Forum. These include the Communications Strategy and Implementation Plan; the Communications Action Plan; and Communications Protocol.

## Update from Working Groups

Working Group Co-Chairs provided brief updates regarding their respective Working Groups at the December meeting.

Further to the substantive updates provided by the **State Homelessness Strategy Working Group**, the **Strategic Framework Working Group** and the **Communication about the Forum Working Group**, Co-Chairs noted that:

- the **Collaboration Working Group** is continuing a review of local, national and international experiences of collaboration in practice to inform the development of a series of case studies. The Working Group will produce a final report in May 2019 to provide guidelines and resources to support good practice collaboration for Government and the community services sector;
- the **Outcomes Framework Working Group** has produced a draft Outcomes Framework for the community services sector. Significant stakeholder consultation and engagement is underway with government and the community services sector to seek feedback on the draft Outcomes Framework;
- the **Data Sharing and Linkage Working Group** continues to provide advice and input into the development of data sharing legislation which aims to address community concerns about privacy and ensure data sharing is in the best interests of the individual and the community. The Working Group is actively engaging with the community services sector to inform the draft data sharing legislation;
- the **Our Communities Report Working Group** has commenced work on the development of a framework for the report; and
- the **Procurement Reform Working Group** has identified priority projects to enable the effective implementation and consistent application of the revised Delivering Community Services in Partnership Policy, including Co-design in a Procurement Context, Practice Review; and Co-commissioning/Group Buying and Integrated Services.

It is anticipated that there will be considerable outcomes delivered in 2019 from the efforts of the Working Groups. It was agreed at the meeting that the Chairperson, Deputy Chairperson and Forum Secretariat would map all of the deliverables and specific outcomes for 2019 including scheduling of any further discussion at Forum meetings. This will be provided to the Forum members early in 2019.

## Message from Minister McGurk

The Hon. Simone McGurk, Minister for Community Services attended the meeting to thank Forum members for their work and reflect on the progress in 2018.

Beyond the regular Forum meetings, the Chairperson and Deputy Chairperson welcome opportunities to meet with public and not-for-profit organisations to hear a range of views on the potential work of the Forum, and ways in which it can engage with stakeholders and communicate its work and achievements.

The next meeting of the Supporting Communities Forum will take place on 25 March 2019. Further information can be found on the [Department of the Premier and Cabinet website](#) or by emailing the Forum secretariat at [SCF@dpc.wa.gov.au](mailto:SCF@dpc.wa.gov.au).

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