



SUPPORTING COMMUNITIES FORUM

DRAFT MEETING DECISIONS AND ACTIONS

Date	Monday 17 September 2018
Time	9:30am – 1:10pm
Location	Department of the Premier and Cabinet (DPC) Level 14, Dumas House, 2 Havelock St, WEST PERTH
Members	Michelle Scott (Chair), Helen Creed (Deputy Chair), Pip Brennan, Michelle Andrews (on behalf of Darren Foster), Neil Guard, Timothy Marney, Dan Minchin, Tricia Murray, Maria Osman, Carol Pettersen JP, Grahame Searle, Julie Waylen, Ross Wortham, Debra Zanella, Louise Giolitto, David Russell-Weisz, Adam Tomison, Jennifer McGrath, Kate George, Steve Brown (on behalf of Chris Dawson).
DPC	Avril Hughes, Natalie Gray, Sarah Woods, Robin Ho, Emily Roper, Sarah Hooper, Robert Van Dieran, Lauren Kane.
Apologies	Jonathan Ford, Darren Foster, Suzi Cowcher, Vicki O'Donnell, Chris Dawson APM.

MEETING START 9:40am

1. INTRODUCTORY TOPICS

1.1 Acknowledgement of Country

On behalf of the Forum, the Chairperson acknowledged the traditional custodians of the land the Forum meets on, the Whadjuk people. The Chairperson acknowledged their continuing culture and contribution to the life of this region and the strength and resilience of the Noongar people in this land.

1.2 Welcome, opening remarks and apologies

The Chairperson:

- noted apologies from Jonathan Ford, Darren Foster, Suzi Cowcher, Vicki O'Donnell and Chris Dawson APM.

- advised that Emily Roper, Sarah Hooper, Robert Van Dieren and Lauren Kane from DPC will attend for specific agenda items.
- advised that Robyn Kruk AO, Ryan Sengara (Department of Health) and Dr Erica Davison (Department of Health) will attend for Item 2.4.
- The Chairperson also noted that there have been some leadership changes in the public sector recently, being:
 - Sharyn O'Neill, formerly Director General (DG) of Education, is now Public Sector Commissioner.
 - Jennifer McGrath is now Acting DG of Education and will represent Education on the Forum moving forward. The Chair welcomed Jennifer McGrath to her first meeting.
 - Rebecca Brown (David Russell-Weisz's proxy) is now the DG of the Department of Jobs, Tourism, Science and Innovation. A perpetual Health proxy representative for the Forum is still being determined, however Leon McIvor has commenced in Rebecca's former role and is now Acting Assistant Director General, Strategy and Governance at the Department of Health.
 - Grahame Searle has resigned as DG of the Department of Communities, however will continue in the role until January 2019. The Chair thanked Grahame for his contribution to the Forum.

Revised DCSP Policy Update

The Chairperson advised that following the June meeting of the Forum that she had written formally to Minister McGurk at the Minister's request, providing comments on the revised Delivering Community Services in Partnership (DCSP) Policy. A key issue identified by the Forum was the need for the Policy to be applied consistently across the Public Sector. Minister McGurk had since responded indicating her appreciation for the input from the Forum. The Minister's letter was provided to members of the Forum. The Chairperson also noted the ongoing work of the Procurement Working Group to support further reforms.

The Chairperson invited Michelle Andrews (DPC) to provide a brief update regarding the revised Delivering Community Services in Partnership Policy. Michelle Andrews noted that:

- the DCSP Policy has been amended to reflect feedback from the Forum provided at the 18 June Forum meeting. The revised policy includes:
 - strengthened partnership principles and behaviours;
 - a greater emphasis on planning in partnership, including a requirement for government agencies to co-design services;
 - a longer initial service agreement term;
 - a formalised minimum three-month notice period where service agreements will be significantly changed, reduced or will cease.
- the Forum Chairperson wrote to Minister McGurk with a summary of the Forum's feedback regarding the revised DCSP Policy. Representatives from the Department of Finance also met with the Deputy Director General, Policy and Reform, DPC out of session to discuss alignment of the DCSP Policy with the Service Priority Review directions. This feedback informed the final submission to Government which was endorsed by the Community Safety and Family Support Cabinet Sub Committee Policy in August 2018.
- It is likely that the revised DCSP Policy will be publicly released and take effect in the coming weeks.

- the Forum's Procurement Reform Working Group will support the implementation of the revised DCSP Policy to improve the consistency of its application across government, in response to concerns previously raised by Forum members.

Michelle Andrews thanked Forum members for their contribution to the revised DCSP Policy, noting that the process demonstrated how the sectors can achieve better outcomes together by working in partnership. Michelle Andrews also invited DGs and Commissioners to consider opportunities to engage with the Forum on relevant policy initiatives being managed by their agencies.

1.3 Confirmation of the meeting notes from the 17 June 2018 Forum meeting

The meeting notes for 17 June 2018 meeting were approved with no changes.

1.4 Actions arising from the 17 June 2018 Forum meeting

Members noted that there are no outstanding actions arising from the 17 June 2018 Forum meeting.

1.5 Conflict of interest declarations

No conflicts of interest were declared.

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2. STRATEGIC POLICY AND REFORM

2.1 Update on Department of Communities' Reform work (standing item)

Grahame Searle provided an update on the changes underway within the Department of Communities. The presentation focused on the observed cultural changes that are occurring within the Department, particularly at regional office locations including Derby, Fitzroy Crossing and Newman. Grahame also provided some examples where the Department's approach to integrated service delivery has supported better outcomes for its clients.

Grahame also provided a brief update on the status of the Department's District Leadership Groups, as well as the implementation of the Government's Target 120 initiative, and Early Years initiative in partnership with the Telethon Kids Institute and the Minderoo Foundation.

The Chairperson noted that the Forum will continue the dialogue regarding the changes at Department of Communities and seek opportunities to support and collaborate.

ACTIONS:

- 1. Secretariat to circulate presentation slides and upload to the Forum webpage.**

2.2 Update on Public Sector Reform (standing item) – Responsible data sharing for policy research and service design

Robert Van Dieren and Lauren Kane (Principal Policy Officers, DPC) provided a brief update on the Government's Public Sector Reform work regarding responsible data sharing. Emily Roper (Director, DPC) and Sarah Hooper (Assistant Director, DPC) also attended to answer any questions regarding this item.

Robert and Lauren noted:

- the Co-chairs of the Forum's Data sharing and Linkage Working Group and thanked them and the working group for their support of the reform work so far;
- the four strands of the reform work and their interconnected nature, which are:
 - privacy protections to enable better data sharing;
 - better service experience for individuals;
 - improved outcomes for the community; and
 - the proposed establishment of an office of digital government.
- that many lessons are being learned from South Australia's approach to responsible data sharing;
- the scope of the reform is based on the safe sharing of personal and confidential data (note: not all sensitive data will be in scope), held by government agencies, with other government agencies and select third parties in the research community, and contracted service providers;
- the 'five safes' are intended to inform CEOs' decision making regarding appropriate circumstances to share data with the addition of cultural considerations for Aboriginal people;
- the model of establishing a Chief Data Officer has worked well in other jurisdictions and is being considered for Western Australia;
- the Target 120 initiative demonstrated that, had a data privacy framework been in place, the amount of time to develop Memorandums of Understanding to share data between government agencies to inform this initiative could be reduced from 12 months to 2 months;
- central to this reform is the need for the community to be confident in the arrangements which provide for the security and privacy of its data.

Forum members discussed the cross-cutting nature of the responsible data sharing reform and its relevance to improving services, and communication between the public and community services sectors. Members also discussed the community service sector's ability to safely and securely hold and share data, as well as the considerations regarding ethics approvals and the use of identified vs. de-identified data given the varying purposes (research or identifying where to target services). The importance of engaging the broader community in this discussion was also acknowledged.

Robert Van Dieren noted that the Commonwealth Government is undertaking its own data sharing reform and will be meeting with various stakeholders in the coming months to inform a consultation process.

The Chairperson invited Robert Van Dieren and Lauren Kane to update the Forum at a future meeting regarding progress with this reform initiative.

Actions:

- 2. Forum secretariat to arrange for Robert Van Dieren and Lauren Kane to update the Forum at a future meeting regarding the progress of this reform initiative.**

2.3 Substantive Update from Outcomes Framework Working Group

Adam Tomison and Louise Giolitto, Co-chairs of the Outcomes Framework Working Group, provided a brief update on the working group's progress to date.

The Co-chairs noted:

- the Department of Finance funded this work through a 2017 Capacity Building Grant awarded to WACOSS;
- a draft Outcomes Framework has been developed which is strengths-based and informed by a number of existing outcomes frameworks and approaches;
- the overarching intent is for the Outcomes Framework to help the public and community services sectors to 'speak the same language, and to support the integration of service delivery on the ground to help achieve better outcomes for Western Australians;
- the Working Group includes representatives from DPC's Public Sector Reform Unit to ensure the Framework aligns with the Government's Whole-of-Government Targets initiative;
- the Outcomes Framework will inform the development of the biannual Our Communities Report.

Louise Giolitto noted that:

- WACOSS is currently drafting a stakeholder engagement plan to inform a nine-month consultation process with the community on the draft Outcomes Framework;
- the Co-chairs are happy to brief other working groups in detail regarding the Outcomes Framework; and
- this work will likely require further resourcing beyond the original capacity building grant.
- noted that the co-chairs were working closely with the co-chairs of the Working Group on the Our Communities Report

Actions:

- 3. Working Group Co-chairs to contact Outcomes Framework Working Group Secretariat should they wish to receive a substantive briefing on the draft Outcomes Framework.**

4. The Co-Chairs to lead a substantial discussion on the Outcomes Framework for the first meeting of the Forum in 2019.

Morning Tea

2.4 Sustainable Health Review – Presentation by Robyn Kruk

The Chairperson introduced the discussion by indicating the desire of Forum members that the work of the Forum is well articulated and linked to major reforms such as the Sustainable Health Review.

Robyn Kruk provided an overview of the progress of the Sustainable Health Review as it progresses towards the Final Report and submission to Government. The Panel's confidential draft eight strategies and developing recommendations were discussed, with comment and feedback received from members.

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3. WORKING GROUP REPORTS

3.1 Proposal for Developing the Forum's Strategic Framework and Narrative

The Chairperson introduced this item, noting that, as discussed at the June meeting of the Forum, the work of the Forum and its working groups would benefit from the development of an overarching Strategic Framework and Narrative. The Chair thanked Suzi Cowcher for her work developing an initial approach to this work and invited members to nominate themselves to join a time-limited working group to progress this further. The following Forum members nominated to participate on the new working group:

- Michelle Scott
- Helen Creed
- Suzi Cowcher
- Neil Guard; and
- Louise Giolitto

The Chairperson noted that the Forum secretariat will be convening a meeting of working group secretariats to support improved collaboration between working groups through the use of Microsoft Teams. The Chairperson also suggested that collaboration between working groups would also benefit through a separate meeting of all Co-chairs.

Action:

5. Forum secretariat to convene a meeting of the time-limited working group.
6. Forum secretariat to convene a meeting of working group secretariats.
7. Forum secretariat to convene a meeting of working group co-chairs.

3.2 Working Group Updates

The Working Group Co-chairs provided brief updates regarding their respective Working Groups. Final draft project plans were circulated to members ahead of the meeting and were endorsed by the Forum, noting that Project Plans may continue to be updated as projects progress. The Chairperson requested that co-chairs consider the timing of a more substantial discussion at the Forum meetings as their work progresses.

Homelessness Working Group

Grahame Searle and Debra Zanella advised that the Working Group is about to commence a consultation process regarding the draft State Homelessness Strategy and is working closely with the Outcomes Framework Working Group to ensure alignment.

Grahame and Debra advised that they would provide a substantive update on this work to the Forum at its December 2018 meeting.

Procurement Working Group

Tim Marney noted that the Working Group has identified four areas of focus (and has developed four project plans accordingly), however has delayed commencement of its Outcomes-based Procurement focus to align with the work of the Outcomes Framework Working Group. Tim also noted that the project plan outlining the focus on Best Practice Procurement requires further refinement to ensure it takes a strengths-based approach to practice review.

Tim Marney advised that he would identify a time in the future for the Working Group to provide a substantive update to the Forum on its work. The Chairperson noted that the Director General of the Department of Finance be invited to the Forum meeting at which this updated is provided.

Our Communities Report Working Group

Dan Minchin noted that the Working Group will be developing a framework to inform the development of the biennial 'report', including that the Working Group is looking at innovative ways to present this information other than in a typical 'report' style. The 'report' will be guided by community consultation, as well as the Outcomes Framework including its structure and the data used to measure outcomes.

Jennifer McGrath noted that some resourcing will be made available by Education to support the implementation of the Working Group's project plan.

Communication about the Forum Working Group

Helen Creed (Deputy Chair) noted that Chris Dawson has stepped down as Co-chair of the Communication Working Group and that arrangements are being considered to fill this role.

Members noted that there is a need to develop consistent communications regarding the Forum which:

- are appropriate to the Forum's various stakeholders;
- identify the tangible output and impact the Forum is having as a collective; and
- demonstrate the alignment of the Forum's work across the working groups and with the Government's broader reform work.

Helen Creed advised the Forum about a number of issues the Working Group had been discussing that were relevant to the work of other Working Groups.

- badging of the Forum – should this be State Government branding or bespoke branding;
- Working Groups will identify their top three messages which could then be communicated from the Forum;
- did each Working Group need its own communications plan and the role of working groups in developing this; and
- is a "style guide" needed.

Several members of the Working Group have direct expertise in marketing and communications. The Chairperson invited the Working Group to provide the Communications Plan to the Forum at its December 2018 meeting.

Louise Giolitto noted that a more centralised approach to coordinating and resourcing the Working Groups would be beneficial to ensure consistency of the Forum's communication, in addition to the development of an overarching Strategic Narrative. The Chairperson, Deputy Chairperson and Michelle Andrews agreed to discuss this matter separately.

Collaboration Working Group

Ross Wortham thanked his Co-chair David Russell-Weisz and Department of Health officers for their support to the Working Group.

Ross noted that the Working Group is conducting a review of national and international experiences of collaboration in practice to inform the development of a unified understanding of what good collaboration looks like. The Working Group is currently considering options to inform this work including a possible survey and stakeholder engagement.

Ross also noted that the Working Group's activities would benefit from an opportunity to be functionally applied to an initiative (e.g. Homelessness Strategy, revised DCSP Policy implementation) in order to demonstrate and measure the impact of collaboration.

David Russell-Weisz noted that conversations are occurring between DPC and Health to resource the Collaboration working group.

Michelle Andrews noted that DPC would be happy to provide further support through the Forum secretariat to both the Communication and Collaboration Working Groups and would discuss resourcing with the Chair, Deputy Chair and other relevant Forum members further.

Data Sharing and Linkage Working Group

Please see the meeting notes recorded at Item 2.2.

Outcomes Framework Working Group

Please see the meeting notes recorded at Item 2.3.

Actions:

- 8. Homelessness Working Group to provide a substantive update to the Forum at the December 2018 meeting;**
- 9. Procurement Reform Working Group to identify a future Forum meeting at which the Co-chairs will provide a substantive update on its work;**
- 10. Forum secretariat to extend an invitation to the Director General, Department of Finance to attend the Forum for the substantive update from the Procurement Reform Working Group;**
- 11. The Chairperson, Deputy Chairperson and Michelle Andrews will meet to discuss a centralised approach to resourcing and supporting the Forum's Working Groups.**

4. OTHER BUSINESS

4.1 Forum Communications Update

The Chairperson drew members' attention to the letter from Linkwest offering support to the Forum with regard to communications. Members noted that this would be particularly useful for engaging with regional and remote based stakeholders.

4.2 Any Other Business and Reflection on the Meeting

The Chair thanked members for their time and invited them to email her with any reflections on the meeting.

Action:

12. Members to email the Chair with any reflections they have on the meeting.

Meeting closed at 1.10 pm

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