

## COMMUNITY SECTOR ROUNDTABLE

### MINUTES OF MEETING

Tuesday 9 July 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, and introduced new member, Ms Veronica Rodenburg, CEO of Yaandina Family Centre Inc.

##### 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 Ashley Reid	Ngala
Ms Veronica Rodenburg	Yaandina Family Centre Inc

##### In attendance

Ms Sandra Flanagan	Department for Child Protection and Family Support
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##### Apologies

Mr Tony Pietropiccolo	Centrecare Inc
Ms Martine Pitt	Communicare Inc

#### 2. Mr Graeme Searle, Director General, Department of Housing

The Chair welcomed Mr Searle to the meeting.

Mr Seale thanked members for the opportunity to engage with the CSR on housing and homelessness issues.

Discussion ensued on the following:

- NPAH – the Department of Housing has worked closely with the Department for Child Protection and Family Support (CPFS) and the network of service providers to provide 999 houses to NPAH clients over the past three years, housing approximately 2200 people.
- A little over 1000 homes have been provided to people who were homeless but not NPAH clients (2373 people) over the past three years.
- The allocation target is about 10% per year to NPAH clients; 47% to the priority wait list; and 43% to the non-priority wait list.

- A new model for assessing priority is being desktop trialled, this has not been implemented but is running parallel to determine the effect. Once the trial is complete, the results will be discussed with stakeholders.
- In January 2013 a change was made to eligibility criteria for the waitlist. Now clients must be eligible the whole time they are on the wait list to remain on the list. In the past, a client could go on the wait list and stay on it even with a change in circumstances.
- Affordable housing targets – the target was for 20 000 new dwellings by 2020. To date there have been approximately 7800 new dwellings, thus progressing well to exceed that target.
- As all governments are focused on establishing and maintaining a surplus, it is unlikely there will ever be a massive injection into social housing, thus the Department of Housing has taken a more holistic view of the affordable end of the housing market and tried to intervene at a number of levels to create more options for people. For example the *Shared Start* program creating affordable home ownership. Through this program nearly 1000 homes have been built in the past 18 months, 730 have been sold with 630 as *Shared Start*. These are individuals and families on low incomes, who would otherwise have had no opportunity to purchase a home. Importantly, the net cost to government of this scheme is almost zero.
- An important benefit of the shared start is that it is freeing up public housing rentals. *Shared Start* homes are all new stock.
- Concern was expressed regarding the bottom end of the market, ie clients who are turned away from services who are at capacity, and may have housing debt which makes them ineligible for other housing. Members queried what is available to address the needs of this group? A scheme was in place whereby public housing clients could participate in a program to manage their housing debt via Centrelink payments (automatic deductions from their payments). This is no longer operating, however, would be a great solution to this issue. Income Management is being introduced into the Lands, Housing can report clients having difficulty paying their rent and 50% of their income can be quarantined to cover rent (if this is the only issue they have).
- There is an agreement with CPFS and the Department of Housing that no person leaving care will exit to homelessness. The process begins when the youth is 15 through to 17 and 3 months when there is a clear process to move them into a home.

The Chair thanked Mr Searle for attending CSR and engaging in open discussion.

### **3. Minutes of meeting held 11 June 2013**

The minutes from the Community Sector Roundtable meeting held on 11 June 2013 were confirmed as an accurate record of the proceedings.

### **4. Actions Arising**

#### **4.1 Mirrabooka Family Support Network**

The Chair welcomed Mr Bayman and Ms Spiers to the meeting.

Mr Bayman and Ms Spiers provided an overview of progress to date including the following:

- Approximately two years work has already taken place in the development of the Mirrabooka Family Support Network.
- Early in the process the District office began looking for ways to do things better, particularly with the CaLD groups in the area, essentially around parenting.

Parenting WA, local services and the local community have all played a significant role.

- Relationship building is key to the process, bring together practical examples and engaging the elders.
- Referral pathways, issues of confidentiality, local streamlining and the capacity of agencies have all been examined.
- 11 key stakeholders/local agencies - have been involved from the beginning and others are also becoming involved.
- The project scoping timeframe has been developed. The tender will go out in the next 2 to 3 months.
- It is important to involve NGOs in all aspects of the process.
- Mirrabooka will have an incremental implementation of the family support network, to enable any issues that may arise, including governance and boundaries.
- The fundamental principles developed for the family support network are utilised in the Mirrabooka model.
- Sound relationships have been developed with the CPCs in the area.
- The Department for Communities has been engaged in the discussions.

The Chair thanked Mr Bayman and Ms Spiers for their open discussion about the Mirrabooka Family Support Network.

#### **4.2 DCP's position on Outcomes**

Mr Glew advised that the consultations identified at the last CSR meeting are now taking place. A paper will be prepared, incorporating the outcomes of those consultations which will be disseminated to CSR members for discussion.

**Action:** paper to be disseminated to CSR members once complete.

#### **4.3 Mechanisms for supporting the sector - principles**

Deferred to August.

#### **4.4 Leadership and Partnership Forum**

Mr Glew advised that the working group has met twice to progress the agenda. Ms Elena Douglas, Centre for Social Impact, UWA, has also been involved. The key theme will be around the role of government and civil society and the effect of the reform environment. Several guest speakers have been considered and/or approached. The working group is meeting again next week with Ms Douglas to prepare the draft agenda. It was agreed to invite a broader scope of representatives, at CEO level, from the sector including representatives from child protection, homelessness and financial counselling.

A draft agenda should be ready for the next CSR meeting. CSR and CPFS members have already been advised of the date and have it locked into their diaries. An email will go out seeking representatives from the broader sector after the next working group meeting.

**Action:** Working Group for prepare a draft agenda for discussion at the next CSR meeting.

#### **4.5 Child and Parent Centres - update**

Ms Benham provided an overview of the CPCs, noting that WACOSS hosted a forum/sector update on Child and Parent Centres yesterday. Discussion ensued on the following:

- The first 10 sites are up and running, involving 7 NGOs.

- The 10 coordinators have been appointed.
- The construction of the initial 10 will be undertaken during 2013/14.
- The MOU has been developed and now individually signed off by the NGOs and the Child and Parent Centres school Principals.
- Local advisory committees are being established at each of the locations.
- ECU have been contracted to do the data collection and evaluation.
- The tender (for an additional 6) has been postponed but will go out soon. It is expected that contracts will be awarded in November.
- The additional 6 will be established over the next 4 years – Albany, Geraldton, Collie, East Maddington, East Waikiki and Gosnells.
- WACOSS met with the Premier last week and conveyed on going concern that there still needs to be a bigger picture framework and leadership around the CPCs – what they are for? what is the aspiration for children in the early years in WA? and how CPCs are part of this bigger picture. There are inconsistencies about whether this is about local flexibility as opposed to prescribing where a CPC will be, what it will look like, how it will operate etc.
- As agreed at the previous meeting, Ms Benham will raise this issue at the CPC Steering Committee and discuss the framework developed for the Family Support Network (FSN). The FSN model lends itself well to the CPC network, thus the CPC network would benefit from having something like this in place. CPFS did provide all of this documentation in early discussions with the Education Department about CPCs, however it was not taken on board. However, the more recent information developed on the principles and key elements for the FSN's may assist.
- It is important to demonstrate how CPCs and FSNs can co-exist and collaborate effectively.
- Members discussed the benefits of inviting Rebecca Browne and Peter Conran to a meeting of CSR to discuss these issues.

**Action:** On-going consideration of these issues, particularly regarding issues of collaboration between CPCs and FSNs.

## **AGENDA ITEMS**

### **5.1 Expansion and development of the Secondary Family Support Hubs**

The Chair advised that the evaluation has been completed, however there were some issues with the data which are being checked, ensuring all data is accurate and up-to date. It will be released later in the year, however, it was agreed to provide a copy in confidence to CSR members for consideration prior to the next meeting. While it was noted that some of the data will change, there are important learnings to be shared and discussed.

It is planned to have the budget bid for the expanded metropolitan rollout of the network ready to submit to the Department of Treasury for 2015/2016. This will utilise all the information gathered from AFSN, Mirrabooka and Murchison. The model for the country areas may need to be different, depending on the location, and requires further work.

The budget bid will be discussed and developed with input from the CSR. It is important that CPFS and CSR are in agreement on the rollout and therefore the budget bid. It will be important to counter the argument that we are building an expensive front end assessment and not making a difference in terms of direct service delivery. Work will need to begin on this budget bid early next year.

The funding for the lead agency for the AFSN ends in November 2014. It was advised that there was no specific allocation of funding from the Department of Treasury for the AFSN. The AFSN was funded through Departmental growth funds and there is no desire to withdraw that money, further funding will also come from the Departments growth funds. The Mirrabooka FSN, will also begin with an initial three year contract using Departmental growth funds.

It was suggested that CSR needs to determine the strength of the budget bid to be funded by Treasury.

<b>Action:</b> Draft evaluation report to be disseminated in confidence to CSR members.
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## **5.2 Macro issues impacting the out of home care system**

Mr Geaney advised that Sue Williams has agreed to be the residential care representative on the working group for CPFS.

The Alliance has requested an opportunity to connect the research project on OHAC to the work of the working group. This will be discussed at the next working group meeting, to determine the viability and means of the two connecting.

MercyCare has now engaged an officer who will commence the literature review on the complexity of out of home care.

## **5.3 Self-directed service design**

Mr Glew advised that the group has now met and discussed the models being used in other agencies. Ms Cattalini provided an overview, utilising the white board, of the Disability Services Commission model, *My Place* (MP) and Mental Health Commission model. A photo of the model will be provided with the minutes. These are individualised funding models.

Members discussed the high levels of risk involved to the employer (consumer/the person requiring support) and the employee (carer). There is high risk to the consumer using Common Law contracts (MP Model). There is also high reputational risk and risk to the employee. The Department is reasonably risk free as there is no contract involved at that end, they use a good faith/partnership agreements between the Department and the consumer. The Common Law contract is between the consumer and the employee.

Members discussed the need to 'unfold' other models to understand how they work and the risks involved.

Mission Australia are supporting individuals through the Mental Health model. Under this model, the agencies are paid against milestones. This model would be difficult for small agencies to manage in terms of employing and maintaining staff as the funding comes incrementally. Ms Perry reported that while there are risks involved there have been significant outcomes for individuals. There is no evidence to suggest outcomes under this model could not be achieved or bettered under other models.

Ms Cattalini advised members that DPC's Partnership Forum's website has a paper titled *My Life, My Way*, which is the closest thing to a policy framework currently available on self-directed design.

#### **5.4 Integration of Youth Services**

Ms Perry advised that she is meeting with the WA Police and with YACWA next week. YACWA will provide some detail about the progress with scoping the sector and how that work may feed into this working group.

Craig Comrie, YACWA has been invited to the working group. Mr Comrie will provide valuable information on the outcome of the scoping paper and the recommendations from WACOSS and YACWAs Youth Justice Think Tank. The recommendations will be presented to the CSR.

It was advised that the Commissioner for Children and Young People has released a Youth Justice paper, which will also be considered. Additionally the Telethon Institute may also have some information for consideration. Representative from the Telethon Institute have agreed to attend a working group meeting to discuss the issues.

The meeting with the WA Police is to discuss data they have available that may be accessed by the working group and how WA Police might be involved. Ms Perry will coordinate another meeting of the working group once these meetings have taken place.

It was advised that the Department of Indigenous Affairs (DIA) are undertaking a review with a focus on Youth. It was recommended that contact be made with Tom Leeming and a representative from DIA on this issue.

Ms Rodenburg agreed to join this working group.

#### **6. Other Business**

##### **6.1 Australian Human Rights Commission Roundtable**

Ms Perry advised that she has been invited to sit on Australian Human Rights Commission Roundtable on *Access to Justice in the Criminal Justice System for Children and Young People with Disability* and asked members to provide some feedback on an accompanying paper for her to take to the meeting. Ms Perry will forward the accompanying paper for member's information and comment.

Ms Cattalini commented that there is an issue with the *justice reinvestment* language — this is inappropriate in Western Australia. The National Children's Commissioner is planning to host a *justice reinvestment* event in Western Australia, and the use of this language may not achieve adequate buy in from the sector. It would be more appropriate to use the term *youth diversionary* programs.

<b>Action:</b> paper to be disseminated for members to provide comment directly to Ms Perry.
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##### **6.2 Commonwealth government attending CSR meetings**

Ms Benham briefly discussed the National Collaborative Framework and suggested that CSR invite the State Manager, FaHCSIA, to attend CSR meetings on a six monthly basis to discuss national policies, issues, plans and frameworks pertinent to the community services sector.

<b>Action:</b> Ms Flanagan to invite the State Manager, FaHCSIA to attend CSR meeting on a six monthly basis.
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#### **7. 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 13 August 2013.