

**Sector Development Subgroup- Wide Bay Burnett & Gympie**  
**25<sup>th</sup> November 2009**  
**Gympie Golf Club**

**Present:** Bruce Green (Bundaberg Regional Council); Margaret Wass (Bundaberg Regional Council) Maurine Gibson (Qld Alliance) Jeff Jenkins (Fraser Coast Regional Council) Debra Moore (Fraser Coast Regional Council) Chérie McGregor (Fraser Coast Regional Council)

**Apologies:** Sue Carter (Graham House) Louise Judge (South Burnett Community Development) Kara Petersen (Gympie Regional Council); Joanne Lamden

**Meeting opened 1.15pm**

**Compact**

A brief description of the Compact and handout material was provided at the WBBHSWG meeting. Time to digest the information before the options for implementing it at a regional are discussed further.

**Negotiating Service Agreements**

Maurine and Cherie to meet with Ann-Maree Byrne (Dept of Communities, Regional Director Disability Services) on Thursday 26<sup>th</sup> to further discuss options for a cross sector discussion on negotiating service agreements.

**Email Protocols**

Issues related to managing email traffic and overlapping distribution lists were discussed. Consideration was given to concerns about complaints related to receiving the same email from two or more separate distribution lists.

The option for centralizing email distribution lists was discussed. Whilst there is some overlap between distribution lists, there are also points of difference. It was concluded that developing protocols for emailing information might make it quicker for people to identify and delete irrelevant emails from their inboxes.

Protocols discussed:-

- If receiving emails from multiple distribution lists is creating a problem, decide which list best meets your needs and ask to be taken off other (less relevant) email trees.

When sending emails

- Ensure the subject line gives enough information for people to identify whether or not the email is relevant (eg "governance training, Jan 09 Kingaroy \$250/person" as opposed to "Important training opportunity")
- Protect other people's privacy by using the *bcc* function if sending an email to more than one recipient
- Avoid attachments where possible.  
Attachments take extra time to open and extra memory to download. Where possible include information in main body of email rather than as an attachment.
- Limit message size as much as possible.  
Printable fliers, reports etc could be offered on request. Use web links if

available. If attachments are unavoidable, saving them in pdf format (as opposed to Publisher) reduces the file size. If sending Word documents, save as 'doc' not 'docx' - for maximum accessibility

- Check the currency and accuracy of information before sending emails to networks. Some information has 'use by' dates.

Maureen will do up an email identifying suggested email protocols to be circulated to the various Interagency conveners.

### **Change of WBBHSWG meeting days**

At the WBBHSWG meeting, Darren advised that meeting days for 2010 were being changed to a Wednesday. It was the understanding of those present at the sector development group meeting, that the reason for the change of day was so that elected local government councilors could be invited to attend meetings.

Concerns were raised that

- staff employed in local government may no longer be able to attend if Councillors are attending meetings.
- the terms of reference did not include councilors as members.
- The change in meeting days/invitation to councilors was raised at the meeting and asked for endorsement. More notice of an intended change and request for feedback would allow people to better evaluate the proposed change before endorsing it at a meeting.

Chérie to follow up with Darren for further clarification.

### **Information flow from RPAC and RMCN**

It was questioned whether or not it would be possible for the Sector Development group to be provided with copies of the RPAC and RMCN minutes to facilitate the information flow between the groups. Maurine will explore options for the availability of RPAC and Chérie will explore options for distribution of RMCN minutes.

### **Demand on Emergency Relief**

It could be useful to track changing trends in demand for emergency relief across the region and encourage an information flow across the region comparing issues and strategies. Chérie will contact Louise and Jo for minutes from their ER forums. There is no Emergency Relief Service Providers' forum in Bundaberg. Chérie will find out if there is a ER forum in Gympie or North Burnett regions.

### **Sub Group Structure**

The Subgroup needs to develop a working framework and process for responding to the issues raised via the Interagencies or directly with the Subgroup.

The concept of being a stand alone network or subgroup of the WBBHSWG was discussed. The main point of difference was in the potential for the group to join the Futures Forum as a member. The Futures Forum members information on their website identifies that membership is open to stand alone networks and not to subgroups of other networks. Chérie to follow up with the Futures Forum to see if this is a negotiable.

### **Meeting closed:**

**Next meeting:** Following CCFSN meeting in Childers. 3<sup>rd</sup> December.