

**Sector Development Subgroup- Wide Bay Burnett & Gympie**  
**27<sup>th</sup> October 2009**  
**Fraser Coast Regional Council**

**Present:** Chérie McGregor (Fraser Coast Regional Council); Louise Judge (South Burnett Community Development); Bruce Green (Bundaberg Regional Council); Ann-Maree Hasselbach (Maryborough and District Council of the Aging)

**Apologies:** Debra Moore (Fraser Coast Regional Council); Ken Meldrum (Fraser Coast Regional Council); Sue Carter (Graham House) Kara Petersen (Gympie Regional Council); Joanne Lamden

**Meeting opened 2.20pm**

**Compact**

The need for cross-sector discussions about how the Compact will be practically implemented at a regional level was raised at the Working Group meeting (23<sup>rd</sup> Sept). It was decided that a presentation be made to the combined RMCN Working Groups about the Compact. The presentation will include a request to schedule a cross sector discussion on how to implement the Compact in a practical sense in this region.

Chérie contacted Lyndall Hulme Sector Development, QCOSS and they are keen to participate in cross-sector discussions on implementing the Compact at a regional level.

**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. It was discussed that such a framework should be based around sector relevant aspects of the Regional Plan. There needs to be detail about how information is collected, collated and responded to and a structured processes for reviewing progress.

There needs to be formal clarification about whether or not the Sector Development Group is a subgroup of the WBBHSWG or an independent network.

**Bruce Green left and Louise Judge arrived at 3.05pm**

It was concluded that this would require a planning day with representation from across the sector and the region. For maximum accessibility, it was proposed to hold a planning day in Biggenden in May. To be discussed at next meeting.

Louise to develop a template for collating issues raised from each interagency into a collective regional picture.

Louise raised the need to introduce better use of electronic media for regional meetings to overcome the tyranny of distance and inefficiency of telephone conferencing.

**Information flow from Working Group to Interagencies**

It would be good to encourage consistency for feedback from the Working Group meetings to various sub-regional networks.

Emailing Working Group minutes to everyone on network email distribution lists seems excessive. Network convenors could provide a snapshot of highlights from the Working Group meetings, advising that minutes are available on request if people want more detailed information. This would also promote the Working Group to services.

**Demand on Emergency Relief**

There appears to be an increased demand on Emergency Relief resources compared to the same time last year and a change in the demographics of traditional ER service users. Joyce Chorney in Hervey Bay is organizing an Emergency Relief Service Providers' forum towards the end of November. There is also an Emergency Relief Service Providers' forum in the South Burnett. 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.

**Meeting closed:** 4.00pm

**Next meeting:** Following WBBHSWG meeting in Gympie.

## Wide Bay Burnett Human Services Working Group (WBBHSWG)

### IMPLEMENTATION PLAN 2008-13

#### 1. Strengthening the Sector

<b>Tasks</b> <i>Wide Bay Burnett Regional Plan(WBBRP)</i> <b>2007-26 Tasks:</b>	
1.1 (WBBRP – 8.1.1a) Ensure more coordinated and responsive delivery of human services and seek opportunities	
1.1 (WBBRP – 8.1.2a) Maintain and support the Wide Bay Burnett Human Services Network as a peak body for human service delivery in the Wide Bay Burnett, to ensure that social considerations inform planning for the region's sustainable development.	
1.2 (WBBRP- 8.1.2b) Seek opportunities for local communities to network with regional managers and promote coordination and cooperation between agencies and community based groups as forums to work on: <ul style="list-style-type: none"> <li>• Common issues and opportunities</li> <li>• Innovative problem solving through partnerships... by</li> </ul> developing and implementing a Youth Homelessness Reference Group to explore, articulate and design possible solutions for youth homelessness in WBB Region.	
1.3 (WBBRP - 9.1.1b) Support and encourage the development of a Welcome to Country Statement to be read out at regional forums, conferences and events, that is relevant to their location.	
1.1 Develop 'welcome' process for new members which includes: <ul style="list-style-type: none"> <li>• Establishing a Mentoring system</li> <li>• Welcome letter to new members</li> <li>• Information pack including background paper, terms of reference, strategic plan and implementation plan.</li> </ul>	
1.2 Review operation of WBBHSWG.	
1.3 Support Building Capacity of local communities through: <ul style="list-style-type: none"> <li>➤ Building local human service provider and network skills to assess needs and trends to inform future service planning</li> </ul>	

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| ➤ Linking local human service planning and processes to and from regional planning |  |
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**Wide Bay Burnett & Cooloola  
Community Services Sector Development Forum  
Biggenden, 4 March, 2009**

**Recommendations for Immediate Action**

1. The Working Group to provide for a meeting space for non-government community services to meet immediately after the quarterly Working Group meetings.
2. CDO's to initiate a process for addressing the issues raised at the forum
3. The Working Group to include network mapping information on the Portal
4. Feedback between the Working Group and Interagencies be included as a standing agenda item at both Interagency and Working Group meetings
5. Cooloola Human Services Network be recognised by the Working Group as the appropriate interagency network for Gympie and a link to their web site to be included on the Portal

**Other Areas for Action identified at Forum**

**Improving networking**

1. Developing an action focus
2. Forming an information hub
3. Encouraging cross-network communication

**Areas for action to increase sector engagement**

Promotion

Participants expressed a need for the Portal and the Working Group to be widely promoted throughout the sector, so that workers better understood the relevance of the group and how to engage.

Communication

Participants identified a desire for regular feedback and updates communicated between the Working Group and the sector.

Role of CDO's

The role of CDO's as the link between subregional networks and the Working Group was highlighted. Participants identified a need to promote this role more widely through the sector, so that workers were aware who was the 'local' Working Group contact. CDO's also identified a need for greater definition and clarity of their role with the Working Group.

Interaction with Interagency Networks

Participants identified a need to define processes for engaging Interagencies with the Working Group. It was suggested that Interagencies include feedback from and to the Working Group as a standing agenda item at meetings and that feedback from CDO's be a standing agenda item for Working Group meetings.

Process for identifying/prioritising issues

Participants identified a need to develop and promote a sector friendly, structured process for the non-government community services sector to

- Identify and collectively prioritise issues
- Record and report on prioritized issues
- Collectively problem solve and plan

### **Potential Strategies**

- Hold annual human services planning day – recognising priorities for WBB Regional Plan;
- Each network convenor has one contact point on the WBBHSWG who they feed information into in a regular/formal way;
- Each WBBHSWG member has an email group of network convenors who they are responsible for in terms of two way communication; and
- Subject line – Important information for Wide Bay Burnett. Darren could put together a 1 page update on important outcomes/emerging issues after each WBBHSWG meeting which could be included with this email.