



## SUPPORTING COMMUNITIES FORUM

### DRAFT MEETING DECISIONS AND ACTIONS

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<b>Date</b>	<b>Monday 2 December 2019</b>
<b>Time</b>	9:30 am – 1:00 pm
<b>Location</b>	Level 14, Dumas House, 2 Havelock St, West Perth
<b>Members Present</b>	Michelle Scott (Chair), Helen Creed (Deputy Chair), Pip Brennan, Neil Guard, Jennifer McGrath, Dan Minchin, Tricia Murray, Maria Osman, Carol Pettersen JP, Michelle Andrews, Julie Waylen, Ross Wortham, Debra Zanella, Louise Giolitto, Kate George, Darren Foster, David Russell-Weisz, Suzi Cowcher.
<b>DPC</b>	Kim Lazenby (DPC), Jennifer Dass (DPC) and Lisa Brink (DPC)
<b>Invited Guests</b>	Emily Roper (DPC), Lanie Chopping, Erin Gauntlett and Robin Ho (PSRU – DPC), Kate Alderton (APCU – DPC), Sonja Cox (Public Sector Commission) and Kylie Whitley (WAPOL – proxy for Commissioner Chris Dawson APM).

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<b>Member Apologies</b>	Vicki O'Donnell, Jonathan Ford, Lisa Rodgers and Adam Tomison.
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#### MEETING START 9:35 am

### 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 Vicki O'Donnell, Jonathan Ford, Lisa Rodgers and Adam Tomison.
- The Chairperson also updated members on:
  - the briefing meeting with Hon Minister McGurk and the Forum Deputy Chair in September 2019, providing an overview and update on the work of the Forum and the main business discussed at the 9 September 2019 meeting of the Forum, including the Our Priorities Program, the substantive update on the 10 Year Strategy on Homelessness, the Good Procurement Practices Report, Privacy and Information Sharing Discussion Paper, and further updates on cultural competency.
  - the acknowledgement letter dated 25 November 2019 received from Minister McGurk thanking the Forum for providing a copy of the Good Procurement Practices Report and advising that the report has been shared with the Minister for Finance for consideration and feedback.

### 1.3 Confirmation of the meeting notes from the 9 September 2019 Forum meeting

The meeting notes from the 9 September 2019 meeting were approved with no changes.

### 1.4 Actions arising from the 9 September 2019 Forum meeting

Members noted all the completed actions arising from the 9 September 2019 Forum meeting.

### 1.5 Conflict of interest declarations

No conflicts of interest were declared.

## Supporting Communities Forum 2020 – 2021 – Expression of Interest Process

The Chairperson invited Darren Foster, Director General, Department of the Premier and Cabinet (DPC), to provide an update on the Expression of Interest (EOI) process coordinated by DPC to appoint membership of the new Forum 2020 – 2021, including the positions of the Chairperson, Deputy Chairperson, and 14 members to be drawn from the community services and academic sectors. A selection panel was convened and included Kim Lazenby, Director, Social Policy Unit, DPC; Professor Colleen Hayward, Edith Cowan University; Ian Carter, CEO Melville Cares; and Ian Trust, Executive Director, WUNAN.

Darren advised members that the EOI was open for a four-week period commencing on Wednesday 11 September and closed on Tuesday 8 October 2019.

The selection panel's recommendation report has been provided to Minister McGurk for submission to the Premier (in Cabinet) for final approval. The final appointments will be announced before the end of December 2019 or early January 2020.

## 2. STRATEGIC POLICY AND REFORM

### 2.1 Update and discussion on Department of Communities' Reform work (standing item) and Homelessness Working Group update

Michelle Andrews, Director General Department of Communities (Communities), provided a brief update on the reform work underway within Communities.

Michelle confirmed that members have received the invite for the event on 11 December 2019 to celebrate the successful launch of the 10 Year Strategy on Homelessness.

The Chairperson thanked Michelle Andrews for the brief update and looks forward to attending the launch of the Strategy.

### 2.2 Update on Public Sector Reform (standing item) – Our Priorities

The Chairperson introduced this item and invited Lanie Chopping, Deputy Director and Erin Gauntlett, Manager from the Priorities Implementation Unit (PIU), DPC.

The PIU advised members about the roundtable discussion that was conducted on 10 October 2019 between the PIU and Forum members. Members noted:

- the purpose of the roundtable discussion was for the PIU to provide an update on the *Our Priorities* program and to seek feedback from members on how the community sector can be engaged in the *Our Priorities* program, drawing on the members' knowledge, experience and existing networks;

- the roundtable discussions proved to be a very useful mechanism to engage with the Forum;
- there was strong spirit of collaboration and the process was creative; and
- members also participated in a mapping exercise to identify individuals, organisations, programs, research/ reports the PIU should engage with for each of the Our Priorities action areas.

The PIU advised members that:

- in gathering the evidence base for the identified targets, it is important to have a clear understanding of the targets, challenges and opportunities for action;
- the Outcome Activity Groups (OAGs) have developed the first round of proposed actions based on analysis of data and available research, input from key stakeholders and prioritisation of actions anticipated to contribute to achieving the targets;
- the proposed actions were submitted to the Our Priorities Ministerial Group (OPMG) on 12 November. The OPMG supported the majority of actions, which are being progressed to Cabinet for consideration and approval at the 9 December meeting;
- the PIU is in the process of developing a work program for 2020 and the information obtained from the round table discussion has been incorporated into this planning;
- a similar roundtable discussion exercise will be undertaken at the Peaks Forum workshop;
- the PIU will continue to share information on the progress of the Our Priorities program, including updates for publication in community sector communications (for example, the WACOSS newsletter), the PSRU newsletter and ongoing updates on the Our Priorities website; and
- the PIU will be exploring opportunities to engage with programs, organisations and individuals recommended by Forum members, and will look to prioritise engaging with:
  - First 1000 Days Australia program (Kerry Arabena)
  - Regional Early Education and Development (REED)
  - Social Reinvestment WA (Halls Creek Project)
  - Individual professionals referred by SCF members

The Chairperson thanked the PIU team for providing the update and anticipates the new Forum will also be consulted on and engaged in work on the Our Priorities, in addition to regular updates and information provided by the PIU.

### **3. WORKING GROUP REPORTS**

#### **3.1 Collaboration Working Group – Substantive update and discussion**

The Chairperson invited Co-Chair David Russell-Weiss to introduce this discussion, noting that Ross Wortham will be arriving late.

David advised members that the Working Group has successfully completed the final Collaboration report, which incorporates findings from the Literature Review and 32 collaboration exemplar case studies received from the government and community services sector. Themes are fairly consistent including the importance of trust between parties and the challenges of change management.

Members noted that:

- the report describes the foundations, cultural attributes and behaviours that support effective collaboration, with all case studies reviewed using the 3C's continuum of cooperation, coordination and collaboration;
- it was valuable to receive real time, real reflections, including quotes from people on 'what to do' and 'what not to do';
- many of the collaborative exemplars are based on longstanding cooperation, partnerships and working collectively;
- the final report suggests practical tools and strategies to support behavioural change and improve collaboration and effectiveness;
- a checklist developed from review of the literature is suggested as an important evidence-based tool to check how well a project team work together;
- the ten recommendations in the report evolve around:
  - the important role of Forum members to promote the collaboration case studies on their platforms, and to share with their networks;
  - the role of both sectors to foster a culture and practice of strong relationships;
  - incorporating the principles of collaboration into procurement and contracting activities;
  - developing resources to strengthen existing and future collaborative projects within current and future workforce development strategies of both sectors;
  - undertaking projects that would benefit from effective collaboration; and
  - specific WA Premiers Awards to recognise and celebrate successes.

The Chairperson indicated that there was considerable interest in these reports and suggested that they be made widely available.

Members agreed on and discussed:

- the importance to promote the collaboration case studies on Forum members' platforms as well as beyond their network;
- the role of both sectors to foster a culture and practice of strong relationships;
- the possibility of tying into the recommendations of the Good Procurement Practices Report; and
- submitting the final Collaboration report and supporting documents to the Directors Generals for endorsement and to ensure more gravitas.

Members endorsed the final Collaboration report and its ten recommendations.

## Morning Tea

### 3.2 Data Sharing and Linkage Working Group – Brief update and discussion

The Chairperson invited the Co-Chair Darren Foster to provide the Forum with an update on this item. Darren indicated the importance of this legislation and invited the DPC project lead Robin Ho to update members on the progress of the 'Privacy and Responsible Information Sharing' project.

Robin advised members that:

- a Privacy and Responsible Information Sharing' (PRIS) Discussion Paper was publically released for comment on 1 August and open for a 3-month period until 1 November, to allow public comment (formal submission or online comments) and to support the consultation period;

- during this period, engagement with members of the public across WA, consumers of services, businesses, non-government organisations, other Australian jurisdictions, and the WA public sector on the Discussion Paper occurred through submissions, online comments, roundtables, workshops, bi-lateral discussions, meetings, and information sessions and webinars;
- a range of strategies were employed to reach Western Australians from diverse backgrounds (AUSLAN services available upon request, translations of the discussion paper, paper to support aboriginal engagement, leveraging existing networks of peak or representatives' bodies, ethnic media outlets etc); and
- the project received 28 online comments and 59 written submissions, with a conservative total of 3901 people engaged across all the platforms used.

Forum members acknowledged the easily accessible information, and the level of engagement and inclusive consultation that has occurred to date across the metropolitan and regional areas with special interest groups, including the WA Aboriginal community representatives; culturally and linguistically diverse communities; round table discussions co-hosted with organisations such as Telethon Kids Institute, the Health Translation Network, and WA Council of Social Services; regional information sessions; the public sector; as well as consultation with the transport, business and environment sectors.

Members were advised on the independent submission developed by the non-government members of the Data Sharing and Linkage Working Group in response to the whole-of-government PRIS Discussion Paper, including the submission's 20 recommendations.

The Chairperson thanked all Forum members for the points raised and discussed, as well as the DPC project team and the Working Group for their extensive and inclusive consultation and engagement with the government and community services sectors.

### 3.3 Procurement Reform Working Group – Brief update and discussion

The Chairperson invited Jennifer McGrath to provide a brief update on this item. Jennifer advised members on the importance of creating cross-sector support for the Department of Finance to implement the recommendation of the Good Procurement Practices Report, and engaging Finance as an implementation partner of the Forum.

The Deputy Chairperson raised the point about the importance of co-design around an engagement process, and the issues with co-design and cultural change need to be taken into consideration. Members discussed the repertoire of procurement mechanisms available in the public sector and the need to take full advantage of the various procurement methodologies available.

Members agreed that discussions at Directors General level is vital, as is the need to ensure procurement reform initiatives continue as a topic for the new Forum to address.

### 3.5 Working Group – Brief updates

#### Outcomes Measurement Framework

Louise Giolitto provided members with a brief update on the continued work on the Outcomes Measurement Framework (the Framework) following its endorsement at the June meeting and subsequent submission to Minister McGurk for consideration on 27 June 2019.

DPC, Departments of Finance, Treasury, Communities, and WACOSS have worked together to develop a proposed 'Implementation Plan'. The proposed plan will outline a continuum of implementation options including what can occur within existing resources and what activities will require additional resources. The draft plan also proposes actions to further develop the

measurement aspect of the Framework, including establishing targets and identifying methodologies to assess progress towards outcomes.

Louise advised members that the proposed draft plan was considered and endorsed at the Directors General Implementation Group meeting in September and the Community Safety and Family Support Cabinet Sub Committee meeting in October.

### Communication about the Forum Working Group

Helen Creed provided members with a brief update on the work of the Working Group. Members noted the latest update and handouts from a Communities representative on the District Leadership Groups; and input from Working Group members on the end of term report being prepared for the Premier.

## 4. OTHER BUSINESS

### 4.1 Cultural Competency

The Chairperson invited Kate George and Maria Osman to introduce and open this item.

Kate George advised members about the need for culturally responsive policies, programs and services is critical to achieving equitable access and outcomes for all members of the community. As citizens of WA, Aboriginal people have a right to services that meet their needs and aspirations.

Kate George advised members of discussions at the June and September meetings of the Forum, and subsequent discussions by Maria Osman and herself with DPC regarding current initiatives that will support and progress the ongoing development of cultural competency across the WA public sector. This includes:

- the WA Aboriginal Advisory Council (WAAAC), that Kate Alderton, Director of the Aboriginal Policy and Coordination Unit (APCU), will provide an update on; and
- the whole of sector Workforce Diversification Strategy, that Sonja Cox, Executive Director People Culture and Diversity from the Public Sector Commission will provide an update on.

Kate George further advised members the importance of re-calibration of the way we think and operate, and understanding the environment we are working in. Members noted the important work of **Emeritus Professor John Taylor** a Fellow of the Academy of the Social Sciences in Australia and a Policy Associate of the Aboriginal Policy Research Consortium (International) based at the University of Western Ontario. He is a population geographer specialising in the demography of indigenous peoples and co-editor (with Tahu Kukutai) of **Indigenous Data Sovereignty: Toward an Agenda**, ANU Press 2016.

Members discussed the systemic change required with service design and delivery at the individual, service and broader community level.

The Chairperson welcomed Kate Alderton, Director, APCU, DPC to present on the initiatives undertaken by DPC.

Kate Alderton advised members that:

- all citizens are entitled to effective and accessible services that government agencies are responsible for delivering;
- in some regions, Aboriginal people are a substantial/majority proportion of service users, and this should be recognised in policy development and service delivery, both within government agencies and community service organisations/providers;
- cultural responsiveness requires cultural competency – both for Government and community services sector staff; and



- all moves towards digital government services must ensure equitable access, including for people in remote areas, people with low literacy and non-English speaking people.

Kate Alderton further advised members about the:

- reinvigorated WAAAC and the 12 members appointed through the process driven by Aboriginal leaders and organisations.
- membership of the WAAAC comprises of leaders from Aboriginal organisations in WA;
- engagement with government leaders on equal terms; and
- regional basis for membership.

Members noted the:

- Aboriginal Empowerment Strategy being developed by DPC in partnership with the WAAAC;
- public discussion paper to be released for public comment until early 2020;
- interactions with other initiatives, such as:
  - Closing the Gap – role of Aboriginal Community Controlled Organisations, improving responsiveness of mainstream providers
  - PSC Workforce Diversification Strategy
  - ServiceWA: Government Digital Services
  - Office of Digital Government: digital inclusion

PSC and DPC with WAAAC are progressing cultural competency initiatives such as:

- the [Reconciliation WA](#), through the development of an agreed program of activities aimed at embedding reconciliation in the everyday business activities of government. Over a four-year period from July 2019, the Government is funding \$1.05 million to support and promote the activities of Reconciliation WA.;
- the [Australian Institute of Aboriginal and Torres Strait Islander Studies \(AIATSIS\)](#), a world-renowned research, collections and publishing organisation that promotes knowledge and understanding of Aboriginal and Torres Strait Islander cultures, traditions, languages and stories, past and present;
- the PSC in partnership with Jawun provides secondment opportunities for public sector leaders through the Jawun Indigenous Corporate Partnership Program (Jawun Program), aims to generate cultural awareness at higher levels at the same time as contributing to Aboriginal economic advancement. More information is available at <https://jawun.org.au/jawun-community/secondment-partners/>; and
- the PSC's action plan for Aboriginal Australians (under the broader Workforce Diversification Strategy).

The Chairperson welcomed Sonja Cox, Executive Director People, Culture and Diversity, Public Sector Commission (the Commission) to present on the initiatives undertaken by the Commission.

Sonja Cox advised members that:

- the Commission is currently developing a whole-of-sector Workforce Diversification Strategy (the Strategy) that will include a range of policy actions designed to improve representation and deliver better outcomes for all diversity groups across public employment;
- the Strategy is based on recommendation from the WA Government's Service Priority Review which noted significant gaps in capability and skills that needed to be filled to meet emerging challenges, and that the diversity of the sector needed to increase;

- the Commission examined a range of diversity and inclusion strategies and plans from other public sector agencies throughout Australia and New Zealand; examined the actions and strategies of top performing companies from multiple industries and across multiple sectors; and undertook contemporary literature review;
- through the sectors iThink portal, 174 ideas were gathered, with 3511 votes and 1136 comments;
- the Strategy includes four pillars, educate and empower; attract and develop; lead and build; and account and celebrate;
- the Strategy is supported by six Action Plans, namely:
  1. Aboriginal Australians
  2. Women in Senior Executive Service
  3. People with Disability
  4. Culturally and Linguistically Diverse
  5. Youth
  6. Diverse Sexualities and Genders
- the twin goals of the Strategy are to increase the representation of people from different backgrounds at all levels across our sector; and to ensure they experience an inclusive work environment;
- a diversity dashboard will be published that highlights an agency's performance against proposed targets for identified diversity groups, allowing agencies to track their performance and provide comparative data to support workforce and diversity planning;
- consultation on the draft strategy and action plans commenced with a total of 13 consultation sessions undertaken with over 200 representatives (internal PSC staff, public sector alumni, peak bodies, government, ministerial councils and the community services sector); and
- the launch of the final Strategy is expected by March 2020.

Members discussed the importance of monitoring 'attitudes' and 'behaviours', including evaluation of behaviours conducted by service providers and service users.

Members agreed that the cultural competency topic should be part of the work plan of the new Forum instead of a standing agenda item.

Maria Osman recommended that members of the new Forum should undertake the online cultural competency course advised by Kate George as part of their induction in the lead up to the first meeting of the new Forum.

It was recommended that the Forum note this information; and invite APCU and the PSC to provide regular updates to the new Forum, as leaders and facilitators of cultural competency initiatives across the WA public sector recognising the importance of improving service delivery and outcome performance for all Western Australians.

The Chairperson, Kate George and Maria Osman thanked Kate Alderton and Sonja Cox for their presentations and to members for their contributions to this important topic.



#### 4.2 End of Term Review Meetings

The Chairperson thanked members for their time to meet with Helen and her for the end of term review meetings. Members agreed that these meetings were important to discuss about what has been achieved, what has worked well and also what some of the learnings and challenges are from past two years.

The Deputy Chairperson advised members that she prepared a 'Reflections on the Forum 2018 – 2019 – End of review meetings' paper which reflects these discussions and feedback received from members, which will hopefully be of assistance to future iterations of the Forum.

The Chairperson advised members that the reflections paper will be:

- discussed with the Director General of DPC;
- shared and discussed with Minister McGurk; and
- provided to members of the next Supporting Communities Forum for their consideration.

#### 4.3 Forum Communications Update

Members noted the summary of communications from 12 September to 30 November 2019.

**The meeting closed at 12:40pm.**

#### END OF TERM LUNCH (30 minutes following close of meeting)

The Chairperson welcomed the Hon Premier Mark McGowan and Minister McGurk.

The Hon Premier Mark McGowan and Minister McGurk shared their gratitude to the Forum and thanked members for their tremendous effort and commitment, and for generously sharing their experience and knowledge to help inform and shape government policy and reform initiatives.