

# South East Area Advisory Group

Notes post AAG Meeting 30 July 2010

## Comments from the Co Chairs

### Deb

When we first met as an Area Advisory Group and spoke about developing an area plan, there were questions including a big and fairly basic question - can we ever achieve this and if so how? I was always certain that with the range of people attending the AAG sessions that we would get there if we focused on good process and collaboration.

We are well over half way to a complete strategic plan already and all in all I reckon it's been rather painless.

Along the way we've learned more about each others work, networked and achieved quick wins. The main expense has been the commitment of the AAG members' time and energy. On that note, I want to thank you for your participation so far.

I am confident that many of you will agree that to this point we have had valuable discussions about how we improve the service system for clients in the South East. Through these conversations we are making a difference now and if the momentum continues (which I am sure it will) we will continue to do so as we plan for the future.

Please continue to work with us to ensure that the DCYFS South East Plan is representative of the comments you have made on behalf of your organisation regarding the way we

want to work together and the priority areas we need to focus on in the future.

Once again, thanks for your assistance.

Deb

### Donna

As a Co-Chair of the South East AAG I have been spending my time developing and co-ordinating the first Family Support Practitioner Network. All Alliance partners in the South East were keen to get the Network going sooner rather than later so we held our first meeting on 11 August.

12 Practitioners attended and discussions, as you can imagine, were lively with many issues raised. It was inspiring to hear examples of two clients who have had successful outcomes as a result of the persistent and long term support offered by their Family Support Worker.

Also highlighted were some of the gaps and frustrations within the current service system.

I will provide a more detailed update at the meeting on 17 September but if I can leave you with this point - IFSS stands for Integrated Family Support Service. This is the work the Family Support Practitioners are doing - trying to connect with other services to meet clients needs.

Contact me any time if you'd like some more information on the Family Support Practitioner Network.

Donna

## Summary of the key activities of the last meeting

The focus of the July meeting was to talk about the purpose, values and vision that will help us in our quest to develop a plan that addresses local needs and results in improved local services and capitalises on local networks.

Here are a few of the recurring themes from the small group work, which we will weave into the first draft of the plan.

- People using our services are seeking information, clear pathways to services and flexible responses.
- It is vital that people are treated with respect, their views heard and their expectations understood.
- Collaboration is the cornerstone of our work.



There is great value in shared wisdom.

## Practitioner Networks

The first Family Support Practitioner Network met on Wednesday 11 August 2010, 12pm at the Pittwater Community Centre, 34 Hoffman Street Midway Point.

DHHS funded Family Support Practitioners were invited

The primary aim of the Practitioner Network is to share practice wisdom and learning and develop a plan that identifies practice development and training needs.

The Practitioner Networks will link to Area Advisory Groups

### Purpose

Explore, identify and share good practice in service delivery with a focus on what the reform outcomes mean and how these shape practices in services.

Disability Services Practitioners Networks will be established soon. This will enable the Disability Gateway to be fully operational.

The next meeting of the Network will be on Wednesday 15 September at 10am.

The venue for this and future meetings will be the Warrane Mornington Neighbourhood Centre, 150 Bligh Street Warrane.

RSVP's to Donna at Good Beginnings on 6223 5810 or [donna.evans@goodbeginnings.org.au](mailto:donna.evans@goodbeginnings.org.au)

"I didn't know what range of work that organisation was involved in."

## Quick Wins

Several members shared Quick Wins.

**St Giles and Life Without Barriers** have met to discuss the role of each organization.

**Moondani Inc and Hobart City Mission** have met to clarify how referrals work within the Derwent Valley.

**STAR Tasmania** have provided Policies & Procedures.

**Jordan River Services** have had some initial discussions regarding how to approach youth issues in the Gagebrook and Bridgewater area. These discussions will be ongoing.

Amanda from **Department of Education** will present an update on the Child & Family Centre at Clarendon Vale.

Our regular Quick Wins session is about:

- Getting to know each other
- An opportunity to get a 'quick win'
- Sharing our progress

## Next Meetings

Friday 17 September 2010

10am - 1pm

Brighton Civic Centre

The session will focus on identifying the priority areas to work on to achieve our vision.

Friday 29 October

10 am - 1pm

Brighton Civic Centre

This session will focus on the major strategies for each of the priority areas and key performance indicators.

Friday 3 December 2010

10 am - 1pm

Brighton Civic Centre

This session will focus on discussing the draft plan.



For further information or to RSVP to a meeting please contact the Community Partnership team at [partnershipsse@dhhs.tas.gov.au](mailto:partnershipsse@dhhs.tas.gov.au)