SHEPPARTON COMMUNITY SHARE

Innovating, collaborating and building capacity

Annual Summary 2020-21

About Us

THE Bridge YoUth SERVICE	**Melinda Lawley** CEO T: (03) 5831 2390
ConnectGV *See the possibility, not the disability*	**Carolynne Young** CEO T: (03) 5821 2466
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Our Strategies

| The four key areas of our collaborative work are focused on;	
Continuous quality improvement	**Strengthening our teams**
Opportunities for collaboration	**Expanding our circle of influence**

4 LOCAL NOT –FOR– PROFIT– AGENCIES
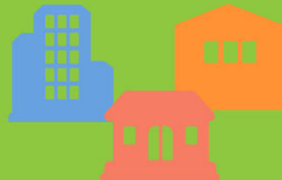
PROGRAMS 75+

Includes primary health care, disability, youth, housing, families, carers, aged, children, drug & alcohol, financial counselling, family violence, refugee & indigenous services

550+ PERSONNEL

A wide range of professional, specialist, support staff, supported employees & volunteers
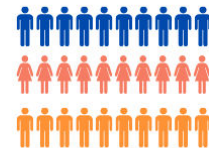
PLACES 26

Operating from sites across the Goulburn Valley, plus outreach and home visits

16,000+ PEOPLE

Supporting our local communities - our client numbers are growing annually

ECONOMICS $43.8M

Significant contribution to the Goulburn Valley economy, through direct employment, local purchasing & social enterprises

For more information, visit:
https://www.primarycareconnect.com.au/shepparton-community-share/

Continuous quality improvement (CQI)

Helen Macpherson Smith Trust

Building on cross-agency trust, goodwill and shared values established between the four SCS agencies, the, "Making Quality Happen" collective improvement project (2019-21) aimed to create and embed a culture and environment of CQI.

Through the project, SCS partners worked together on a range of innovations, including;
• CQI,
• workforce strategy i.e. recruitment, retention and professional development,
• and client engagement.

The project was finalised in March 2021, and its main outcomes were:
• Replicable cross-agency Quality Review Model (training, schedule, processes and forms)

• Establishment of cross-agency CQI Community of Practice
• Implementation of cross-agency KINEO platform – for efficient tracking and maintenance of staff training and competencies
• Replicable student placement paid internship model which supported placements and future employment opportunities.

Emerging outcomes include;
• An on-going commitment and extension to the paid internships
• An OH&S Network as a result of the shared trust and relationship building that is filtering down through the agencies' organisational structures
• Exploration into utilizing the client voice to inform

client-centered continuous quality improvement.

The project has created an innovative platform for SCS members to continue to embed cross-agency systems and processes to enhance problem solving within complex systems.

The project was formally evaluated by the University of Melbourne. The recommendations were;
• Confirm the transition plan
• Continue cross-agency workforce capacity building
• To utilise SCS strategic plan as a vehicle to enhance the project outcomes
• Continue to capture and utilise the client voice.
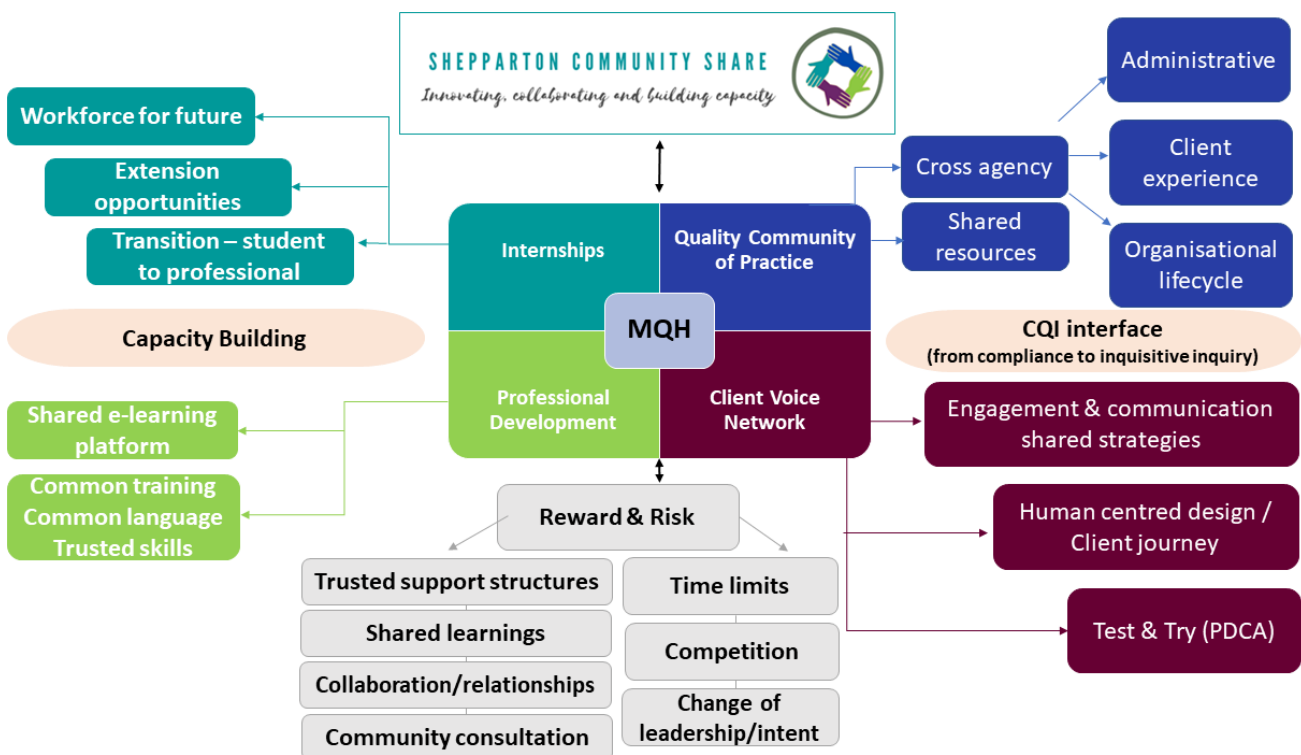
How the project elements intersect and their individual components.
Above diagram and descriptors sets out the core elements of the Making Quality Happen outcomes, moving from SCS as the authorising environment, through the elements of Quality Community of Practice, Client Voice Network, Professional Development and the initially unplanned for Internship Program.

Workforce Connect /Shared Workforce Project

As small, not-for-profit agencies, the SCS partners face specific workforce and system challenges in the transition to the NDIS.

These challenges were highlighted by the Victorian Regional Readiness Fund (VRRF). The joint ConnectGV and FamilyCare Workforce Connect Project was one of 12 projects in Victoria, funded by VRRF.

The project gave partners the opportunity and dedicated resources to explore a framework for employment arrangements that were open and transparent for employees and, which could intersect easily between agencies.

The project successfully explored the possibilities and implications for a shared workforce strategy, producing valuable resources and tools, which are now freely available for any organisation to design their own model.

Workforce Connect /Shared Workforce Strategy

Project timeline of activities and outputs
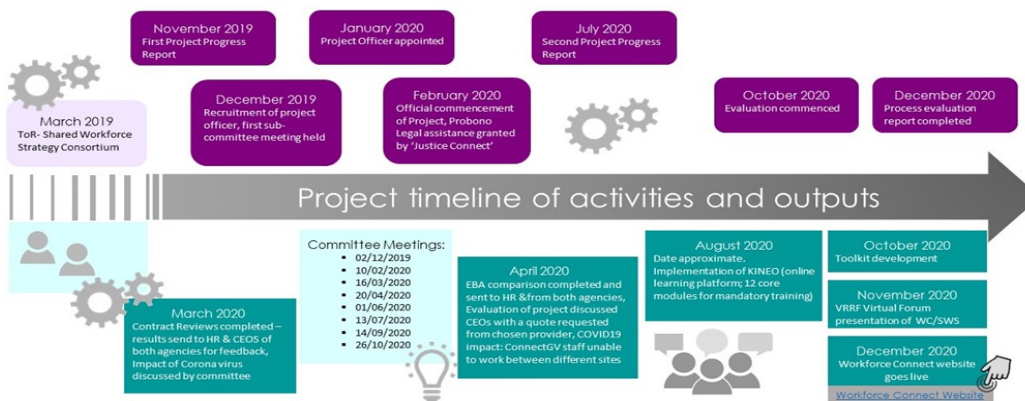
Advocating for our communities

A key SCS strategy is to strive to be a trusted and informed advocate for our clients and communities.

Communication is a key tool in that strategy. Individually and collectively, SCS partners work to actively promote SCS and our initiatives to local communities and other stakeholders.

In September 2020, SCS took advantage of the upcoming local council elections, and proactively invited prospective candidates to a forum to discuss local issues and the impact of Covid-19. The forum was held over Zoom, chaired by Ann Sexton (Chairperson of FamilyCare), and was attended by 14 candidates.

SCS received good feedback from the attendees, and welcomes any opportunity to advocate for our communities.

Our Achievements 2018-21

Focus Area	Strategies	Action Plan	Achievements to date

Opportunities for collaboration	◊ Establish collaborative partnerships to enhance capacity of SCS agencies to support better outcomes for clients and communities	◊ Actively pursue opportunities for collaboration with;
		◊ SCS partner agencies
		◊ Community sector agencies
		◊ RTOs
		◊ Universities, and
		◊ Other key partners
			◊ Achieved & on-going - SCS Partners have a strong and sustainable network
			◊ Achieved - SCS collaborated with;
			  ◊ La Trobe University
			  ◊ Centre for Excellence in Child & Family Welfare
			  ◊ University of Melbourne
			  ◊ GO Tafe
			  ◊ Melbourne Business School
			  ◊ Goulburn Valley PCP

Continuous quality improvement	◊ Build upon existing agency approaches to learning, reflective practice & innovation.
	
	◊ Further develop a collective, innovative, flexible, responsive, replicable and sustainable quality system, focused on clients (rather than compliance)
		◊ Develop a proposal for long term, collective CQI project
		◊ Secure funding for a collective project
		◊ Take a holistic, integrated & collective approach (through 'Making Quality Happen' project) to;
		  ◊ enhance operational structures, systems and processes to improve client outcomes
		  ◊ improve collection, accuracy and analysis of data to support effective decision-making
		  ◊ enable our consumers' voice to influence service developments
		  ◊ provide a framework for future service development and evaluation
		◊ Utilise project learnings to ensure a sustainable and dynamic CQI system is maintained;
		  a) within and/or,
		  b) across SCS agencies
			◊ Achieved - proposal developed, project funded and completed
			◊ Achieved - HMS Trust grant
			◊ Achieved -
			  ◊ 'Making Quality Happen' Project concluded March 2021
			  ◊ Internal audit team trained
			  ◊ Community of Practice in place
			  ◊ Joint/Cross Organisational Audit process in place
			  ◊ Annual joint audit plan in place
			  ◊ Joint audits completed in 2020 & on-going
			◊ On-going -
			  ◊ Client voice initiatives are on-going and identified as a future/on-going focus for SCS
			◊ Achieved -
			  ◊ Sustainability plan in place
			  ◊ Independent project evaluation completed

Strengthening our teams	◊ Capitalise on existing capability and develop staff through joint training and development programs	◊ Support joint HR Mentoring Group
		◊ Facilitate joint training & development opportunities
		◊ Liaise with local RTOs/Universities to develop targeted, quality education packages relevant to member agencies
		◊ Consider joint opportunities to offer appropriate placements for students
			◊ Achieved - on-going support in place and OHS Mentoring Group being developed
			◊ Achieved -
			  ◊ variety of joint events taken place or are planned
			◊ Achieved and on-going -
			  ◊ Joint training platform in place
			  ◊ Workforce Connect project developed and completed
			◊ Achieved & on-going - Internship pilot project developed & completed. Funded internships maintained in 2021

Expanding our circle of influence	◊ Strive to be a trusted and informed advocate for our clients and communities	◊ Actively promote SCS and initiatives to local communities and other agencies
		
		◊ Provide joint statements/submissions, in relation to local, state and federal reforms relevant to the sector
			◊ Achieved & on-going -
			  ◊ digital presence developed
			  ◊ Articles in local media
			  ◊ abstracts for conferences submitted
			  ◊ Community Forum held with local council candidates
			◊ On-going - submissions as required