

Minutes
LASN Client Feedback Group
Meeting #22

Meeting details
Date: Thursday August 28, 2014
Time: 10am- 1pm
Location: MOSS, 22 Lakeside drive Broadmeadows
Facilitator: Pablo Gimenez
Minutes: George Hatvani

Attendance
In attendance: Pablo Gimenez (YCH), Halime Aldemir (MOSS), Andrea Hutton (MCM Creating Connections), George Hatvani (HomeGround), Adam Raynar (UnitingCare Werribee Support and Housing), Karen Sherry (YCH)
Apologies: Cassandra Bawden (CHP), Paula Andersen (MCM), Lisa Sammut (VincentCare), Helena Gofton (Salvation Army Community Outreach Services)

Actions arising from previous meeting
LASN infrastructure funds <ol style="list-style-type: none">1. Cass to identify the person at the LASN who holds infrastructure funds and communicate it to rest of group for future reference (Done: Steve Maher – Wombat Housing)
Consumer membership of the Consumer Feedback Group <ol style="list-style-type: none">1. Cass will identify consumers from the register for the next meeting and invite them along (NOT DONE)
Workplan 2014 <ol style="list-style-type: none">1. Workplan to be sent out to the wider group for final approval by email (DONE)2. Cass to email LASN leadership with the sum of funds requested by CFWG for 2014, not including the client centred training which has been removed (DONE)
ACSS 2014 <ol style="list-style-type: none">1. Lisa and Pablo to discuss the proposed date changes of the annual system surveys at the next LASN's and seek LASN approval – an email will be sent in advance asking for this to be an agenda item (DONE)2. Lisa and Pablo to ask the LASN to be proactive in considering the issues and improvements suggested in the reports (how will these be operationalised) and to provide feedback to the CFWG about what they are doing about the reports. This could be included in future posters to clients (DONE)3. GH to send out reports (DONE)4. GH to draft text for the poster and send it to members for comment (DONE)
System for sharing practice <ol style="list-style-type: none">1. Cass to talk to Cecilia Judge and identify if the homeless networkers can provide support in accessing materials from agencies (UNCLEAR)

2. Cass, Lisa and Andrea to meet and draft the request for:
 - 1) Consumer or client participation strategies or policies or terms of reference for participation groups, 2) feedback policies, procedures, tools, 3) Evaluations of consumer participation, 4) other documents which include reference to client participation (e.g. media policy)Cass to send meeting invitation to Lisa and Andrea (DONE)

Emergency accommodation focus group

1. GH to create a survey monkey based on questions sent by Cass recently and send to Cass for checking (DONE)
2. Once agreed the link will be sent to FrontYard staff (DONE)

Exploring decision to hold focus groups

1. Cass, as part of her email to the LASN Leadership, to flag that some of the money she has requested is for focus groups and if these are not needed the money will not be required. Cass to ask for a discussion on this topic to be on the agenda at the next LASN's (DONE)
2. Lisa and Pablo to participate in this discussion (DONE)

Provide consumer centred practice training

1. GH take it out of workplan (DONE)

Communication

1. Members to check if the website has been updated (DONE)

Feedback to consumers

1. Cass to add the \$250 for the printing into her email (DONE)

New Members

1. Cass to email Donna, Hazel and Mark asking that the \$1200 be changed to \$480 annually for 2 consumers. (DONE)
2. Pablo and Lisa to bring it up at the LASN (DONE)

Agenda

1. Annual system surveys 2014
2. System for sharing practice
3. New members
4. Exploring decisions to hold focus groups
5. Communication
6. Advocacy
7. Feedback to consumers
8. Other items

ACSS 2014

Agreement was reached at the LASN's that the survey can happen in survey.

George gave an overview of the process to date and what will happen in the next few days

- Poster will be emailed today or tomorrow
- Links to surveys will be sent tomorrow
- Survey starts on Monday unless there is a hold-up due to the ethics clearance

GH also discussed the possible ethics hold up which came about because the Anglicare Victoria Research Ethic Committee did not supply the ethics amendment as promised. It has been completed and

GH described the process for report creation he envisages and PG offered JB to help with report creation

- Reports created November: first two weeks
- Forum: middle of November
- Final reports sent out

GH also proposed that he would create a region report; an access point report and a support provider report this year, as well as a small number of target group specific reports.

Presenting results back

- LASN in Nov: present results and get feedback
- LASN in Feb: Present recommendations and tell them what we want them to do
- LASN in May: – ask them for what they have done

The Consumer/worker forum will happen after the first draft reports are created and the forum will be asked to provide input into the analysis and recommendations.

Future changes to the survey

The next meeting will be an opportunity for us to discuss the survey process and any future changes

- Questions about children (Halime)
- Timeliness of referrals (Karen Sherry)

Ideas

Explore the opportunities to create a series of common questions (system related) that would be incorporated in all agency internal client satisfaction surveys

A forum to be held which bring together workers responsible for consumer participation to share and discuss practices and seek to collectivize some of our actions

The LASN using the results improving their systems

- Lack of resources to analyse data and make sense of data in agencies
- Tell them what they need to do as we present the results back to them
- West LASN more organised than North as it had a networker
- YCH and Wombat have applied for money (\$600K over 5 years) from DSS for a collective impact resource

Gaps

Aboriginal community controlled agencies have not participated in the surveys at all.

- Could Dan Laws attend one of our meetings and ask him to present back to the Lodjbra

Action

1. GH to contact JB at YCH and get her support with some of the data analysis and report creation
2. Time at the Northern and Western LASN's in Nov to present back

- results
3. Time at the Northern and Western LASN's in Feb to present back the recommendations
 4. Pablo to have a conversation with Dan Laws – he would provide an overview of the group and then ask him for ideas that would increase their participation.

System for sharing practice
<p>Stage 1: collection of documents and posting them A letter was drafted to go up on the website, asking services to provide their documents. It has a timeline associated with it.</p> <p>Stage 2: Forum for the new year bringing together key representative A forum to be held which bring together workers responsible for consumer participation to share and discuss practices and seek to collectivize some of our actions</p>
<p>Actions</p> <ol style="list-style-type: none">1. Cass, Lisa and Andrea to compile documents as they come in2. Forum to be discussed at the next meeting

New members
<p>Money has been approved and we will aim to have two participants attend at the next meeting.</p> <p>We will spend time at the start of the next meeting to welcome new members</p>
<ol style="list-style-type: none">1. Cass to arrange for two participants from the register to attend the October meeting2. Cass to provide a briefing to these participants prior to the meeting3. GH and Cass to develop a welcome process for the next meeting

Exploring decisions to hold focus groups
<p>West did not say much, a little bit about families and children. North said that they need to get more organised and requested we put it on hold.</p> <p>Possible idea: Children's experiences of homelessness. This is a group that is little heard from and greatly disadvantaged by the experience of homelessness.</p> <p>Decision: put this on hold and discuss in Feb during work planning</p>

Communication
<p>The three ways we communicate is via the website, a poster for the survey and to the LASN after each meeting The meeting minutes have been posted on the website. The monthly report format created by Pablo works really well.</p> <p>Language: Halime made the point that children are not considered when it comes to the issue of consumer participation and the use of the term consumer does not include children in anyone's mind.</p>

Actions

1. Pablo to create a draft report and send out to the group 10 days before the West and we will make any additional changes
2. Pablo and Lisa will talk to that document
3. These minutes will be sent to the group for final feedback and then sent to the Homeless networkers for uploading to the website
4. These minutes and our TOR should include a comprehensive definition of consumer which includes client, carers, families, and children. Also that they are consumers of homeless service system and what that is made up of.

Advocacy

Group discussed individual agency advocacy actions.

Issue for this group is how do we give a voice to the consumers of the north and west LASN and what is our role in this?

Should this come from us or from the LASN?

Actions

1. Discuss this in the February meeting

Feedback to consumers

As per communication above: website and poster

Next Meeting:

Date and Time: October 30, 2014 10 – 1pm

Location: YCH – 229 Barkly street Footscray (Bacash Lane)

Chair: Cass Bawden

Minutes: George Hatvani