

MEETING NOTES



Central Connect Leadership Roundtable Meeting
16th March 2021, 11am-1pm
No. 34 Aboriginal Health Service

Attendees:			
Name	Position	Organisation	Membership Category
Jodi Hodgetts	Aboriginal Community Member	Aboriginal Community Member	Our People
Tony Medcraft	Aboriginal Community Member	Aboriginal Community Member	Our People
Jenelle Wells	Health Promotion Consultant (Mersey)	Tasmanian Health Services	Health and Medical
Liam Stirrat	Chronic Health Nurse	No. 34 Aboriginal Health Service	Aboriginal Services
Gerhard Wilemse	Clinical Services Manager	Salvation Army Bridge Program	Community Services
Jacinta Saunders	AOD Specialist	Salvation Army Bridge Program	Community Services
Jo Hobbs	Community Learning Coordinator	Libraries Tasmania	Education and Training
Jan Bonde	Mayor	Central Coast Council	Local Government
Rhonda Wilson	North West Coordinator	Paraquad Tasmania (NW)	Disability Services
Glen Lutwyche	Principal	Ulverstone Secondary College	Education and Training
Simon Douglas	Manager	Ulverstone Neighbourhood House	Support Groups and Associations
Pamela	Work placement student	No. 34 Aboriginal Health Service	Aboriginal Services
Deirdre Brown (guest)	headspace Centre Manager	headspace	Children and Youth
Richard Ingham (proxy for Jim Cavaye)	Regional Partnerships Officer	UTAS	Education and Training
Peter Shurley	Senior Pastor	Life Christian Church	Support Groups and Associations

Apologies:			
Name	Position	Organisation	Membership Category
Julie Jacobson (Interim Chair)	Community Member	Community Member	Our People
Dr Emil Djakic	General Practitioner	Patrick Street Clinic Ulverstone	Health and Medical

Damian Peirce	Career Facilitator	Industry Training Hub	Business and Industry
Bronwyn Waterhouse	Executive Officer	New Mornings	Children and Youth
Chris Fletcher	Community Member	Cradle Coast Mountain Bike Club	Social and Leisure
Janice Archer	President	Rotary Ulverstone West	Community Services

Backbone Team:	
Name	Position
Mel Blake	Collective ed. Central Coast Lead
Judi Walker	Connecting Care Lead
Maree Gleeson	Community Governance Consultant
Hayley Covey	Community Support Officer

Item	Attachments/ Links/Actions
Welcome and Acknowledgement of Country	
<p>Liam welcomed everyone to the meeting and covered housekeeping.</p> <p>Tony presented an Acknowledgement of Country.</p> <p>Liam handed over to Maree to facilitate the workshop.</p>	
Workshop	
<p>Maree introduced the graphic (attached), and talked through:</p> <ul style="list-style-type: none"> • Foundation work – Logo, ways of working doc, outcomes, pillars • What we have achieved – A Name; 3 active Action Groups; 16 members of CCLR; 2 CCLR monthly meetings • What we want to achieve over the next 8 months - Develop the process for building a Central Coast Community Wellbeing Plan; Launch Central Connect. <p>The group then explored key questions that will help map out how to achieve this year's outcomes and contribute to developing the Central Coast Community Wellbeing Plan. The group suggested some additional questions. Each member then individually voted their three most important questions to explore in the session.</p>	

<p>In an interactive World Café Style Workshop, the group looked at the four most important questions, having a chance to have an input in each. This was captured on butchers' paper (notes attached) and the most important points from each question presented back to the group.</p>	<p>Backbone team to review notes and use this information to develop key actions to move us towards a Central Coast Community Wellbeing Plan.</p>
<p>Reflections & next steps</p>	
<p>The Backbone team asked for volunteers to be in an Action Group to focus on the launch of Central Connect. Jodi, Jo and Jan, Tony all volunteered.</p> <p>There is now a roster in place for shadow chair for CCLR Meetings in name alphabetical order – 2 people per meeting.</p> <p>Liam thanked everyone for attending No.34 and asked if someone would like to host the April meeting. Glen volunteered Ulverstone Secondary College.</p> <p>Meeting closed at 12:50pm Next meeting 20th April 2021, 12 – 1.30pm</p>	<p>Backbone team to organise first meeting.</p> <p>Hayley to circulate to group.</p> <p>Backbone team to confirm location of April meeting</p>

Butchers Paper Notes (raw)

Group 1

Questions: What other ACTION GROUPS do we need to achieve each of the PILLARS?

How do we address community wellbeing emerging themes?

What are the needs for each PILLAR? What are the barriers to achieving these?

We already have good services. How do we build awareness & communicate?

- Resource & Information Action Group (portal)
- Internal awareness
- Clarify the approach & expectations with Action Group

- ***Community consultation - driven by community using self-determined methods/feedback**
- Feedback loop - how do we take the issues back out to the community to 'test' and build networks/pathways - reach
- Identify issues & priorities & then feedback again to community to validate findings
- ***Play list story tellers. Use clients/community members to be advocates of the information**
- Yarning circle to share info
- ***Get peoples' individual lived experience of their response**
- Design services that meet individual needs
- Cultural practice to be facilitated so that individuals can express themselves & give feedback
- ***Action group - diversity & inclusive culture**
 - What will people come for? Why?
 - Make it accessible / provide them with food & transport

*main points covered by group during report back (pieces of gold)

Group 2

Questions: How do we develop/promote trust in the community to use services?

What can we do to encourage & support services to come to Central Connect?

- Knowledge of benefits for those involved
- Work with local key trusted stakeholders to engage people in services - schools, parents, local providers etc.
- Build trust by experience - building relationships & trust takes time
- Consistency with messages & support provided
- ***Work as a community to advocate for community need (use data & evidence to support this & create a narrative)**
 - ***Build community awareness**
- Relationships are key. Develop over time & maintain. Services can be introduced through activities/events
- ***Needs to be driven by community**
- Transparency - where to go & how
- Self-empowerment - make sure services build this
- Shifting power balance to community
- Strength based approach
- ***Advocate for place-based & impact approach - government/funders**
- Trusted & accessible neutral location for services
- Speak the same language as community
 - Keep it short, sharp & sweet
- Keep communication open
- Using community resources to attract Service Providers & connect clients via local, trusted sources
- ***Identify who advocates for community needs**
 - Is this a role for the CCLR?
- Is there a central source in the community that can promote available services / supports & community resources?

***main points covered by group during report back (pieces of gold)**

Group 3

Question: What can you/your organisation do NOW to help develop the PLAN?

- Provide relevant, local statistics
- Being a conduit with other providers/services to avoid patch protection
- Provide physical infrastructure - culturally appropriate
- Listen to the voice of Central Coast community
- Being curious - ask the questions
- Encouraging our clients to provide the voice
- Letting people know we are a safe space - trust belonging, connection
- Support Central Connect community forums/different things/options
- Let people know what Central Connect is & what member organisations do
- Connect at events - iPad with 4 q's get kids to help
- Anonymous community boxes
- Surveys online
- Community board to share info

Question: How do CCLR members represent our membership categories

- Representation on the CCLR for families
- Must launch Central Connect quickly otherwise no meaning & showcase to the community
- Need more organisations represented - mental health, men's health
- ***Need a process to determine membership** (Burnie Works)
- Need business to support & Council investment

How to engage community? People need to see activities to date to get motivation - what's in it for them?

Need a ***BRAND** - Todd from Brand Tasmania

Value of CC to other community organisations - provide value - viable

Value of CC to community - CC as the conduit - creating the value

- What does the government want?
- How can you communicate this to community 'community fatigue'?

Learn from all the other regional hubs/groups e.g. Burnie Works - have a symbol can still respect communication but gives strength to

***community voices**

***main points covered by group during report back (pieces of gold)**

Group 4

Question: Who else needs to be engaged?

- Housing Connect/ Housing Choices
- Aged care
- Food security
- Reclink
- YFCC
- Young people (age)
- Government / local MPs
- Disability (intellectual)
- Families - parents/grandparents/guardians from all groups represented, possibly GAPs, Grandparents raising grandchildren
- Police
- Government mental health
- Family violence
- Burnie Works

Question: How are we going to engage them?

- Invite them to these meetings
- Central Connect social media & website
- Members social media sharing Central Connects social media posts to have a large reach
- Posters in doctors, healthcare centres, supermarkets etc
- Use contacts in group
- Make videos about why it's good to be involved in the group **now**, from the point of the members

- Share info on community radio
- Hold events
- Give people the option of attending meetings quarterly or as invited rather than them having to commit to the monthly meetings.

Question: How do we have these conversations? Who has the connections?

- Members can share info about Central Connect at their team meetings etc. For example, the Salvation Army area team leadership meeting, gives the opportunity to distribute info about Central Connect to the other teams/programs including Employment plus, Doorways, Doorways to Parenting, Church, Safe Space, Homelessness.
- Prepared info would help
- FAQs
- NWSP Forum & other networking events/meetings
- Groups members have the connections and contacts

Main points covered by group during report back (pieces of gold):

- We need to engage with a range of people in a range of ways.
- Social media was noted as a key way to engage with community.