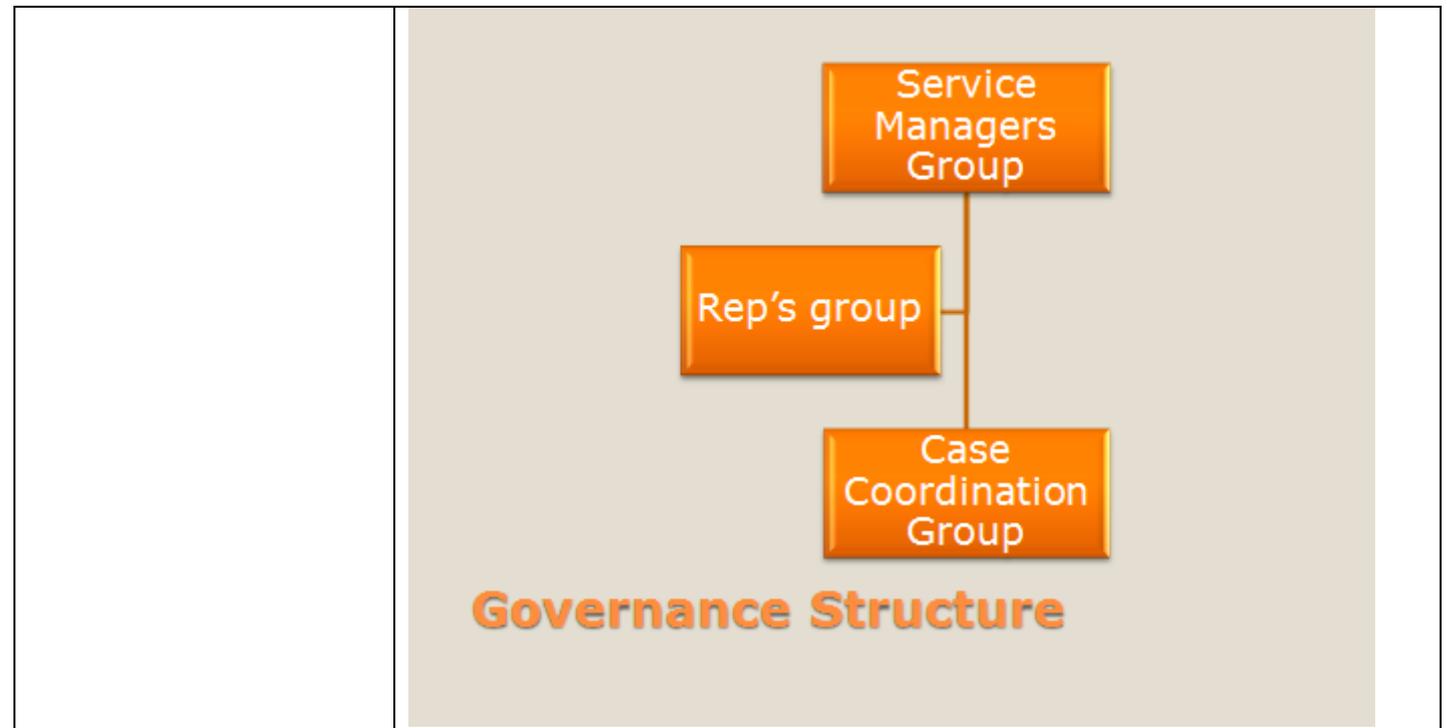


Brisbane North Community Connections Group



PIR Agency:	MIFQ
Date:	25 April 2015 – 25 November 2015
Key issue(s)	Case coordination group needing collective leadership and a shared governance structure to support its function, membership and assured outcomes for clients.
Main Objective(s)	The purpose of this project is to develop a governance structure to maximise quality of meetings and outcomes, and ensure sustainability of the Brisbane North Community Connections Group.
Summary of Impact or Result	Development of an inter-agency reference group to lead the governance of the BNCC in the areas of: quality practise, communications and administration of the meetings and network.
Context	<p>The Brisbane North Community Connections Group is an already existing case coordination and networking meeting. This group was instigated as part of the Homeless Community Action Plan (HCAP) and has continued to flourish post HCAP funding completion (July 2014).</p> <p>At BNCC meetings, participating agencies come together on a 3 weekly basis to:</p> <ul style="list-style-type: none"> • Streamline referral pathways to housing • Connect clients to support and community • Provide a coordinated approach to meeting client needs • Seek and find fresh ideas, sourcing different hats and expert advice • Find and sustain positive outcomes for clients • Take collective responsibility for getting positive outcomes for clients • Professionally support one another • Engage in reflective practise <p>The representatives committee was added into this already existing structure to provide governance support to the group:</p>



Stakeholders/Partnerships	
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Meeting attendance includes representatives from the following agencies:

- Australian Red Cross*
- Mental Illness Fellowship Qld*
- Kurbingui*
- Richmond Fellowship Qld*
- Footprints Inc*
- Aftercare*
- Brisbane Youth Service*
- Sandbag*
- Centrelink*
- Hope Centre*
- Nexus Care*
- Sarina Russo UCC, Clare Homes*
- BHC*
- Bric Housing*
- Dept. of Housing, Chermside*
- Compass Housing*
- Carinity Youth*
- NWYAS*
- INCH Housing*
- Zillmere Family Accomodation*
- Communify: HART4000*
- Salvation Army Family Accomodation*
- Churches of Christ Housing*
- Good Samaritan Housing*

Project Management	
<p>The BNCC is an already existing case coordination and network meeting in outer north Brisbane. There are already a dedicated group of professionals who attend from housing and social services (between 15 and 25 attend 3 weekly meetings) regularly.</p> <p>Australian Red Cross has been the agency who led the group initially, with support from the HCAP (homeless community action plan) project. Due to the community development nature of the group, competing staff demands, and an ending to HCAP funding, it was collectively decided that the development of a shared governance structure would enable processes, accountabilities and evolution of the group to develop and enhance sustainability.</p>	
Description of Activities	
<p>We established a representatives committee from 5 participating agencies, on a self nomination basis. One of the representatives was a PiR support facilitator, who facilitated a development session to:</p> <ul style="list-style-type: none"> • Create vision and mission statements • Establish group values • Collaborate to develop terms of reference <p>The development session included the re-naming of the group to the <i>Brisbane North Community Connections Group</i>, and the creation the following vision and mission statements:</p> <p>The Mission of the BNCC is: ‘To create pathways to home and community by providing a collaborative and empowering response for the north Brisbane population’.</p> <p>The Vision is: ‘supported to home, connected to community’</p> <p>Following this the terms of reference were also created from the discussions at the meeting. TOR include:</p> <ul style="list-style-type: none"> - Membership - Frequency - Administration - Governance Structure - Intended outcomes - Information and resource sharing (including consent) <p>The Reference Group meet quarterly to:</p> <ul style="list-style-type: none"> - Ensure quality administration and governance of BNCC - Oversee the development, storage and distribution of promotional materials - Design and store meeting templates and documents - Collate rosters - Maintain group circulation email list - Manage internal and external communications - Establish and maintain community door platform - Ensure representative attendance at each BNCC meeting <p>The case coordination group ethos was documented and includes:</p> <ul style="list-style-type: none"> • Collaborative, shared leadership environment. • Role rotation; Facilitation, minutes & Rep’s group. • Highly respectful to the privacy of cases presented. • Promotes participation and learning through input – no such thing as a silly question. • Enhances relationship development between services, not just individuals attending. • Fosters opportunities for formal and vicarious learning <p>The representatives committee hold the group accountable to this ethos.</p>	

Project Impact	
<p>The development of the reference group has directly contributed to the following group achievements:</p> <ul style="list-style-type: none"> • Continued growth in membership. • 30 cases resolved through direct collaboration. • Group identity formed; Name, vision and mission statements constructed. • Governance developed through group consultation and TOR in place. • Ministerial attendance & second invitation issued.(Deputy Director-General & Senior Policy Advisor, Dept. Housing & Public Works, Nov 2014). • Presentation of a successful case collaboration at the Lady Musgrave Trust Forum, September 2014. (client attended with Pir SF to present own case) • Continuous Improvement ethos driven by Rep’s group. • Community Door Network space developed. <p>Plans for 2016 and beyond include:</p> <ul style="list-style-type: none"> • Continually work to improve governance and reporting systems • Promote the formalising of meaningful relationships between services. • Ongoing development of community door network space • Develop promotional materials including brochure • Collaborative grant submissions • Provide guest speaker opportunities and themed sessions around key areas, eg: Mental Health, AOD, Families, Immigration and refugees. <p><i>And above all.....</i></p> <p>Continue to provide collaborative support to vulnerable people in the Brisbane North region</p>	
Lessons Learned	
<p>Development of the governance structure was time consuming and so required the ability of a role that had that flexibility, such as a Pir Support Facilitator. Support workers and housing managers rarely have time for these additional system development tasks.</p> <p>There was some reluctance in the beginning for people to self-nominate for the representatives committee given they did not know how much time or what it would entail.</p> <p>Two key reps moved onto to other positions at the same time, which had an impact on overall leadership with one person taking the reigns for a short while, and the need for reps to directly invite others to take on the role (rather than waiting for self nominations)</p> <p>This project would benefit from a secretariat funded position to ensure consistent and high quality minutes recorded and disseminated shortly after the meetings occur.</p> <p>What worked well? It was beneficial to have a group of leaders who could look at the bigger picture and give the group some direction such as creation of networking platform on community door, and accountability systems, rather than relying on one person or agency.</p> <p>Further improvements:</p> <ul style="list-style-type: none"> • Enhance user capability of network space • Find a way of recording communication between meetings to demonstrate how the networking (instigated in the meeting) then takes place outside of meetings and contributes to positive client outcomes and inter-agency relationships. • Continuous reporting improvement measures are ongoing. 	
Appendices	See attached TOR