

# Shepparton Community Share Project Executive Summary December 2018



## Moving on.....

The '[Shepparton Community Share](#)' (SCS) project has concluded at the end of its third year. The project has met its aim of building a network to facilitate practical collaboration between, and across, the four member agencies. The project objectives have been achieved, and some objectives were revised as the project progressed, laying the foundation for future collaboration. The SCS network continues beyond the project lifespan, and has focussed in on two major pieces of collaborative work for 2018-20; continuous quality improvements and workforce development.

Grants from the Helen Macpherson Smith Trust Regional Resilience Program funded this project.



Helen Macpherson Smith Trust

## Project Focus Areas

The four key areas of the collaborative work focused on;

Governance of the SCS network

Collective review of quality improvement capacity

Working smarter using social media tools/platforms

Collective review of information technology and communication systems

## Project Outcomes

- ◇ Formal framework agreement developed and signed by the four member agencies, which guided the governance of the network during the project and will be used to guide future collective work
- ◇ Establishment of a second collaborative network, the Human Resources Mentoring Group, utilising the SCS network model
- ◇ Sharing of intellectual capital and other resources
- ◇ Comprehensive review of information and communications technology undertaken in each agency, the recommendations contributing to risk management and quality plans
- ◇ Introduction of an electronic Visitor Management System across member agencies
- ◇ Development of a shared SCS website to facilitate communications, resource sharing and joint training calendar - [www.sheppartoncommunityshare.com.au](http://www.sheppartoncommunityshare.com.au)
- ◇ Each agency has developed a Social Media strategy, participated in quality training regarding use of social media and created agency specific video clips to reach their client groups
- ◇ Comprehensive review of quality and compliance processes has led to on-going collaborative work in developing a shared internal audit capacity and training platform
- ◇ Initial discussions with a local training organisation to develop a joint training contract
- ◇ Joint grant application for a major, multi-year impact project (see page 4)
- ◇ Joint submissions in response to government / industry proposals and reports
- ◇ SCS has created opportunities for communications that may not have occurred without the network

## Acknowledgements

The '[Shepparton Community Share](#)' (SCS) member agencies gratefully acknowledge the financial and professional support of the Helen Macpherson Smith Trust in this project. The working relationship was supportive and developmental. The encouragement and flexibility offered enabled the project to be dynamic and respond to emerging themes and issues.

## Developing a Governance Framework

‘The SCS network model undoubtedly represents a more sophisticated view of how smaller, not-for-profit agencies can work together to greatest effect’

**David Tennant**  
CEO

FamilyCare is a not-for-profit organisation based in Shepparton since 1984. It offers family services, carer and disability support services to families and young people.

The [FamilyCare](#) project focused on developing the formal governance structure for the ‘Shepparton Community Share’ (SCS) network.

‘The Agreement’ was formally signed by the four Shepparton Community Share members on 9th August 2016 and has guided the network since then.

Monthly meetings, supported by a funded

independent facilitator, who convenes and chairs the meetings, has enabled the SCS member agencies to undertake significant collective actions.

The timeframes were longer than initially planned for, but support and flexibility from the Helen Macpherson Smith Trust, enabled an evolving process of collective reflection, learning and future planning.

The SCS network meetings have included joint meetings with the agency Chairs, which was a significant milestone in the project.

An unexpected outcome was the establishment of the

Human Resources Mentoring Group (a collaborative, multi-agency group based on the SCS model).

The network has also enabled the agencies to present joint submissions to the Human Services Enquiry.

Going forward, SCS network will continue with a full agenda, and will act as the Steering Committee for the ‘Making Quality Happen’ multi-agency impact project (see page 4).

FamilyCare has also committed to retaining an independent facilitator, as a key role for the network.

## Working Smarter Using Social Media Platforms

‘The HMS Trust funded project enabled each agency to enhance their capacity to make best use of social media, developing strategies, policies, measures and tools, relevant to their client base.’

**Melinda Lawley**  
CEO

The Bridge Youth Service ([TBYS](#)) is a local not-for-profit organisation, which works specifically with young people aged 12-25 and their families. It is a free, friendly and confidential service that welcomes young people and offers a professional team of qualified and experienced staff to work with young people and families and help them find solutions to the challenges that life presents.

TBYS project focused on enhancing client access to services, utilising social media tools and platforms.

After identifying that the original project brief didn't meet the scope each agency required, there was a change

in focus, supported by the Helen Macpherson Smith Trust.

The outcomes were;

- ◇ All four agencies now have Social Media strategies and policies in place
- ◇ All four agencies developed a service profile video, targeted to their client base
- ◇ Social media training was delivered for the staff of all four agencies

Going forward, TBYS is delighted to be the lead agency for the next major collective project, and welcomes the opportunity to further develop the SCS network.

*View a selection of the service profile videos by clicking on the images below;*

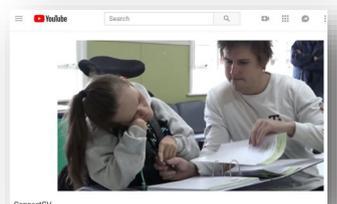
[The Bridge Youth Service;](#)



[FamilyCare;](#)



[ConnectGV;](#)



## Information Technology Review

‘This proved such a successful project, that our vision has been set to further develop strategic and practical collaboration, to enhance the adeptness of our local community service agencies.’

**Carolynne Young**  
CEO

[ConnectGV](#) is a not-for-profit organisation, which provides individualised options for local people with a disability and their families to ensure their goals and dreams can be achieved. The agency has grown and evolved over 60 years to be the largest disability service within the Goulburn Valley that offers Day Options, Employment Options, Accommodation Options, Outreach Services and Respite Services.

ConnectGV’s project focussed on a strategic review of information technology and communication (ITC) systems within each member agency.

The outcomes were;

- ◇ External consultants undertook agency reviews, providing comprehensive reports and risk assessments
- ◇ Agency action plans, developed from the reports, contributing to risk management and quality plans

- ◇ Exploring ITC options to share resources, led to implementing visitor and contractor software across a number of sites, and building a shared website



## Enhancing Quality Improvement Capacity

‘Working with HMSTrust has been wonderful - the opportunity to work with a funder to ensure that our project was delivering outcomes rather than just ticking boxes, has ensured a dynamic project.’

**Rebecca Lorains**  
CEO

Primary Care Connect ([PCC](#)) is a stand-alone registered Community Health Service, which provides a range of health and community services to the Goulburn Valley. Primary Care Connect has a range of services with universal access principles, but targeting some of the most marginalised and vulnerable populations through counselling, support, information, advocacy, education and group work.

The initial concept for the PCC project was to look at collective procurement and develop a shared system. It was quickly evident that collective procurement was not an urgent need. Through

the course of our meetings, the constant and reoccurring theme was the increasing burden of quality, regulatory compliance and accreditation. All four agencies underwent a quality accreditation review within the first year of the project, and we realised that changing PCC’s project focus to quality, compliance and accreditation would be more beneficial for all and still achieve the key outcome of the project. PCC engaged a consultant to undertake a review and evaluation of each agency’s quality systems and provide a report, which highlighted the opportunity for us to work in a more collaborative way. The report made several recommendations,

and after discussion, SCS members agreed that there was potential to have a greater impact by focussing on shared internal audit functions and a shared continuing professional development platform.

With the support of the Helen Macpherson Smith Trust, the project scope was revisited and the PCC project redefined to focus on identifying opportunities to collaborate on enhancing quality improvement systems, internal audit and shared training.

Subsequently, the shared website was developed and a proposal agreed for the ‘Making Quality Happen’ multi-agency impact project (see page 4).

## Collective Improvement Project 2018-20

A collective review of quality and compliance systems in 2017 proposed two key areas for potential collective action;

- ◇ Shared training / workforce development
- ◇ Enhancement of continuous quality improvement systems, including shared internal audit program

SCS members identified numerous opportunities for capacity building, resource sharing and quality system improvements, resulting in a successful application to the Helen Macpherson Smith Trust, for a major collective project; 'Making Quality Happen: enhancing services for families by building organisational capacity for continuous quality improvement'.

This project has only recently commenced (Nov 2018) and further details will be available on the [SCS website](#).

<b>Project Name:</b> Making Quality Happen: enhancing services for families by building organisational capacity for continuous quality improvement					<b>Start Date:</b> 1 <sup>st</sup> November 2018
<b>Background and Introduction:</b> As part of a previous Helen Macpherson Smith Trust grant in 2015, SCS partners commissioned an independent review of the quality compliance rules that apply to the agencies individually and collectively. The review mapped areas of overlap across the group. It also made recommendations about how cooperative effort might produce better, more reliable and efficient systems and outcomes for clients. SCS partners have already acted on several key recommendations of the review. However, the recommendations related to quality systems, internal audit and consumer feedback required a longer-term plan and dedicated funding, leading directly to this project.					
<b>Aim:</b> The project aims to develop a collective, flexible, responsive, replicable and sustainable quality system, focussed on clients (rather than compliance), to support and further develop programs and services which strengthen family cohesion			<b>Governance:</b> Shepparton Community Share Network will be the steering group for the project. Reports will be submitted to partner agency Boards of Management Helen Macpherson Smith Trust.		
<b>HMS Trust Objectives</b>	<b>Strengthening rural and regional Victoria:</b> To strengthen the capacity, resilience and potential of communities in rural and regional Victoria	<b>Building organisational capacity:</b> To develop the capabilities and capacity of organisations, communities and sectors to improve long-term benefits to Victoria.	<b>Enabling financial sustainability:</b> To enable viable and sustainable initiatives that will continue to have an impact well beyond the period of our grant	<b>Reducing inequality:</b> To reduce disadvantage, protect basic rights and extend opportunities for Victorians, with a special interest in equity for women, girls and Indigenous Victorians	<b>Encouraging collaboration and partnership:</b> To maximise impact of the Trust's social investments through collaboration and partnerships across community sectors. Partnerships include other service providers and/or other funders including government
<b>Project Objectives</b>	To extend collaborative practice between not-for-profit organisations to support leadership, innovation and build capacity to better meet the complex needs of marginalised, disadvantaged communities in Shepparton and district.	To develop the capability and capacity of small organisations to enhance service performance and community outcomes, through effective quality systems, maximising limited resources to provide appropriate and effective local services	To identify and implement the most appropriate strategy for sustainability, to ensure that the outcomes of the project are maintained locally & shared more widely with the community sector	To promote Shepparton as a community which is seen as a leader in the development of service excellence, rather than being defined by disadvantage	To build on the collaborative model of Shepparton Community Share to maximise the project impact and outcomes across the community sector

### For more information;

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