

Forum Flash

9 June 2009

Western Sydney Public Transport Users Symposium 20th of June

At this symposium, we want to learn about, celebrate and honour the work that has been done over many years by community and volunteer public transport advocates. We think it's time to create a voice that promoted the interests of public transport users in Western Sydney. We would like you to join us, register here.

Date: June 20th, 2009, 9:45am Location: Granville Youth & Community Centre

Address: 3a Memorial Drive, Granville, 2142

<http://www.pingg.com/rsvp/yakz6qxfjm58ts5j7>

WSCF Membership Renewals Due

A big THANK YOU to all those who have supported WSCF by becoming members of our organisation. As financial members, you have contributed to helping us in the development of social policy for the region and build unity and collaboration across Western Sydney.

In this next year, we are offering members an opportunity to renew their membership for one year, three years or five years. Full members are entitled to a 50% discount on Training and Development, and General Training Courses and a special rate on Accredited Training. They are also entitled to a 50% discount on Training Room Hire among other benefits.

Special Offer on Membership

Members are invited to renew their membership by 31 July 2009, and receive a special members only incentive package. Please join with us to build a stronger voice for the community sector across the region.

[Click here for Membership Application/Renewal Form.](#)

Home and Community Care news and updates in Western Sydney (Cumberland-Prospect and Nepean)

- **LAST CALL** for HACC MDS training (Home And Community Care Minimum Data Set) service providers in Cumberland-Prospect and Nepean:

A few places are still available for the HACC MDS training on Tuesday a.m., 9 June at the Blacktown Max Webber Library Function Centre. Places in all

other previously-announced sessions in CP-Nepean (including CSTDA MDS sessions) have been filled up.

If your organization receives any HACC funding, and you have encountered difficulty in submitting MDS reports, or just need to be refreshed on MDS requirements, this training is for you.

Download a registration form from WSCF's HACC webpage (under "Upcoming Events" section):

http://www.wscf.org.au/index.php/home/hacc_home_and_community_care

Please submit the form asap to danar@wscf.org.au. Queries to Dana at 9687 6112.

- **HACC Consultation Forum Expression of Interest :**

DADHC is inviting Expressions of Interest from service providers who could send one or two staff and/or volunteers (front line/direct care workers) who provide services in clients' homes to a -

CONSULTATION FORUM on THE CLIENT'S HOME AS A WORKPLACE

An OHS Project for the Home And Community Care (HACC) Sector

Proposed dates are Tues 16th, Mon 22nd, Wed 24th June 3:00 -4.30pm

Location: DADHC OHS, Level 4, 93 George St, Parramatta Afternoon tea provided.

The forum will involve discussion on the OHS risks perceived by staff/volunteers working in client's homes, as well as strategies to minimise risks.

There is a limit of 20 participants. There are some funds available to cover staff costs.

Express your interest, including number of staff/volunteers who can attend and preferred date to:

Ann Adams, Ph 9841 9169 or Email Ann.Adams@dadhc.nsw.gov.au

RSVP by: 10th June 2009

Note: HACC Service coordinators and managers, you may provide inputs by answering the consultation form. The document, entitled "DADHC HACC OH&S Project" may be downloaded from WSCF HACC webpage (first document under "Useful Documents and Links, towards bottom of the webpage).

- **Upcoming HACC Forums in CP-Nepean:**

- **Penrith** - Thursday 4 June, 2 to 4 pm (Penrith Library, High St. Penrith)

- **Hawkesbury** - Wed 10 June, 2 to 4 pm (South Windsor Family Centre, Greenhills Way, South Windsor)
- **Auburn Holroyd Parramatta** - Wed 17 June, 2 to 4 pm (Community Wheels, 2A Arthur St, Merrylands)
- **Hills** - Thursday 18 June, 2 to 4 pm (Hills Shire Council Seminar Room, Showground Rd Castle Hill)
- **Blacktown** - Thursday 25 June, 2 to 4 pm (Blacktown City Council, Nirimba Room Level 5, 62 Flushcombe Rd Blacktown- enter through Campbell St.)
- **Blue Mountains** - Thursday 25 June, 10 am to 12 pm (Santa Maria Centre Lawson, Kitchener St, Lawson)
- **Western Sydney Regional** - Wednesday 1 July, 10 am to 12 pm (Blacktown City Council, Nirimba Room Level 5)

All for now and see you soon!

WSCF HACC Regional Resource Workers

Noel Hiffernan : t 02 9687 5263 | f 02 9687 8665 | e noelh@wscf.org.au

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Please visit WSCF's HACC Webpage:

http://www.wscf.org.au/index.php/home/hacc_home_and_community_care

WSCF's HACC Regional Resource project is funded by the Australian Government and the NSW Department of Ageing, Disability and Home Care (DADHC).

Interview with Carolyn Quinn on Results Based Accountability

Carolyn Quinn (CQ) has been working in human services, specifically, in child and family services in the last 28 - 29 years and working as independent consultant in the last 18 years. Also, She has been doing research, evaluation, learning and development, project work with Government and Non-Government organizations

Carolyn Quinn has been interviewed by Miguel Ferrero (MF), training and development officer from Western Sydney Community Forum and this is a transcript of the conversation.

MF: What is your current role with the 2009 RBA Learning and Development project?

CQ: Basically, I have been contracted to conduct the learning and development component of the project, so, to conduct “RBA 101” training day with some follow up coaching in small groups for participants. As the first stage of the project, and then along with that comes a series of peer learning circle workshops with participants regarding linking evidence to practice. So that, people can see the link between evidence based practice and RBA. And the third element I’ve been contracted for is to run some workshops related to developing evaluation data, gathering tools. So that once people have got a RBA framework for their agencies or their services they can develop some tools to collect the data they need to demonstrate that they’re making a difference.

MF: How do you define Result Based Accountability?

CQ: The Result Based Accountability is a framework, a way of working developed by Mark Friedman from the USA and it is a process more than just a one off event. So it is a way of operating where services get very clear about who they are trying to reach, what difference they are trying to make to them and how they can track whether they are making a difference to those services users and working to continually improve in making a difference. That is RBA at the program and services levels. RBA also provides a framework for making a difference at a population level, that is helpful to guide collaborative efforts to make a difference to children, families, young people or communities at a whole of population level. RBA at the population level is looking at improving the wellbeing of whomever it might be, whether it’s children or families, or young people or communities and the strategies, implementing strategies that have the best chance to making a difference, and tracking whether those things actually do make the difference, and continually trying to improve on making a difference by using data to track that.

MF: What is the difference between population and performance accountability?

CQ: The main difference, population accountability is looking at what difference you want to make or what conditions of wellbeing you want for entire populations, whether that is all young people in Parramatta or families with young children in the Blue Mountains, or whatever population you are interested in. Population accountability means working towards addressing some aspect of well being of the entire population and not just people who walk through the door of services. It is the kind of accountability where a whole lot of players need to contribute towards things getting better for that particular population. So the accountability actually rests with a community for that kind of wellbeing to improve, so it is a community accountability.

Whereas Performance Accountability or Program Accountability is the responsibility of managers because it is about, for our service, what difference we are trying to make to the people we serve, and keeping track of whether we are making a difference, and doing our darndest to continually improve on making a difference by using data to inform what we are doing and inform changes and improvement over a period of time. So this kind of accountability basically rests with the managers of services whereas the responsibility for population accountability and resulting well being of the whole community lies with community.

MF: Why do you think RBA is relevant to our sector?

CQ: The heart of the sector's business, regardless of what stream of the sector you are in, is making a difference to people. That is the heart of the community services sector, whether it's making a difference to young people or families or communities or whatever, but it is all about making a difference. RBA is a tool or framework that keeps us focused on that core central issue in community services: making a difference. So the way it can assist us, beyond accounting to funding bodies, is that it can allow us to keep track whether the strategies we are using really are making a difference or whether there are ways that might be better for making a difference. It does that for us. It also allows us to develop the staff and workers in community services because when you are focusing on making a difference it becomes clearer what learning knowledge and skills development we need as workers to be able to do better at making a difference and also allows you to demonstrate to the community, that you know, public funding is actually warranted because it's actually making a difference. So, when I am talking about that, I am not talking about just being accountable to a funding body, I am talking about being accountable to the community we serve. So it is a way for us of being accountable to communities that we serve, that we are not only trying hard but are actually making a difference.

MF: Where people can find more about RBA?

CQ: Well, Mark Friedman's website, it has a lot of resources and materials. That is: <http://www.raguide.org/>

That is one place. The other thing is that some of the peak bodies are starting to have resources on their websites in NSW. FAMS has got some RBA resources on their website, Family Worker Training and Development has got some resources on their website. There are the RBA projects who were funded to support the sector to implement RBA, so LCSA, FAMS got funded projects to support RBA development in their organizations. And there's the material direct from Mark Friedman, so books and DVDs and training. So there is, loads out there.

Training Event

Roles and Responsibilities of Management committees

Facilitated by: Miguel Ferrero Wednesday 17th June 2009 5:30 - 7:00 pm
Western Sydney Community Forum Level 4, 146 Marsden St, Parramatta

Have you recently joined a Board or a Management Committee? Do you want to know more about your roles and responsibilities? This session will provide information on these issues, especially if you do not have much previous knowledge and experience with Management Committees.

At the information session participants will have the opportunity to:

- Understand the difference between governance and management

- Find out more about the basic roles of Chairperson, Vice-chairperson, Secretary and Treasurer
- Find out more about subcommittees and roles of Management Committee members

For further information, please contact Miguel at miguelf@wscf.org.au

Joke Spot

A lot of money is tainted - It taint yours and it taint mine.