

# Capricorn Coast Interagency Network

2pm, Wednesday 7 February 2024, Emu Park Hall

## Attendance

40 people attended representing 32 different services from 28 community, non-government and government services. It is acknowledged that some organisations deliver a range of services both funded and unfunded.

## Process

The group was introduced to the U-Process. 'This is a simple but effective process for leading social change through collective listening and problem solving. It encourages people to let go of what they think they know, generate fresh ideas through conversation, and to turn those ideas into action.

Methods from *The Art of Hosting (AoH)* <https://artofhosting.org/> were used to engage attendees. These notes are laid out in the order of each activity on the day and will be used to inform engagement and discussion for the **next meeting of the Capricorn Coast Interagency Network** is scheduled for **2:00pm Wednesday 1 May, Yeppoon Town Hall.**

## Activity 1: Conversation Triangle

This is a small group activity that allows a story to be told where everyone takes a role. In a group of 3, each person will take on the role of the 'Storyteller', 'Listener' or the 'Reflector'. The Storyteller is to tell their story as it relates to the question. The Listener's role is to actively listen to the storyteller, to affirm and encourage them. The Reflector is to take notes of what has been told in the story. Paying key attention to the 'gems' or key points they have heard as it relates to the question.

The 3 then identifies the key points/gems they want to share with the collective / larger group.

## Achieving better outcomes through effective engagement.

Question: Tell us about a time you felt fully engaged/connected in a network/interagency/working group and why you found it effective.

Where responses are similar or could be grouped as a collection of responses, they have been. Remember when reading the responses it is important to keep in mind that what is listed is **what's important to being fully engaged/connected in a network/interagency/working group** for those who were present.

- Kindness; genuine compassion, it can change a life; understanding the impact of one action; respecting diversity; taking services to clients in the community;
- Common ground;
- Effective and regular communication (3); Opportunity to obtain feedback
- Connectivity; collaboration (not just service providers but all who need to be part of it; meeting people in their own space; small groups
- Active listening; taking the time to listen; no BS;
- Understanding where the gaps are; sharing knowledge; understanding barriers & solutions;
- Active involvement, meaningful and relevant; Having a clear and shared vision; clearly defined purpose/goal; review what was discussed & the learning opportunities;
- Face-to-face interaction; need for relationship & rapport building;
- Appropriate knowledge bases; focus on needs of the individual; vulnerable cohorts;
- Utilising local services & resources; working together for better outcomes; collaboration with specific intent (3)
- Multi-agency planning; community coordination

## Activity 2. Turning ideas in action

Building on the discussion from the conversation triangle, please note responses the questions:

- As a group of services/network, what is our greatest aspiration?
- What are the challenges/risks to us achieving this?

Listed below are the responses recorded by each small group in response to the two questions. They are recorded here how they were recorded by each group.

### As a group of services/network, what is our greatest aspiration?

- Meet the needs of 'community' by understanding needs; match need with resources within service providers; identify challenges; identify what we have; identify gaps, what's missing. Community Outcomes – building a Toolbox of Resources.
- To holistically identify and connect those in need to high quality services.
- Good outcomes for our clients.
- Provide a coordinated service to the community.
- Quality service, delivered on time, that makes a difference focussed on empowering people, delivers bang for buck to the consumer and provider.
- Best practice service delivery to community => clients focusing on the best use of resources.
- To be consistently informed to better meet the needs of our community.
- To leave people we assist to live better lives after we have helped them, after we have given the tools to empower them.
- To help/assist as many people as possible, drive meaningful change & empowering people to be in charge of their lives, build confidence for people to live their best lives, connect people to each other, services and resources.
- Work collectively to achieve common goals, achieving community/individual outcomes & sharing information within our network & wider community.
- Achieve positive outcome extend our knowledge base.
- To offer client-centred care and support that promotes choice, allowing clients to follow their own journey while surrounding them with appropriate support networks and education they need to live a happy life, promoting independence.
- Have the best outcomes and open communication with the Australian Public. Have a smoother transition between services. Empower people.

### What are the challenges/risks to us achieving this?

- Facilitation of the process, time constraints, funding, perceived competition.
- Awareness of resources, time limitations, identifying and accessing those in need.
- Community awareness about services that may be able to assist.
- Funding changes and delays, staff turnover, priorities/time management.
- Skills gaps, lack of compassion, financially and resourcefully sustainable, #ums on seats, considering a customer's social isolation which then leads to fear and mistrust. Transport / accommodation.
- Networking, service awareness to meet needs in the community.
- Busy, competing priorities, inconsistent/inefficient communication.
- The clients we assist have been through trauma and find it hard to remember all the recommendations/tools. We need to be aware that we don't overwhelm people with this.
- Barriers to awareness/effective promotion, jargon (info is too difficult to understand), limited resources & finding effective use of resources. (Be mindful) overwhelmed with choices.
- Funding.
- Time, resources, money, lack of engagement.
- Client engagement/relapse (AODS), complicated support system (aged care), a lot of vulnerable people, mental health.
- Burn out, only allowed to work within a certain framework. Opposing opinions.

Our aspirations and risks of achieving them will be workshopped at a future network gathering.

### **What's new**

The group were invited to share details of any new service/funding. Available electronic versions of flyers will be distributed as they come to hand.

Notes from the Capricorn Coast Interagency Network have been compiled and distributed by The Community Centre – Yeppoon for the information of the community services sector servicing the Livingstone Region.

For information about the Capricorn Coast Interagency Network, please contact:

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