

September 2018 Monthly Report



PROJECT DELIVERABLES:

ACTION AREA 1 – Consultation and Outreach

- The CCC Project Steering Committee meeting was held on 7th September 2018.
 - In the spirit of continual improvement, constructive feedback was requested from the Steering Committee members related to the project management of the CCC Project. Positive feedback was received, especially in regards to the support provided to Housing in regards to assisting them define potential strategic priority areas, and relate that to processes and databases that could be utilised to identify their clients that could be supported through this project. Probation & Parole and CQHHS MHAODs steering committee members requested we undertake a similar process. Workshop agendas have been provided, and the meetings are being scheduled for October.
 - To accommodate Steering Committee members' availabilities, the monthly meetings have been moved to the first Thursday of each month; committee members also requested that the meetings be extended from 1 hour to 1.5 hours. The meetings are held in the Centacare CQ training rooms, and their friendly, helpful staff facilitated the change. Centacare CQ's ongoing support for the CCC Project is appreciated, and we gratefully acknowledge the assistance they provide.
- The August 2018 CCC Project Monthly Report was distributed to the contact list. We are now using Mailchimp. We will gradually utilise this email marketing platform to a greater capacity to strengthen our engagement strategy.
- The Contact List is continually being maintained and updated. This is a key document related to our engagement strategy.
- The liveWELL CQ CCC Project webpage was approved by the Steering Committee and is now live; the project plan and reports are accessible via the website. The liveWELLCQ website is also being progressively updated: check out the CCC Project page:
<http://www.livewellcq.org/common-client-cohort/>
Please feel free to contact me with any feedback and suggestions.

ACTION AREA 2 – Initiating Action

- Due to the inclusion of the Alcohol and Other Drugs unit of CQHHS with the Mental Health unit, and some other minor terminology changes, the Steering Committee Terms of Reference (TOR) and Project Overview have been updated and await approvals.
- 19/9- Discussions with Queensland Ambulance Service (QAS) regarding participating in the CCC Project. Warren Kellett, Acting Chief Superintendent indicated that QAS staff participate in collaboration initiatives (and provided an overview – see Action Area 3). The Project Plan was provided to Warren, he is speaking with senior staff members to consider the way forward, and plans to attend the next Steering Committee meeting.

ACTION AREA 3 – Organisational Reviews

- **Identification of clients:** Housing have identified, trialled, and are now modifying their process to produce more realistic and relevant results. Probation & Parole are also reviewing their processes; a workshop to support staff will be undertaken in October. CQHHS MH&AODs have also requested a workshop to support their processes, and this is also scheduled for October. The police steering committee member has been on leave, but has initiated discussions on how they will identify the community members that could benefit from the project. QAS had identified their criteria last year, and this is being discussed with senior staff.
- **Strategic plans:** Steering Committee members are continuing to centralise strategic plans and local plans (as the project needs to align to these strategies and plans).
- **Collaboration framework:** the Contact List now includes an additional worksheet that is capturing the current network linkages. This will assist informing the Project Administration plan (governance framework).
- 17/9. Collaboration framework: informal discussions with LSC Community Staff (Molly Saunders-Community Development Officer; Laurie Rainbird – Community Development and Engagement Officer) re the CCC Project and our development of a collaboration framework. LSC has an important community function through their role in referring community members to known service providers. They have significant knowledge of the services within LSC that supports the purpose of the CCC Project.
- 19/9. Collaboration framework: Discussions with Queensland Ambulance Service (QAS): Warren Kellett Acting Chief Superintendent. Warren provided a brief overview of their current collaboration networks. QAS networks monthly with Nurse Navigators via Rose Goudie and Accident and Emergency via Kristen Griffen. We are all conscious of utilising QAS human resources wisely, and our vision is that our project would end up incorporating their current collaboration initiatives including these monthly meetings. Rose (CQHHS Nurse Unit Manager- Nurse Navigation Team) has been invited to the October meeting to provide an overview of this particular collaboration initiative.

ACTION AREA 4 – Sustaining the CCCP

- Implementation Framework (Administration Support Plan) has commenced.
- Content Management System has been initiated, with project documentation backed up to remote servers.
- Establishing this newsletter, and creating a distribution list supports 'sharing our learnings'. This will be an ongoing activity.