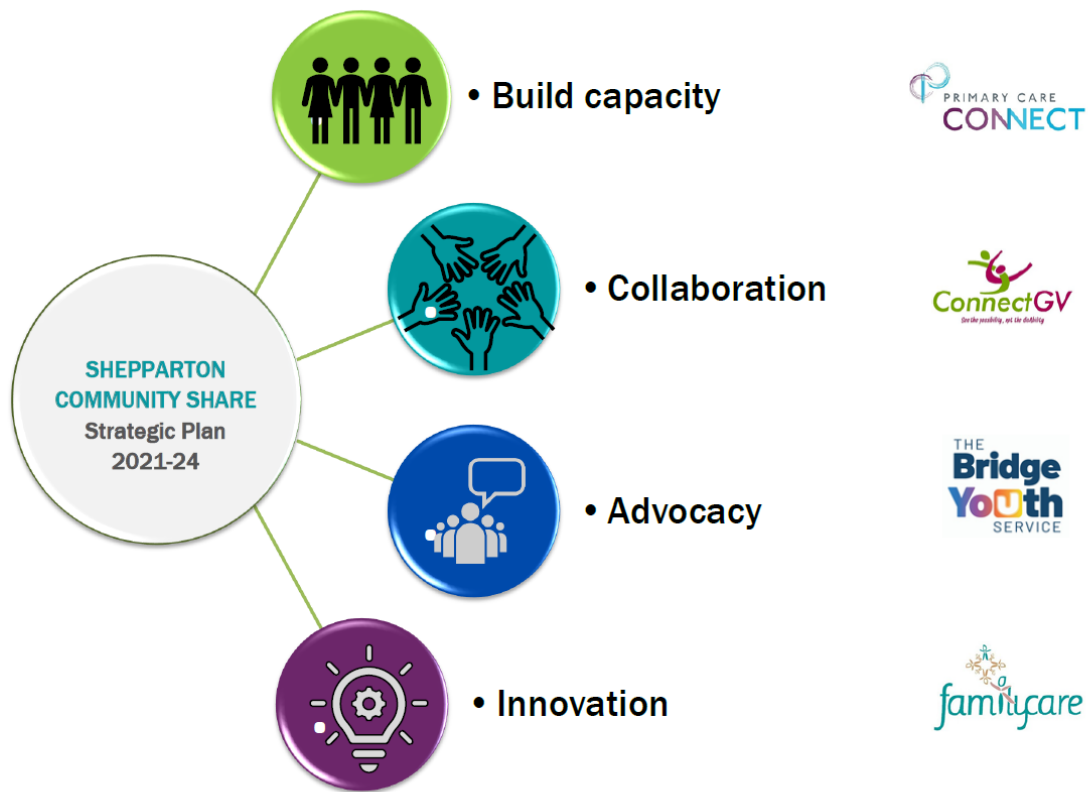




Annual Summary 2021-22

Our Plan 2021-24



OUR AIM: To enhance capacity through collective projects and initiatives

KEY FOCUS AREAS



COLLABORATION



INNOVATION



BUILD CAPACITY



ADVOCACY

OUR STRATEGIES

- Develop partnerships and alliances to enhance outcomes for our clients and communities.
- Pro-actively share information to facilitate collaborative planning and decision-making
- Identify potential collective projects and seek appropriate funding (internal/external)
- Incorporate client voice into systems to inform service design and delivery
- Develop a cross agency Client Voice Network
- Develop a proposal for collective client voice project
- Maintain and further develop our quality systems, focused on clients (rather than compliance), including:
 - Joint audit program
 - Client voice
- Facilitate joint training and development opportunities
- Further develop:
 - HR mentoring Group
 - OHS Mentoring Group
 - Quality Community of Practice
- Maintain and further develop internships in a variety of fields
- Develop a proposal for long term, collective leadership project
- Promote consumer voice
- Advocate for our clients and the community service sector with governments and funding bodies
- Promote Shepparton as a community which is seen as a leader in the development of service excellence

**Our
Progress
2021-22**

“The opportunities to consolidate and expand joint learning programs for our staff have been made possible via SCS initiatives.”

Tricia Quibell
Interim CEO
Primary Care
Connect

Build Capacity



Indicator of Success:

SCS facilitates cross agency learning and development initiatives / pathways

Progress against our plan:

- ◆ The joint training and development platform, KINEO is in use
- ◆ Internships (paid) program has been maintained, in partnership with La Trobe University, and is moving into its 4th year of operation
- ◆ Plans developed to expand the range of disciplines from which students may apply, e.g; Business / speech pathology / physiotherapy
- ◆ This is a major collaborative initiative to jointly build our future rural workforce

Innovation

‘The MQH project was instrumental in identifying the need to hear and act on the client voice, across the SCS member agencies. This remains a strategic priority.’

Melinda Lawley
CEO
TBYS

Indicator of Success:

SCS develops model(s) to incorporate client voice into service design / delivery

Progress against our plan:

- ◆ A developmental evaluation of the Shepparton Community Share ‘Making Quality Happen Project (MQH) 2019-2021’ was completed, in partnership with University of Melbourne and Goulburn Valley Primary Care Partnership
- ◆ MQH Project evaluation was presented at the Australian Social Work conference
- ◆ The timeline for internal cross-agency audits has been impacted by Covid-19 restrictions





Collaboration

Our
Progress
2021-22

Indicator of Success:

SCS has active partnerships, projects and demonstrable achievements

Progress against our Plan:

- ◆ Completed review of formal SCS Agreement (5 years old) to ensure collaboration remains appropriate for all member agencies
- ◆ SCS Terms of Reference revised to ensure focus remains pertinent to members' needs
- ◆ Collaboration with La Trobe University to be formalised, to strengthen relationship

“Membership of SCS & participation in joint activities has clearly been beneficial to Connect GV. This is definitely a collaboration I am keen to maintain & develop.”

Jacinta Russell
CEO

Connect GV

1-19
acts

CHALLENGES

Recruitment & Retention

ding

Advocacy

Indicator of Success:

SCS is recognised as a trusted and local voice for the sector

Progress against our plan:

- ◆ SCS was approached by Greater Shepparton Council to offer information and sector advice on local issues, and inform their submission to the Victorian State Budget Priorities.
 - ◆ SCS initiated a Public Forum during the Federal Election campaign, to enable the public to discuss local social policy issues with Candidates. The Forum, held in partnership with La Trobe University, attracted over 90 attendees and 7 candidates. The event was reported in the Shepparton News

‘Local agencies have a responsibility to advocate on behalf of our clients and communities. Doing so as one voice (SCS) gives our comment and data strength.’

David Tennant
CEO

FamilyCare



[CLICK HERE](#)

Thank you, Farewell and Welcome!

At the end of 2021-22, two founding members of SCS moved from their CEO positions to pursue other personal and professional interests.

Many thanks to Rebecca Lorains (Primary Care Connect) and Carolyn Frost (Connect GV) for their commitment to SCS and for enabling the active participation of their agencies in SCS projects and initiatives.

Welcomed to the SCS network are Jacinta Russell (Connect GV) and Tricia Quibell (Primary Care Connect). Their commitment and enthusiasm will enable SCS to continue pursuing our strategic aim - to enhance capacity through collective projects and initiatives.

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More information:

