

Members

The member agencies of Shepparton Community Share are;

- Connect GV
- FamilyCare
- Primary Care Connect
- The Bridge Youth Service

Purpose

Our purpose is to enhance capacity through collective projects and initiatives, supported by a formal agreement.

Focus Areas

The key areas of our collective efforts will focus on;

- Opportunities for collaboration
- Continuous quality improvement
- Strengthening our teams
- Expanding our circle of influence

Objectives

Our key objectives are consistent with the strategic objectives of our individual agencies;

- Develop partnerships and alliances that contribute measurable value to client outcomes
- Apply a continuous quality improvement approach to improve service design and delivery
- Take a systems approach to developing innovative solutions
- Develop robust data and information systems to;
 - Identify service gaps
 - Facilitate effective decision-making
 - Promote consumer voice
 - Identify potential collective projects
- 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

BACKGROUND

Phase 1 of the 'Shepparton Community Share' (SCS) project concluded in December 2018.

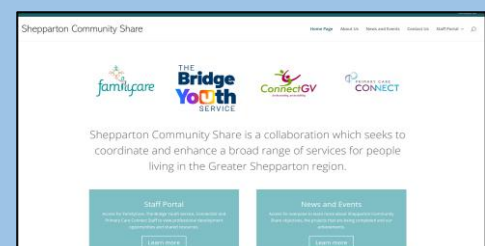
Supported by a Helen Macpherson Smith Trust grant, phase 1 met its aim of transforming an informal network into a formal collective, delivering practical projects and initiatives between, and across, the member agencies. This dynamic project laid the foundation for on-going and evolving collective projects.

SCS is now self-sustaining, has developed new focus areas and has initiated two major collective initiatives for 2018-21;

- continuous quality improvement, and
- workforce development.

Some of this work will be facilitated through a Helen Macpherson Smith Trust grant for a 2-year collective quality improvement project; 'Making Quality Happen: enhancing services for families by building organisational capacity for continuous quality improvement'.

For more information about SCS or our 'Making Quality Happen Project', view our [website](#);



Focus Area	Strategies	Actions	Timeframes	Measures / Reporting
Opportunities for collaboration	Establish collaborative partnerships to enhance the capacity of SCS agencies to support better outcomes for our clients and communities	Actively pursue opportunities for collaboration with; <ul style="list-style-type: none"> • SCS member agencies • Community sector agencies • RTOs • Universities, and • Other key partners 	Dec 2021 (Annual review)	Evidence of; <ul style="list-style-type: none"> • discussions with potential partners • proposals for joint projects/initiatives • confirmed joint projects/initiatives
Continuous quality improvement	Build upon existing agency approaches to learning, reflective practice and innovation. Further develop a collective, innovative, flexible, responsive, replicable and sustainable quality system, focused on clients (rather than compliance)	<ul style="list-style-type: none"> • Develop a proposal for long term, collective CQI project • Secure funding for a collective project • Take a holistic, integrated and collective approach (through <i>'Making Quality Happen'</i> project) to; <ul style="list-style-type: none"> ○ enhance operational structures, systems and processes to improve client outcomes ○ improve collection, accuracy and analysis of data to support effective decision-making ○ enable our consumers' voice to influence service developments ○ provide a framework for future service development and evaluation • Utilise project learnings to ensure a sustainable and dynamic CQI system is maintained; <ol style="list-style-type: none"> a) within and/or, b) across SCS agencies 	May 2018 Oct 2018 Oct 2020 (as per project plan) Oct 2020 Dec 2021	<ul style="list-style-type: none"> • Proposal completed • Project funding secured • As per project plan and reports • Framework exists in each member agency • Continued CQI and service developments, beyond project lifespan
Strengthening our teams	Capitalise on existing capability and develop staff through joint training and development programs	<ul style="list-style-type: none"> • Support joint HR Mentoring Group • Facilitate joint training and development opportunities • Liaise with local RTOs/Universities to develop targeted, quality education packages relevant to member agencies • Consider joint opportunities to offer appropriate placements for students 	Dec 2021 (Annual review)	<ul style="list-style-type: none"> • Minutes of HR group meetings • Records of joint professional development activities • Evidence of discussions with RTOs • Evidence of joint student placements
Expanding our circle of influence	Strive to be a trusted and informed advocate for our clients and communities	<ul style="list-style-type: none"> • Actively promote SCS and initiatives to local communities and other agencies • Provide joint statements/submissions, in relation to local, state and federal reforms relevant to the sector 	Dec 2021 (Annual review)	Evidence of; <ul style="list-style-type: none"> • Promotional activities • Media articles • Website activity • Submissions