

Evaluation Summary 2017

consumer
directed
care

Western Melbourne
Cross-Sector
Community of Practice

About the Network

The Western Melbourne Cross-Sector Community of Practice (the CoP) is a network of health, community and disability service providers and advocates, delivering supports to people in the western Melbourne metropolitan areas.

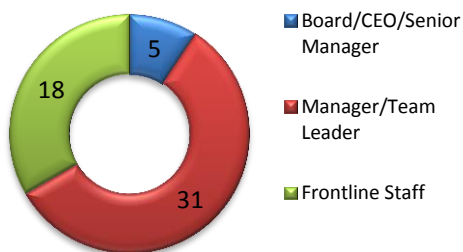
The purpose of the CoP is to bring together different sectors to collaborate and exchange good practice to achieve better consumer-directed care outcomes. Using a thematic approach, the network aims to support service providers to successfully navigate multiple service reforms and deliver sustainable, truly consumer-directed supports within the local community by providing innovative ideas and relevant information.

Evaluation Results

Three CoP Forums were held in 2017 with a total of 93 attendees, with 55 forum evaluation forms received. Respondents reported the forums either met or exceeded their expectations.

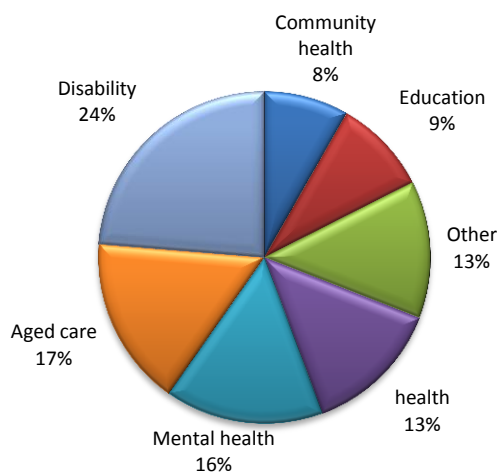
Forum 1	Navigating the Health and Disability Service Interface	2 March 2017
Forum 2	Promoting Self-Advocacy in the Context of Transition	15 August 2017
Forum 3	Practical Workforce Solutions to Cultural Change	22 November 2017

Participant level of responsibility in organisation represented



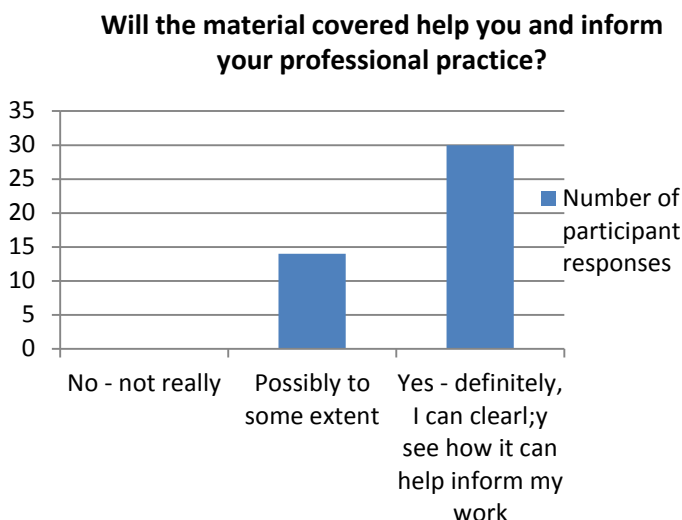
Forum attendees were predominately in manager or team leader roles, with good representation from frontline staff. Forum 3 was targeted to more senior management roles and attracted more senior representation.

Sector(s) represented by participants



Feedback from participants

As a result of attending the forums respondents reported that the forum content will strengthen professional practice to some or greater extent.



Respondents reported that they valued opportunities to network and learn from other organisations and emphasis was placed upon benefits of the diversity of sector representation and central focus on the consumer voice.

"self-advocacy / consumer voice really valuable – great to hear from lived experience"

"great positive start, wide variety of attendees"

"The authenticity of it all. It was brilliant..."

Suggested improvements for future forums:

- Providing additional time and opportunity for networking
- Further sharing of practical strategies
- Preparation for NDIS and response to aged care reforms

"Hearing directly from people with disability... to better understand how we (providers) can adapt and change to improve practice by directly listening to their stories. Understanding the need for consumers to be informed in order to self-advocate, and the importance of providers being flexible"

#WestXCoP

The hashtag #WestXCoP was established for the Network to post reflections on ideas raised at CoP forums. Reflections included:

- #WestXCoP Great to have VALID Advocates Samson and Luke sharing experiences of self-advocacy at today's Forum!
- #WestXCoP Forum: "the NDIS is a young scheme... we are the capacity builders" Quote by Advocate, VALID.
- #WestXCoP Forum quote: "Self-Advocacy....it takes a village"
- Interesting discussions today on Promoting self-advocacy in the context of transition #WestXCoP #NDIS

Looking ahead

Based on feedback from the CoP Network, in 2018 forum topics will include the following themes: engaging hard to reach groups in consumer directed care; workforce development strategies and training options; and co-design.

Forum Dates for 2018:

- Tuesday 20 March, 2018
- Tuesday 14 August, 2018
- Monday 12 November, 2018

For more information about the network please visit:

www.inwpcp.org.au

To add your email to the Western Melbourne Cross-Sector Community of Practice Network list please email: Emily Buchanan

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