Future Directions and Priorities in Southern Adelaide

Report on the Southern Regional Alliance
‘Connecting in the Urban Village’ Conference
Southern Regional Alliance:

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### Conference Sponsors:

#### Gold Sponsors:
- SA Department for Communities & Social Inclusion
- Southern Junction Community Services
- Southern Housing Roundtable

#### Silver Sponsors:
- Baptist Care
- The Salvation Army
- Lutheran Community Care
- Anglicare
- Southern Domestic Violence Service

#### Session Sponsors:
- SA Health
- BankMecu
- City of Onkaparinga
- Relationships Australia
- Coalition of Women’s Domestic Violence Services of SA
- Southern Services Reform Group
1. Introduction

The Southern Regional Alliance (SRA) seeks to build upon the Southern Adelaide region’s reputation for interagency collaboration, to highlight good practice and foster collaboration and innovation amongst service providers within the region, as well as to inspire and support the members of the wider community.

The inaugural SRA Conference has provided participants with a unique opportunity to engage and interact with experienced managers and practitioners from other community organisations, with leading inspirational thinkers and policy makers. This conference has been described as the most significant intersectorial gathering of people from government and community agencies ever conducted in the Southern Adelaide Region.

It was a very innovative and memorable gathering of leaders in the ‘Urban Village’ that focused upon the ‘social business’ of the village and aimed to articulate future directions and priorities in the Southern Adelaide region.

The two day conference yielded diverse opportunities for attendees to hear from local and international speakers. The program offered a smorgasbord of concurrent presentations, seminars and workshops as well as plenary style presentations that engaged, challenged and inspired participants in their areas of interest and expertise.

On behalf of the Southern Regional Alliance, I extend sincere thanks and congratulations to all those who contributed to the success of the conference and who remain committed to working together to foster a healthier and more inclusive community.

Remember: If you want to go faster, go alone. If you want to go further, go together!

Graham Brown
Chair, Southern Regional Alliance

The Southern Regional Alliance:

The Southern Regional Alliance (SRA) is a group of community leadership professionals that has evolved from the former Southern Social Planning Alliance, and was formed in 2010. The SRA provides a vital link between the region’s interagency ‘roundtables’ including:

- The Southern Housing Round Table
- Children and Families round Table
- Southern Youth Round Table
- The Aldinga and Sellicks Alliance
- The Onkaparinga Collaborative Approach to the Prevention of Domestic and Indigenous Family Violence
- Southern Services Reform Group
- Healthy Cities Onkaparinga

These roundtables play an integral role in the coordination of services and agencies within the region by supporting the community service organisations and by fostering ‘best practice’ in the service of healthy, inclusive communities.
2. Executive Summary & Outcomes – ‘Connecting in the Urban Village’ Conference

The Southern Regional Alliance held the ‘Connecting in the Urban Village’ Conference in September 2012 in order to:

- Build stronger collaborative links between agencies in the Southern Adelaide region
- Provide inspiration and ideas from leading thinkers and practitioners
- Increased recognition and adoption of best practice principles
- And inform future collaboration and service development in the region

Organisation and content of the conference was focused around addressing one key question:

*How can we work together to address the social determinants of health and assist people to navigate pathways out of poverty and homelessness?*

The Conference was opened by the Hon. Jay Weatherill MP, the Premier of South Australia, and included nationally and internationally recognised keynote speakers on topics of social housing, social determinants of health, and domestic violence. This innovative event was attended by over 180 people representing Federal, State and Local Government agencies, university researchers, non-government health and community service organisations, Indigenous communities and other community members in the region and beyond.

The conference has been widely recognised as a unique and effective model for the promotion and development of interagency collaboration. Post-conference feedback indicating that the Conference has been highly successful is well supported by formal evaluation processes undertaken by the research team of Flinders University’s Southgate Institute.

Eighteen Breakout Sessions (see Summary in Section 7 below) addressed diverse topics relevant to the key conference question including: housing and urban renewal, community development and leadership, population health and social determinants of health, responses to domestic violence, child well-being and ageing. Each session approached the ‘key question’ from a unique perspective by focusing upon allied strands of human service intervention and related public policy issues.

The collaborative processes that underpinned the conference’s planning and program, the impact of this approach upon the participants, and the conference’s outcomes are analysed in Section 8 - Research Findings below.

**Recommendations:**

The Conference identified a number of key areas for future consideration and action by the Southern Regional Alliance and its constituent Round Tables. These have been summarised into key recommendations:

**Collaboration and networking**

1. *Continue to facilitate, and explore ways to improve, collaboration between social and community services in order to improve services for clients, tackle complex problems, and share good practice.*
2. **Explore ways to facilitate regular networking opportunities for social and community services.**

3. **Consider ways to develop or strengthen collaborative links with other sectors (e.g. government agencies, universities, environment groups, the business sector and other NGOs) in order to pursue shared goals.**

### Capacity building

4. **Consider ways in which the SRA can support and strengthen the work of regional Round Tables to build resources for future activities in the region. Such resources may be in the form of knowledge or skills, information tools, cultural awareness, or organisational links.**

5. **Further strengthen capacity of the SRA and/or other organisations in the region to apply perspectives on social determinants of health in their work and advocacy.**

6. **Continue to foster effective links and/or partnerships between researchers and agencies or groups in the region; in order to advance shared goals.**

### Advocacy to influence policy and planning

7. **Consider ways to engage strategically with policy and planning decision makers to advance systemic action on social determinants of health and equity.**

8. **Advocate for action in housing, urban planning and place-making to ensure a home for all, promote health and well-being, and create inclusive and environmentally sustainable communities.**

9. **Agencies to leverage and strengthen existing infrastructure and programs (e.g. Leadership Onkaparinga) for community and citizen participation.**

10. **Identify domestic violence, Indigenous health, ageing, disability, and child and adolescent health as key public health issues in the region; requiring services to meet immediate needs, and long-term preventive action.**

### Community development and health promotion

11. **Consider ways to embed principles and practices of asset-based community development and health promotion in the work of relevant agencies and groups in the region.**

12. **Further strengthen relationships with Aboriginal and Torres Strait Islander people in the region, to collaborate in identifying solutions to address and support health, wellbeing and self-determination.**

### Next Steps:

These recommendations will be referred to the SRA and member roundtables for further consideration, prioritisation and action in 2013 and beyond.

Each Round Table will be seeking to identify opportunities and resources to implement and sustain the priority initiatives in the Southern Adelaide Region during 2013.
3. Conference Report

The Southgate Institute for Health, Society & Equity (Southgate Institute) has worked closely with the Southern Regional Alliance to evaluate the ‘Connecting in the Urban Village’ Conference and to prepare this Conference Report, based on primary research conducted at the event.

The Southgate Institute was established by Flinders University in 2008, and aims to conduct high quality, policy-relevant research on the social determinants of health (SDH), health equity, Aboriginal health, and social inclusion. Since its establishment, the Institute has developed a reputation as one of Australia’s leading research groups on SDH, and maintains extensive national and international research linkages. Currently the Institute is conducting research in areas of: housing, stigma and discrimination, social capital, social exclusion, work and health, primary health care, aging, Australian health policy, digital technologies, health in all policies, and gambling.

Professor Fran Baum, Director of the Southgate Institute, was a member of the WHO Commission on Social Determinants of Health from 2005-08, and in 2008 was awarded an Australian Research Council Federation Fellowship.

4. Conference Overview

The ‘Connecting in the Urban Village’ Conference was organised by the Southern Regional Alliance and its roundtable members. The event aimed to bring together people working in the human services sector in southern Adelaide region, in order to build and strengthen collaborative links between agencies, and explore ways to more effectively achieve desired outcomes. The program and running of the conference was focused on the following key question:

*How can we work together to address the social determinants of health and assist people to navigate pathways out of poverty and homelessness?*

Specific aims of the event were to:

- Build stronger collaborative links between agencies in the region
- Provide inspiration and ideas from leading thinkers and practitioners
- Increased recognition and adoption of best practice principles
- Development of this Report to inform future collaboration and service development in the region

The conference took place on 20-21 September 2012 at the SAJC Conference Centre, and was attended by around 180 people, including organisational leaders and workers from the human services and community sectors, policy makers and academics. The program included both plenary sessions with keynote speakers and 18 breakout sessions led by SRA member roundtables, designed to present different perspectives on community, health and social justice issues in the region, as well as current and emerging responses to those issues.


**Conference Facilitator:**

- Mr Peter Kenyon, Founder and Director, Bank of I.D.E.A.S.
Guest and Keynote Speakers:

- **Uncle Lewis O’Brien**  
  *Kaurna welcome to country*
- **The Hon Jay Weatherill MP, Premier of South Australia**  
  *Conference opening address*
- **Mr Alan Arthur, President and CEO, Aeon, Minnesota USA**  
  *Forging Pathways out of Homelessness*
- **Professor Fran Baum, Professor of Public Health and ARC Federation Fellow, Flinders University**  
  *Healthy, Inclusive Communities that Really Work*
- **Ms Carol Arthur, Executive Director Domestic Abuse Project, Minnesota, USA**  
  *Effective Strategies for preventing violence against women and children: The Minnesota model*
- **The Hon Ian Hunter MP, Minister for Communities and Social Inclusion**  
  *Closing address*

Research & Evaluation:

Primary research conducted by the Southgate Institute during and after the event, including:

- A self-complete questionnaire provided to all attendees on the day and by web-link after the conference, completed by 43% of attendees
- Session evaluation forms completed by the Facilitator and scribe of each breakout session
- Spot interviews held with 12 randomly selected conference attendees, seeking their views on the event

Participants’ comments made on ‘post-it’ notes during the event were also collected. Evaluation of the event and recommendations for possible future action presented below are based on the outcomes of this research, along with review and appraisal of material presented in plenary and breakout sessions.

Attendance and Feedback:

**Who was there?** The Conference achieved the intended ‘mix’ of attendees. Of the 180 or so who attended, around 60% were from the non-government health and community services sector, around 30% from the government sector, and 10% from universities or ‘other’. This ‘mix’ was clearly welcomed by many as an opportunity to meet and learn from others working in social/community services in the region, and to connect with colleagues in an open and interactive environment, conducive to thinking more broadly about the issues that impact upon groups and individuals in the Southern Adelaide region. A few comments suggested a lack of attendance from community members or young people, and that cost of attending was
a barrier. Others suggested avoiding the last day of school term, as they could not attend on the Friday. 
Better wheelchair accessibility was suggested for future events.

**How was the event assessed?** The great majority of those who returned questionnaires assessed the overall event as well-organised, with appropriate and informative content relevant to their work. Plenary sessions and the keynote speakers were well received by most. The facilitator was seen positively by most as keeping the event focused, providing useful summaries, and stimulating thinking with quotes and ideas. Positive feedback was received on presentations from each of the three keynote speakers, and on the consistent focus throughout the event on the key conference question.

**Inspiring thoughts:**

- *If you want to go faster, go alone; if you want to go further, go together*
- *A home, not a house*
- *Every person has a home and is interconnected in community*
- *If you see people more, you like them more*
- *There is enough for everyone’s need but not for everyone’s greed. (Mahatma Ghandi)*

**Breakout Sessions:**

The majority of those attending found the breakout sessions offered an appropriate range of useful, accessible information, and that discussion and questions were handled well. Negative comments on the sessions were mainly concerned with time constraints limiting the scope of presentations or leaving too little time for discussion. Several expressed frustration at wanting to attend more than one of the concurrent sessions. See *Section 7* for more information on content and outcomes of breakout sessions.

**Thursday:**

1A: Doorways, Thresholds & Overheads – housing the most disadvantaged

1B: What does Australian Early Development Index (AEDI) and Census data tell us about our region?

1C: Joining Hands and Minds: Creating inclusive communities and building organisational competencies that are Aboriginal led

1D: Respectful Relationships

1E: Active Citizenship – Leadership Onkaparinga

2A: Measuring and Monitoring Health & Wellbeing

2B: What difference is the new Intervention Order Legislation making?

2C: Creating Child Friendly Environments

2D: Growing Older in the City of Holdfast Bay: Baby Boomers and Beyond

2E: Spirituality and Wellbeing

**Friday:**

3A: Regional Approach to Hoarding and Squalor

3B: Virtually Connecting

3D:* Community Development responses to Domestic Violence
Future actions from participants:

The questionnaire sought feedback from attendees about actions they would consider in their work as a result of attending the conference. The range of responses received suggested that most of those attending had drawn ideas for their own future practice from the event. Developing greater community involvement and focusing practice more on principles of community development and health promotion were common themes that emerged; as well as taking greater account of social factors, and increased attention on collaborative practices and learning from others.

Participants’ goals for future practice:

- Community development approach from within the community and focus on positive aspects of community
- Try and organise a garden project for our tenants
- My personal question: How do I initiate ‘buy in’ within the community users?
- Think more broadly; look at other areas to learn ‘what works’
- Persist and continue to talk to others about prevention and early interventions

Content and key themes:

The conference covered a range of topics in plenary and breakout sessions consistent with the overarching themes of collaboration, a regional approach, social determinants of health and addressing social disadvantage. Topics of breakout sessions also reflected the specific areas of interest of several Southern Regional Alliance (SRA) member ‘roundtables’. Topics and outcomes of individual breakout sessions are summarised in Section 7. Based on analysis of outcomes, ten key themes emerged from the event, as summarised below:

- **Collaboration & networking**: The event’s key focus on building collaboration between agencies was demonstrated in the organisation and content of the event itself, the mix of those who attended, and participant feedback. Attendees’ feedback frequently highlighted benefits of ‘networking’, both in terms of the opportunity provided by the event itself, and for addressing issues in practice.
- **Asset-based community development and health promotion**: Ideas about, and examples of, asset-based, participatory community development came to the fore throughout the event, as an important strategy to promote wellbeing and social inclusion, and reduce social disadvantage. Feedback from many participants welcomed this renewed focus on the community development principles and practice.
• **Research and practice**: Breakout sessions included presentations on population health within the region, participatory research methods, and translation of research into practice.

• **Supported pathways out of crisis, poverty or homelessness**: Several parts of the event addressed strategies to support and assist people in immediate need due to factors such as domestic violence, homelessness or hoarding.

• **Addressing social determinants of health**: The conference theme, a keynote presentation and several breakout sessions explored the effects of social factors on population health and health inequalities, as they relate to southern Adelaide.

• **Housing, urban planning and ‘place making’**: Sessions considered housing and the built environment from several angles, from ‘housing the most disadvantaged’ to urban planning and large scale urban renewal projects. The title, organisation and themes of the conference identified southern Adelaide as an ‘urban village’ and a place for collaborative action.

• **Domestic violence**: A keynote presentation and several breakout sessions addressed issues surrounding domestic violence and responses including: meeting immediate need, recovery, working with perpetrators, advocacy and system change.

• **Indigenous health and wellbeing**: Two breakout sessions focused on addressing needs, and strategies for social inclusion and promoting health within Aboriginal communities in southern region.

• **Child and adolescent health and wellbeing**: Several breakout sessions focused on the needs of children and adolescents in relation to such issues as early childhood development, youth homelessness.

• **Environmental sustainability**: Addressing environmental issues was not the specific focus of any breakout session but emerged as a consistent theme in relation to housing, place-making and community development strategies.

Identifying these themes is not intended to exclude or imply lesser significance of other issues or areas of need discussed at the Conference.

### Personal responses to the Conference:

- The opportunity to step away from the pressure of work demands and reconnect with the value and importance of leadership, community participation and commitment to community development; addressing the social determinants of health by asking and responding to the social questions versus individuals responses to individual risk

- Allowing myself the time away from work to take a fresh look, be inspired and also reinforce that I’m working in an area that I’m committed and passionate about
5. Future Directions and Priorities

This section considers possible options and strategies for future action by the Southern Regional Alliance (SRA) and other partners or organisations within the southern region of Adelaide. Recommendations are not intended to be prescriptive, but to provide a starting point for strategic thinking about possible ‘future directions’, extending on the aims and outcomes of the ‘Connecting in the Urban Village’ Conference.

Collaboration and networking

- **Recommendation 1**: Continue to facilitate, and explore ways to improve, collaboration between social and community services in order to improve services for clients, tackle complex problems, and share good practice.
- **Recommendation 2**: Explore ways to facilitate regular networking opportunities for social and community services.
- **Recommendation 3**: Consider ways to develop or strengthen collaborative links with other sectors (e.g. government agencies, universities, environment groups, the business sector and other NGOs) in order to pursue shared goals.

Capacity building

- **Recommendation 4**: Consider ways in which the SRA can support and strengthen the work of regional Round Tables to build resources for future activities in the region. Such resources may be in the form of knowledge or skills, information tools, cultural awareness, or organisational links.
- **Recommendation 5**: Further strengthen capacity of the SRA and/or other organisations in the region to apply perspectives on social determinants of health in their work and advocacy.
- **Recommendation 6**: Continue to foster effective links and/or partnerships between researchers and agencies or groups in the region; in order to advance shared goals.

Advocacy to influence policy and planning

- **Recommendation 7**: Consider ways to engage strategically with policy and planning decision makers to advance systemic action on social determinants of health and equity.
- **Recommendation 8**: Advocate for action in housing, urban planning and place-making to ensure a home for all, promote health and well-being, and create inclusive and environmentally sustainable communities.
- **Recommendation 9**: Agencies to leverage and strengthen existing infrastructure and programs (e.g. Leadership Onkaparinga) for community and citizen participation.
- **Recommendation 10**: Identify domestic violence, Indigenous health, ageing, disability, and child and adolescent health as key public health issues in the region; requiring services to meet immediate needs, and long-term preventive action.

Community development and health promotion

- **Recommendation 11**: Consider ways to embed principles and practices of asset-based community development and health promotion in the work of relevant agencies and groups in the region.
- **Recommendation 12**: Further strengthen relationships with Aboriginal and Torres Strait Islander people in the region, to collaborate in identifying solutions to address and support health, wellbeing and self-determination.
6. Main Themes of the Conference

6.1 Collaboration & networking:

A focus on collaboration between services and agencies in southern Adelaide was reflected in the organisation of the event, and clearly resonated with those attending. Effective collaboration between agencies was discussed in many sessions as an important strategy for improving services to clients, addressing issues ‘holistically’, and/or dealing with complex problems such as hoarding.

Many participants saw the event as a welcome opportunity for networking, learning from others and consideration of new strategies; including people working outside the southern region. Web-based or information tools to assist and facilitate collaboration were discussed in several breakout sessions. Breakout sessions identified a range of strategies for enhancing collaboration.

Some key points:

- Collaboration is still a work in progress: some organisations tend to work in ‘silos’.
- Sense of competition between agencies for funding can undermine collaboration.
- Benefits of collaborative approach to addressing hoarding and squalor.

Individual highlights:

- Engaging with workers from a wide range of local agencies
- Connecting with new people and having meaningful conversations with people I already know
- Opportunities through collaborative practice; agency [with] agency, and agency [with] client

Individual future directions:

- Before starting a project think what other agencies or groups could be involved

Examples of collaboration in breakout sessions:

- Collaboration between tenancy management and support
- Courts, DV services, corrections, prosecution working together to enforce justice and safety for victims
6.2 Asset-based community development and health promotion:

An asset-based, participatory approach to community development came to the fore in many parts of the event, as an important strategy to promote wellbeing and social inclusion, and to address social disadvantage. Keynote presentations and breakout sessions identified examples of successful practice, focused on engaging people and building on individual or community assets. Research data suggested a real sense in which participants welcomed and felt encouraged by this recurring theme in the event, and wanted to see community development principles and practice reinvigorated and extended as a key strategy for health promotion and social development.

Some key points:
- Four forms of social capital: economic, cultural, social and symbolic.
- Supporting people within community to identify and address their own needs.
- Crucial role of community leaders.
- Identifying and building on strengths rather than ‘fixing’ perceived deficits.

Individual highlights:
- Confirmed the value of working in community to attain social and economic inclusion
- The edible landscape video [was] so inspiring
- Christie Downs project and its successes

‘Post-it’ comments:
- We need to identify and crystallise the knowledge of community development and programs that work, talk the same language and present a unified approach so others can understand ...

Breakout session proposals:
- Allow communities to address their goals not only focus on funding
- Community members knowing they have something to offer in developing solutions

6.3 Research and practice:

The conference explored the linkages between research and practice in a number of ways. Plenary and breakout sessions included presentations on the evidence base on social determinants of population health within the region, participatory research methods, and translation of research into practice. Participants
commented positively on the opportunity to engage with and learn from research-based information, focused specifically on the southern region.

**Some key points:**
- Developing a learning relationship between researchers and practitioners.
- Engaging communities in research and evaluation.
- Areas of concentrated disadvantage can tend to remain so over extended periods.
- Research information can provide: perspectives on social determinants of health in the region; population data to inform service planning; information on high-risk groups.
- Research information can inform: opportunities for preventative action; choices around universal or targeted approaches (or ‘proportionate universalism’).

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<th>Individual highlights:</th>
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<td>Looking at social contexts impacting on health</td>
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<th>Individual future directions:</th>
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<tr>
<td>Implement appreciative inquiry practices [on] how to encourage neighbour relationships</td>
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<th>‘Post-it’ comments:</th>
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<tr>
<td>How do we measure collaborative work or community development when much of what we do is invisible and qualitative?</td>
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<th>Breakout session proposals:</th>
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<td>When planning a program that is when you should start evaluating the program</td>
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<td>Routine evaluation of programs doesn’t always cover what is happening; very few reports have a program rationale</td>
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<td>Understanding, utilising and linking up of data</td>
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**6.4 Supported pathways out of crisis, poverty, exclusion or homelessness:**

Several parts of the event addressed service strategies to support and assist individuals, families and children subject to disadvantage and/or in immediate need due to factors such as domestic violence, homelessness, mental illness or hoarding. Comments from participants focused on a values-based, non-judgemental approach, building relationships, and engaging clients’ own resources to access services or supports, and better manage or improve their circumstances. Others noted the potential benefits of peer support relationships, for example among a tenant group.

At the same time there was recognition of a need to try to think beyond an individual’s immediate circumstances, take account of social contexts, and try to address wider social factors affecting the problem.
Individual future directions:
- Ask my tenants about ideas [or] suggestions on common issues facing other tenants
- Look more at the process I use, use a more positive approach rather than simply need-based

Breakout session proposals:
- Reflective practice – support individuals to think, take responsibility
- Collaborative approach [to crisis] is a wraparound effort which involves family and friends along with agencies and formal supports to come together

6.5 Addressing social determinants of health:

The initial keynote presentation by Prof Baum set out a framework for understanding ‘social determinants of health’ (SDH), health inequalities between different social groups, and chronic stress as a mediator of health effects. Presentations in breakout sessions presented information about population research as a tool for understanding SDH, and information on socioeconomic inequalities within the southern region, as they relate to a range of health outcomes and to early child development.

Individual highlights:
- Looking at social contexts impacting on health

Individual future directions:
- Keep fighting for prevention and a focus on health, not ill health in our health system

Breakout session proposals:
- Proportionate universalist approach
- Social ecological model of violence prevention at primary secondary and tertiary levels, recognising unequal power relations

6.6 Housing, urban planning and ‘place making’:

Sessions considered housing and the built environment from several angles, from strategies for ‘housing the most disadvantaged’ to urban planning and large scale urban renewal projects. The title, organisation and themes of the conference identified southern Adelaide as an ‘urban village’ and a place for collaborative action.

Some key points:
- An ‘affordable place to live’ and ‘safe communities and neighbourhoods’ are two key priorities recently identified by the State Government.
- Formation of ‘Renewal SA’, the new SA Urban Renewal Authority: 15% affordable housing requirement in new developments; higher density housing; Transit Oriented Developments.
- Aeon model of housing provision: 24 hour front desk service; using research on place-making and health, social connectedness; sustainability program, ‘Living building challenge’.
- Integrating housing and urban planning to achieve social and environmental outcomes.
- Improving environmental performance of a dwelling also improves its affordability.
- Flexible housing models to meet needs of ageing ‘baby boomer’ generation.
• Hoarding and squalor: Collaborative person-centred approach as a most effective way to lasting solutions; Public health directorate assessment tools.

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<tr>
<td>➢ Density [of] housing creates more service availability</td>
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<td>➢ The clear and necessary distinction of landlord, as a separate manager from support</td>
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<th>Individual future directions:</th>
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<tr>
<td>➢ Using tenant experiences, skill, journey to help and support others not doing so well</td>
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<th>Breakout session proposals:</th>
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<tr>
<td>➢ Place- making ideals are sophisticated and complex and by their very nature will force collaboration</td>
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<td>➢ Examples of government working in partnership with others to redevelop communities – community heavily involved in master planning and design</td>
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### 6.7 Domestic violence:

A keynote presentation and several breakout sessions addressed issues surrounding domestic violence and responses including: meeting immediate need, recovery, working with perpetrators, advocacy and system change.

**Some key points:**

- Bringing relationship violence to the fore as a public issue impacting on health and social cohesion within the region.
- Addressing domestic violence at both the level of the immediate need of women and children for safety and with advocacy and action at the 'system' or community wide level.
- Intersection between relationship violence and other key issues such as homelessness, drug and alcohol use and mental health.
- Community level responses to domestic violence.
- Strengths and limitations of current perpetrator program.
- Need for culturally diverse responses to DV.

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<tr>
<td>➢ I think bringing the homelessness issue and domestic violence together was extremely important</td>
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<td>➢ It brought people together and as the OCA we got to talk about issues that are important to us</td>
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<td>➢ The spectrum response to domestic violence</td>
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<th>Post-it Notes:</th>
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<td>➢ We have to ensure we all see DV as a public health issue and it is everyone’s business not just that of feminist specialist agencies or women’s health</td>
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**Individual future directions:**
- Utilising information around support for women and children in DV situations

**Breakout session proposals:**
- Increasing safety for women and protection for children – one outcome can be that women and children remain in their homes rather than having to leave
- Engage workplaces, address social policies and keep at strategic levels
- Collaboration and accountability between agencies and workers, high skills and knowledge expected from workers in this field of work. Including training and supervision

### 6.8 Indigenous health and wellbeing:

Two breakout sessions focused on addressing needs, and strategies for social inclusion and promoting health within Aboriginal communities in southern region.

**Some key points:**
- Around 3,000 people identifying as Aboriginal or Torres Strait Islander live in the southern region, including in particular, the areas around Noarlunga centre and in Aldinga.
- Some of the health issues for Aboriginal and Torres Strait Islander people in the region include higher levels of low birth weight compared to non-Aboriginal people, and higher rates of smoking.
- Cultural and community issues arise in relation to strategies addressing domestic violence within the Aboriginal and Torres Strait Islander community.

**Post-it Notes:**
- Wouldn’t it be great for all key organisations in the South to have Reconciliation Action Plans?

**Breakout session proposals:**
- Participation: supporting communities to engage in celebrating significant Aboriginal events to link with positive identification
- Community events – closing the gap; culturally inclusive approaches to training; creating spaces (informally) to develop understanding
- Strong focus on culture whilst maintaining accountability for men’s violence – Aboriginal program (Kormar Winmil Yunti)
6.9 Child and adolescent health and wellbeing:

Several breakout sessions focused on the needs of children and adolescents in relation to such issues as early childhood development and youth homelessness.

Some key points:
- ‘Every chance for every child’ which is one of seven key priorities of the current State Government.
- Establishment of early child development centres within schools.
- Early child cognitive and emotional development or ‘toxic stress’ caused by adverse conditions in early life, are key determinants of health over the life-course.
- Early child development indicators as predictors of school performance.
- Use of Australian Early Development Index as a tool for understanding issues in the region policy and program development.

Breakout session proposals:
- Thinking deeper about the data rather than reacting to individual data about children
- Including children and holding them in mind; consulting and acting on their ideas when planning cities
- Need to see children as human beings with needs now and value now not just as adults
- Important to ensure that LGAs and NGOs are included in state initiatives such as child friendly environments
- Responding to children – learning from some of the experiences of [Carol Arthur] about responding to children as part of these [DV] programs
- Engaging school children to be involved [in reconciliation] from a young age.

6.10 Environmental sustainability:

Addressing environmental issues was not the specific focus of any breakout session but emerged as a consistent theme in relation to housing, place making and community development strategies.

Some key points:
- Linkages between community development and health promotion strategies and environmental improvements; edible landscapes, community gardens.
- Environmental performance of housing influences long-term affordability.
- ‘Living building challenge’ design tool.
- Sustainability outcomes incorporated in urban renewal projects, TODs.
7. Summary of Breakout Sessions

The notes below provide a brief summary of the outcomes of the eighteen Breakout Sessions that were arranged by one of the Southern Adelaide regional Round Tables.

1A: Doorways, Thresholds & Overheads – housing the most disadvantaged

- **Alan Arthur**, CEO Aeon, Minneapolis, USA
- **Carol Shard**, Director, Homelessness Strategy Unit
- **Ian Townsend**, Senior Manager Inner City Services, Baptist Care
- **Jennifer Duggin**, Junction Housing, Southern Junction Community Services

**Description:** This session examined approaches that are being successfully used to address youth homelessness in the USA and South Australia.

**Key points for future consideration:**
- Development of a ‘housing readiness scale’ to access readiness to access housing
- A ‘home score’ to monitor people’s sense of wellbeing of where they live
- Effective collaboration between services through MOUs, regular joint meetings, mutual commitment to solving problems

1B: What does Australian Early Development Index (AEDI) and Census data tell us about our region?

- **Sally Brinkman**, Senior Research Fellow, Program Manager Faculty Member, Telethon Institute for Child Health Research
- **John Grey**, Population Health Analyst, Clinical Epidemiology Unit, Flinders Medical Centre

**Description:** This session considered information on population health, demography and child development in the southern region. It looked at data from the Australian Early Development Index (AEDI), and discussed how population health data can inform strategies to address social determinants of health.

**Key points for future consideration:**
- Understanding population health data and linking it to strategies which address needs proportionately, across whole populations

1C: Joining Hands and Minds: Creating inclusive communities and building organisational competencies that are Aboriginal led

- **Chris Martin**, Community Development Officer, City of Onkaparinga
- **Allan Wanganeen Jnr**, Aboriginal Practitioner, Families SA
- **Ruby Worthy**, Aboriginal Community Coordinator, Gowrie SA

**Description:** Joining Hands and Minds is a task group of agencies and community members focused on Aboriginal communities, and reconciliation of Indigenous and non-Indigenous families in the Kaurna lands South of Adelaide. This session focused on strategies to create inclusive communities and build organisational competencies so that all Aboriginal people have access to services and facilities.

**Key points for future consideration:**
- Participation: supporting communities to engage in celebrating significant Aboriginal events to link with positive identification
- Reflective practice: support individuals to think and develop, take responsibility
- Reconciliation Action Plans
1D: Respectful Relationships

- Judy O’Sullivan, Coordinator, Relationship Violence No Way Program, Southern Area Local Health Network
- Brodie McGee, Peer Educator, Relationship Violence No Way Program, Marion Youth - Southern Primary Health
- Lindsey Webb, Peer Educator, Relationship Violence No Way Program, Marion Youth - Southern Primary Health

Description: ‘Relationship Violence - No Way’ provides relationship education workshops to young people in local secondary schools facilitated by peer educators. This interactive, Peer Educator-led session described the work of ‘Project Respect’ and explored ways for people working in the social services sector to use ‘relationship activism’ in their work and in their lives.

Key points for future consideration:
- Working across areas such as health, aged care and education to build networks, competencies and understanding of complexity
- Identifying commonalities across sectors e.g. young people and older people face similar issues with lack of power

1E: Active Citizenship – Leadership Onkaparinga

- Joanna Giannes, Project Officer, Leadership Onkaparinga, City of Onkaparinga
- Alicia Brown, Leadership Onkaparinga Graduate 2012
- Adriana Allman, Leadership Onkaparinga Graduate 2012

Description: This session described recent success of the ‘Leadership Onkaparinga’ program and explored how building leadership skills in the community builds resilience, enhances confidence and develops skills individually and collectively, as well as alleviating and preventing poverty pathways.

Key points for future consideration:
- People with lived experience of poverty and homelessness being at the table with decision makers to identify solutions and better way of working
- Addressing complex problems through building resilience, increasing self-efficacy
- Community members knowing they have something to offer in developing solutions
- More programs like ‘Leadership Onkaparinga’

2A: Measuring and Monitoring Health & Wellbeing

- Prof John Glover, Director Public Health Information Development Unit, University of Adelaide
- Dr Angela Lawless, Deputy Director, Training and Development, Flinders University
- Dr Glenn Laverack, Senior Research Fellow, Flinders University

Description: This session provided an introduction to mechanisms for the collection, collation, reporting and analysis of Data Sets on the social determinants of health, and explored three different approaches to monitoring and measuring health and well-being and how these relate to the particular needs of the Southern region.

Key points for future consideration:
- Understanding the context in which we are working and describing problems in terms of context rather than the people
- When planning a program that is when you should start evaluating the program
- Understanding what your program is trying to achieve
- Allow communities to address their goals not only focus on funding
2B: What difference is the new Intervention Order Legislation making?

- **Magistrate Bill Ackland**, Christies Beach Magistrates Court
- **Zita Ngor**, Director, Women’s Legal Service
- **Bernie Martin**, Family Violence Investigation Section, South Coast SA Police
- **Jac Taylor**, Women’s Safety Contact Officer, Southern Adelaide Domestic Violence Service

**Description:** This session considered the effects of the 2011 implementation of the ‘Intervention Orders (Prevention of Abuse) Act 2009’ in terms of what differences it is making to women and children experiencing domestic violence, whether it is holding perpetrators of violence more accountable, and whether it is providing legal protection to prevent families experiencing DV from becoming homeless.

**Key points for future consideration:**

- Intervention order can improve safety and reduce homelessness for victims of domestic violence by enabling police to intervene earlier and to remove perpetrator from home
- Time and collection of data will help us see how the legislation can be used more effectively
- Ongoing training for police
- Abusers being given an opportunity to address the violence they use in relationships

2C: Creating Child Friendly Environments

- **Kate Loveday**, Children’s Therapeutic Worker, Relationships Australia (SA)
- **Sue Christophers**, Manager Community Capacity Building, Anglicare SA
- **Loretta Geuenich**, Research Officer, School of Social and Policy Studies, Flinders University

**Description:** This session considered range of issues about what it means for spaces, places or cities to be ‘child friendly’ and explored practical strategies and means for creating child friendly and focussed environments, including the important role of play and ways for social service agencies to take account of the needs of children.

**Key points for future consideration:**

- See children as human beings with needs and values now, not just as adults
- Ensure that Local Governments and NGOs are included in state initiatives such as child friendly environments

2D: Growing Older in the City of Holdfast Bay: Baby Boomers and Beyond

- **Penny Edwards**, Program Manager, Flinders Centre for Ageing Studies, Flinders University
- **Monica du Plessis**, Community Services Manager, City of Holdfast Bay

**Description:** This session looked at research conducted within the Holdfast Bay area on the needs and aspirations of ‘baby boomer’ residents as they age.

**Key points for future consideration:**

- Gathering information from the ‘baby boomer’ generation to better understand their needs as they age to maintain health and well being
- Thinking differently about aged care: intergenerational environments, use of technology, flexible transport options

2E: Spirituality and Wellbeing

- **Major Susan Wallace**, Assistant Divisional Social Program Secretary, Salvation Army
- **Andrew Elvin**, Social Program & Policy Development Consultant, The Salvation Army

**Description:** This session looked at how The Salvation Army uses quality of life tools to ensure services fit within its mission and operational framework, and to link community services with individuals’ spirituality.
Key points for future consideration:
- The ability to see from the beginning what an individuals’ future can be; inspiring hope
- Recognising the spiritual dimensions in each person
- Involving people in service/volunteering within the wider community

3A: Regional Approach to Hoarding and Squalor
- Sharon Perin, Unit Manager Community Health and Safety, City of Marion
- Lisa Stead, Environmental Health Officer, City of Holdfast Bay and City of Onkaparinga
- Andrew Brown, Environmental Health Officer, Department for Health and Ageing

Description: This session considered ‘best practice’ collaborative approaches to hoarding and squalor.

Key points for future consideration:
- Public and Environmental Health Act as a legislative tool enabling intervention
- Collaboration between agencies, building rapport and using a client friendly, inclusive approach is the best way to a sustainable solution
- A ‘Foot in the Door’ tool for assessing risk of hoarding or squalor, and developing responses

3B: Virtually Connecting
- Jan McConchie, Director, e-Government
- Peter Fitzgerald, Franchise Manager Housing, SA Government
- David Coombe, Geographical Information Systems Service Delivery Manager, Dept for Communities and Social Inclusion
- Susannah Masi, Chief Project Officer, e-government Project, Dept of Premier and Cabinet

Description: This session explored opportunities and potential for community service agencies to enhance their work and services for their clients through the use of State government ‘e-services’.

Key points for future consideration:
- Evidence based management systems need to be available to researchers, agencies and at the postcode level
- Gov’t offers training in use of various e-tools in operation or development

3D: Community Development responses to Domestic Violence
- Mandy Flint, Community Health Worker - Domestic Violence, Southern Women’s – Southern Primary Health
- Sally McLaren, Team Leader – Counselling Services South, Centacare
- Sue Underhill, Client Service Delivery Manager, Southern Domestic Violence Service
- Judy O’Sullivan, Coordinator, Relationship Violence No Way Program, Marion Youth - Southern Primary Health
- Tod Stokes, ClubCONNECT, Port Noarlunga Football Club
- Sandra Taylor, Community Health Worker, ATSI Primary Health Care Team, SALHN
- Chris Marin, Community Development Officer, City of Onkaparinga

Description: This session explored community development and primary prevention approaches to reducing and preventing intimate partner violence, and ways in which services can introduce or strengthen those strategies in their daily practice.

Key points for future consideration:
- Reinforcing that violence against women can remain hidden and advocacy is required to maintain a higher profile in the community
- Specialist DV services entering non-DV centred services, such as social housing agencies, in an information and training capacity
3E: Using strengths based evaluation process to build resilience – an overview of Appreciative Inquiry

- Linda Enright, Community Development Officer – Neighbourhoods, City of Onkaparinga
- Cathie Vincent, Community Development Officer – Hackham West Community Centre, City of Onkaparinga
- Helen Ellis, Community Representative

**Description:** Appreciative Inquiry (AI) can be used as a tool to work with communities to reflect, evaluate and plan for positive change for the future. This presentation explored the methods and stages of AI, and its potential use in assisting people to navigate pathways out of poverty and to revitalise communities.

**Key points for future consideration:**
- Recognising community strengths and assets to empower them to create their own changes
- Bringing people together and building relationships; addressing social isolation
- Appreciative inquiry training

4A: Place Making – Integrated Urban Design

- David O’Loughlin, Director Major Projects, Urban Renewal Authority
- Steve Alexander, Project Manager, Disability SA
- Alan Arthur, CEO Aeon, Minneapolis, USA

**Description:** This session looked at the role of integrated design and place making in providing connection in the urban village, including recent work of Renewal SA in the Woodville West Project, and the Smart Living Project helping people with disability to live well in their community.

**Key points for future consideration:**
- Inclusive communities and walkable neighbourhoods, linking housing, employment and shopping
- Shared open spaces with multi-function uses to encourage community interaction
- ‘Placing making’ ideals by their very nature will require collaboration

4B: Panel on perpetrator response programs

- Carol Arthur, Domestic Abuse Program, Minneapolis USA
- Dallas Colley, Domestic Violence Consultant & Trainer
- Helen Gooley, Manager, Domestic Violence Perpetrator Program, Department of Correctional Services
- Brendan Partridge, Social Worker, Southern Primary Health – Noarlunga, SALHN
- Stephen Simpson, Manager, Kornar Winmil Yunti

**Description:** This session examined perpetrator programs that exist internationally, nationally and locally and discussed the role of such programs in ensuring health and wellbeing, and preventing poverty and homelessness, among women and children who experience domestic violence. The session considered strategies relating to domestic violence and working with perpetrators within Aboriginal communities.

**Key points for future consideration:**
- Privileging women’s and children’s safety and their voices in experiences of domestic violence
- Men taking responsibility for their violence and facilitating change
- ‘Kormar Winmil Yunti’ program: focus on culture whilst maintaining accountability for Aboriginal men’s violence
- Working with the Aboriginal Women’s Safety Contact Officer
4C: The Australian Centre for Social Innovation (TACSI) - Change Theories

- Sarah Schulman, Radical Redesign Team, The Australian Centre for Social Innovation (TACSI)

**Description:** This session looked at TACSI’s development of its innovative Family by Family strategy to build family networks to address social problems and build social capital. It also looked at the developing ‘Weavers’ program for carers using volunteers. It will help people to activate friends & family, navigate services and learn condition-specific strategies to better manage the caring role.

**Key points for future consideration:**
- Identifying new solutions – families, carers – to redistribute power and resources
- Connecting families with families and connecting with community
- Use collaborative projects to get information out and people to attend TACSI workshops

4E: Knowledge Exchange Grants

- Richard Schirmer, Neighbourhood Development Officer, City of Onkaparinga
- Elizabeth Becker, Senior Social Worker, Southern Primary Health, GP+ Noarlunga
- Judy O’Sullivan, Coordinator, Relationship Violence No Way Program, Southern Primary Health
- Jeannette Stott, Southern Regional Manager, Relationships Australia SA
- Dr Wendy Abigail, Lecturer, Flinders University

**Description:** Partnership building and collaboration are key themes for many programs run in the South. This session highlighted the successful outcomes of building links between Flinders University academics and social service providers in the southern region, including programs to address aspects of domestic, family and relationship violence, community leadership and sexual health.

**Key points for future consideration:**
- Collaborative partnerships that are sustainable beyond the project
- Promote positive social determinants as well as work on the negative determinants
- Engagement with community via the community members; they know themselves and their needs
8. Research Findings

Methods of evaluating the conference:

The conference was evaluated using a self-complete questionnaire placed in every conference participant’s bag. In addition, the eighteen breakout sessions, held over the course of the conference, were overseen by a facilitator and a scribe who completed an evaluation of each session. Short face-to-face interviews were also conducted with twelve randomly selected attendees by Southgate research staff during the course of the conference.

Questionnaire: The conference central question underpinned and directed the questionnaire content. The questionnaire rated participants’ overall satisfaction with the conference and keynote speakers and focused on how the conference and specifically, the breakout sessions were perceived in terms of opportunities for networking and collaboration. Participants were also asked to reflect on new ideas or strategies they would consider implementing in practice and any work practice changes they would make as a result of their attendance. See Appendix 1 for quantitative findings on overall satisfaction with the event and with breakout sessions.

Breakout sessions: Breakout session facilitators and scribes were asked to summarise key themes, ideas and issues from each session.

Spot Interviews: The Spot interviews explored how the conference addressed social disadvantage in the region and the key question of the conference.

Findings:

Approximately 180 people attended the conference in total. It was difficult to obtain the absolute number of attendees as there were a large number of presenters who attended different sessions. 58 (32%) returned their completed questionnaires on the day. After the conference, participants who had not completed the questionnaire were invited to do so by email using a web based questionnaire, a further 21 responded, making the total 79 or 43%.

All who responded to the questionnaire believed the conference had been well organised, and the majority felt it was worthwhile and relevant to their work. The majority were very satisfied with the keynote speakers, with several remarking on memorable quotes. Many responses also reflected the speakers’ main themes such as promoting community social capital, social determinants of health and a holistic approach to service provision. Many reflected on Carol Arthur’s talk on the Domestic Abuse project in Minnesota, speaking of the need to engage the police in protection of victims and to maintain a strong community advocacy voice for domestic violence victims in the Southern region.
The majority found material presented in breakout sessions informative and accessible and thought discussion was well-handled. One minor criticism was that at times some PowerPoint presentations had too much detail. The importance of collaboration and networking both within communities and between agencies and government departments were constant themes in questionnaire responses.

The conference was commended as a practical exercise in networking, allowing participants to re-establish old connections, create new ones and share advice on practice. A number commented positively on the accessibility of the keynote speakers throughout the conference.

**Breakout session evaluations:**

**Answers to the Key Conference question:** The main themes from the breakout session reports on how they contributed to answering the key conference question were the need for more effective interagency collaboration and service provider engagement with community members.

It was suggested in several sessions that there was a need to shift the focus from ‘disadvantage’ to recognising community strengths and assets. The session on *Housing the most disadvantaged* (1A) drew on the keynote presentation of Alan Arthur and suggested the implementation of a ‘housing readiness scale’ to assess the readiness of individuals for housing and a ‘home score’ to monitor people’s sense of wellbeing with regards to where they reside.

In the session on *Community development responses to domestic violence* (3D) it was emphasised that, without ongoing advocacy, violence against women can remain hidden. The session on *The Australian Centre for Social Innovation* (4C) identified innovative strategies to redistribute power and resources in disadvantaged communities, addressing SDOH, by connecting families within the community and with each other, and by a more client centred service provision tailored to each individual’s need.

**Key themes:** The key themes discussed in breakout sessions included social justice, collaboration, working with communities to create change, and a value-based, non-judgemental and holistic approach to those accessing services. A central theme was social inclusion and developing inclusive communities, using community development principles, and valuing the talents and abilities of individuals.

The session on the new *Intervention order legislation* (2B) discussed the effectiveness of new act and the role of police in the enforcement of the law, and the need to keep perpetrators of violence accountable. In *Joining hands and minds* (1C) a key theme was community support to provide culturally safe places to enable celebration of significant Aboriginal events, and to promote positive cultural identification.

**Factors identified having a positive effect on health and wellbeing, or helped to reduce social disadvantage:** Sessions highlighted the need to identify the causes of disadvantage, the upstream events that affect individuals, such as pathways into homelessness. Safe communities and healthy neighbourhoods were recognised as key determinants of health and wellbeing. The need for community empowerment was seen as gradual, occurring in small steps or on an ‘empowerment continuum’. A ‘Progressive Universalist’ approach to service provision was also highlighted.

In (1E) on *Active citizenship, building resilience and self-efficacy* were identified as strategies to address complex problems. *Monitoring health and wellbeing session* (2A) emphasised a need to understand the
context in which service providers are working and to describe the context of disadvantage rather than the people who live in it. In session 2B, tenancy orders that removed perpetrators from the family home and increased access to protection for victims were seen as a measure to alleviate social disadvantage of victims of DV.

Factors identified that had a negative effect on health and wellbeing, or helped to contribute to social disadvantage: Key themes identified were: lack of collaboration and communication between agencies, and not listening to communities. For service providers the volume and complexity of client’s problems can make it difficult to consider ‘upstream’ casual events or contextual factors. Sessions on domestic violence identified failures to act on different forms of violence by police and/or the courts; inadequate post-intervention support for victims of domestic violence; and a need to address the stigma and shame associated with domestic violence leading to homelessness. Obstacles identified in the virtually connecting (3B) session included the lack of on-line services for CALD communities and the need to include children, as children are often the ones who access services online for the family.

Factors identified as promoting and facilitating collaboration between agencies in the region: Session reports suggested: collaboration with regular meetings and problem solving, ‘more programs like Leadership Onkaparinga’, and open dialogue about successes and failures, e.g. use of program logic to identify both strengths and weakness. It was also suggested that LGAs and NGOs should be better recognised and included in state initiatives.

Interviews:

Overall, interview respondents were very positive about the conference and its aim, some saying it was good to have reaffirmation of the value of their work. All spoke favourably about the keynote speakers and many commented on the quotes and metaphors heard that they would remember and use. Many highlighted the importance of the conference for enhancing networking and providing a forum for bringing community workers together and the need to keep the momentum going.

- I think it’s energised people. It’s certainly brought people together. It’s what happens after this, the follow up I think.
- We have connected with a few people I think that we’ll touch base with further down the track so it’s definitely opened up a few doors in our working lives.
- I think it is sort of a great networking opportunity. There’s been so many people that I’ve met that I’ve only known by name and that have only known me by name as well so I think just that whole networking and everyone getting to know each other, getting a chance to talk.

Maintaining collaboration between organisations was a recurrent theme for those interviewed and seen as a step towards improving services, as most clients are multiple service users. There was a sense that many service providers still operate in silos. As the following extract illustrates; if critical mental health issues are not addressed, housing clients may not be successful.

- I was talking about assessment and they said ‘no, we only assess about home’ and I said ‘well, if a person’s got serious mental health issues and they’re not being addressed they’re never going to have a safe and stable home’ but ‘we don’t go there’. It’s ‘well you should be connecting with other services.'
A key ‘take home’ message for many was the need to listen to and include clients more in service provision, to enable community engagement and sustainable community development. There were many examples of projects from the various breakout sessions that resonated with respondents who considered using them in their work, including the photo project and the ‘24 hr. front desk’ service.

- **The photo project with women who have become homeless because of domestic violence and how do you connect back into community? You know, something like that is brilliant; it’s something I can do straightaway.**

- **I found it quite interesting listening to Alan and Carol Shard and a couple of the people yesterday talk about the 24 hour front desk approach. ... one of the key components for the success of that was this front desk support that’s provided and I suppose that’s made me think about how we support our vulnerable people in accommodation.**

Applying a social determinant lens across all service delivery was deemed to be important and a number said they would review their protocols and practice to ensure they were doing this.

Some of the obstacles to addressing social disadvantage identified included up stream factors such as how funding of non-government organisations (NGOs) currently creates a competitive environment whereby NGOs are competing against each other. This competition was felt to undermine collaboration and needed to be addressed.

Cultural awareness and social inclusion was also identified as important and it was noted that the conference attendance was not very culturally diverse. The practical time restraints on service providers who are KPI orientated in providing a culturally sensitive service to clients was illustrated by one respondent who provided a client’s perspective.

- **You are a white privileged group of organisations. It’s very hard for us to access you and you’re task orientated about KPIs .... [it’s] ‘you have an hour to tell me your problem’ rather than we’re culturally used to, sitting around talking, developing a relationship and then saying ‘oh looks like I could help you over there with that.’**

Overall the spot interviewees identified collaboration and networking between service providers and with government, and inclusion and consultation with community members as important pathways to reducing social disadvantage and improving health and wellbeing.

**Southgate Institute research team**
- Prof Fran Baum
- Dr Matt Fisher
- Dr Kathryn Browne-Yung
- Ms Angella Duvnjak
- Ms Dani Milos
- Graphic design: Michael Cox
### Conference attendees' organisations

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### SRA Conference was well organised (%)

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### Content was appropriate and informative

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N=79
Was the conference program well organised?

Overall was it a worthwhile conference?

Were the topics relevant to you?
Overall, were the speakers informative?

- Yes: 55
- Somewhat: 13

N=68

Was the material presented understandable?

- Yes: 55
- Somewhat: 14
- No: 1

N=70

Were the questions & discussion handled well?

- Yes: 49
- Somewhat: 15

N=64
Table 1: Number attending each Breakout session

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Did the sessions you attended provide stimulus and further discussion?  

- no  
- somewhat  
- yes
1A-1E Breakout sessions level of satisfaction

Number responded:
1A=17
1B=11
1C=10
1D=10
1E=7

Breakouts sessions
N=55

2A-2E Breakout session: Level of satisfaction

Number Responded:
2A=13
2B=15
2C=6
2D=10
2E=6

Breakout sessions
N=50

3A-3E Breakout sessions: level of satisfaction

Number responded:
3A=7
3B=13
3C=0
3D=13
3E=13

Breakout sessions
N=47
4A-4E breakout session: level of satisfaction

Number responded

- 4A=10
- 4B=15
- 4C=14
- 4D=0
- 4E=4

Breakout sessions

- N=45