



Ways of Working

Mission

A single, sustainable governance model that will support and mobilise community to collectively address community wellbeing concerns and improve connection

Vision

A healthy, educated and connected community

This document describes the Central Coast's community wellbeing governance structure, our approach and guiding principles, and outlines ways of working together (Terms of Reference) for the Central Connect Leadership Roundtable (CCLR) and its Action Groups.

The model was developed in early 2021 by drawing on the work of the Connecting Care and Collective ed. Central Coast programs incorporating various community health, education and wellbeing stakeholders from across the Central Coast.

This governance model was implemented during 2021. A Business Model Action Group investigated options suitable for a not-for-profit community group. They recommended that Central Connect register as an Incorporated Association. Central Connect Tasmania Inc. was incorporated on 21 December 2021 under the Associations Incorporation Act 1964.

A highlight of the CCLR's work in 2021 was the Central Connect Community Health and Wellbeing Framework - a high-level strategy-style blueprint for our community's wellbeing based on evidence and community voices. This will enable Central Coast Council, service providers, community groups and other organisations and individuals to identify what services are needed locally, minimise duplication, and provide a long term approach to our community's health, education, social care and wellbeing needs.

Central Connect Inc., through the CCLR, is well placed as a sustainable community governance model with consumer representatives and advocates, service providers, community groups, and supportive education and business providers driving direction for the wellbeing of our community.

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1. Central Coast Community Wellbeing Governance

The Tasmanian government identified Central Coast as one of four communities with greater preventable health issues and poorer educational outcomes, subsequently investing in Connecting Care and Collective ed. Central Coast. Both health and education have positive impacts on community wellbeing and connection.

The Connecting Care/Collective ed. partnership was driven by a common philosophy of community-led governance to empower community representatives to make decisions and deliver outcomes for community. The two Programs partnered to implement a single, sustainable community governance model for Central Coast to avoid unnecessary duplication. This has now been achieved.

Our aim is to collectively address wellbeing concerns and improve connection through a Leadership Roundtable¹, responsible for supporting the work of Action Groups, established to achieve outcomes for community.

The governance model provides an avenue for Central Coast Council, health, education, social care agencies, community groups, consumers and advocates, businesses and industry to communicate and connect.

¹ 'Roundtable' is used to describe a discussion or meeting where everyone is thought of as equal in importance (Cambridge Business English Dictionary)

2. Our Approach

We take a place-based approach working with local people focussing on local issues and local solutions. This empowers consumer representatives and advocates, service providers, community groups, and supportive education and business providers to collaboratively address those complex issues affecting our community's wellbeing. This approach optimises community energy and integrates effort across sectors to improve community wellbeing. It is data-driven, based on examination of evidence for effective strategies, and places community members at the centre of decision-making.

3. Our Guiding Principles

Central Connect Inc. has agreed guiding principles based on equity, respect, collaboration and equal access.

The Five Driving Principles	What this means
1. Responsiveness and continuous improvement	Our activities shall be focussed, purposeful, achievable and communicated clearly, subject to regular review and feedback
2. Effectiveness and Efficiency	Our direction shall be data-driven and informed by evidence, performance-based, and aiming for sustainability and shall include training and resources to maintain, empower and enhance skills
3. Authenticity	Our work shall be characterised by genuine involvement and collaboration to join up services, taking informed risks to achieve actions and shall be recognisable as fit for Central Coast
4. Equal Access	Central Coast residents shall be treated with respect, will not be disadvantaged, with equal access to services, information and to participation in activities
5. Openness	Our reporting, reviews and decisions shall be transparent, accountable and accurate, and linked to decision-making

4. Our Ways of Working

Central Connect Inc. is a community approach to wellbeing. The people of the Central Coast are both the owners and drivers, developing and sustaining local leadership to promote community wellbeing.

Four key outcomes emerged from the work of Connecting Care and Collective ed. and these are the current drivers for Central Connect Inc.'s work:

- i. To improve health literacy and raise awareness of health issues and services in order to advance community's health and wellbeing
- ii. To address the number of young people finishing Year 12 or equivalent so that they can successfully transition into adulthood with confidence and equal opportunity
- iii. To have ready available, easy-to-understand and trusted information about health, education and social care services and community activities available to the residents of Central Coast
- iv. To enable providers of these services and groups to work collaboratively together through networking, partnerships and the sharing of resources

The highlight of our work in 2021 was the Central Connect Wellbeing Framework - a high-level strategy-style blueprint based on evidence and community voices. This will enable Central Coast Council, service providers, community groups and other organisations and individuals to identify what services are needed locally, minimise duplication, and provide a long term approach to our community's health, education, social care and wellbeing needs. It will mean different things to different users.

The Central Connect Community Wellbeing Framework will be underpinned by an annual Central Connect Inc. Action Plan.

4.1 Central Connect Leadership Roundtable

Community representatives from agreed local groups and organisations

Function and Role

The Central Connect Leadership Roundtable (CCLR) acts as a steering committee providing inclusive representation of Central Coast consumer representatives and advocates, service providers, community groups, and supportive education and business providers with a common purpose for community wellbeing.

The CCLR provides opportunity to communicate, to collaborate and to share information and resources.

The role of the CCLR is to develop and oversee strategic direction in order to create wellbeing outcomes the Central Coast community desires. Members participate in regular meetings and ask opinions of others in the community to inform the direction and development of the initiative.

The CCLR ensures that the voices of those who are most affected by change are part of decision-making and that purpose and integrity are maintained. Experience and ideas are sought from broad perspectives across the community.

Membership Policy Statement

Membership Policy means the policy adopted by the CCLR setting out the terms and conditions applicable to the Membership Categories from time to time. Membership induction and on-boarding are important adjuncts to this Policy. Membership Policy shall be part of the Central Connect Inc. governance framework in line with strategic objectives outlined in the Constitution.

Membership Categories

Membership is based on the following categories. Some groups, organisations or individuals may fall across a number of categories.

Membership is by nomination and at the discretion of the CCLR. From 2022 terms are for 30 and 18 months (staggered). Member groups and

organisations shall appoint their representative to the CCLR. Should that representative resign, the group or organisation shall appoint a replacement representative.

Category	Definition
Aboriginal Services	Organisations providing services that assist Aboriginal and/or Torres Strait Islander people to access better support and improve their health and wellbeing
Business and Industry	Local businesses, industries and groups /organisations that represent them, with particular interest in community wellbeing
Children and Youth	Organisations and groups providing services targeted at improving health and wellbeing of children and young people
Community Services	Community groups, libraries, service organisations and volunteer groups providing services that promote community wellbeing
Disability Services	Groups and organisations providing day services, specialist and general disability support and education services to people living with disability, their families and carers
Education and Training	Public and private schools and colleges, community education, specialist education services, research and education services to improve Central Coast's community wellbeing
Health and Medical	General practice, primary health, mental health, dental and allied health services, counselling and specific health education support services
Local Government	Central Coast Council's services and supports to promote community wellbeing
Our People	Community leaders with relevant lived experience
Senior Citizens	Day and residential care groups and organisations offering aged care support and education
Social and Leisure	Sport and recreation groups, organisations, clubs and association promoting community wellbeing in Central Coast
Support Groups and Associations	Community groups, faith-based organisations, school associations, groups supporting parents and families, social support groups and organisations and advocacy groups across Central Coast

Membership Procedure

In its first year (2021) CCLR consisted of invited membership based on agreed Connecting Care and Collective ed. membership categories. Membership grew to fill category vacancies and to allow sector collaborations across Central Coast to develop.

In October 2021 current member groups, organisations and individuals were invited to continue membership in 2022 for an 18 month term (no nomination required). After this time these groups, organisations and individuals will be eligible to re-nominate.

In November 2021, a call was made for nominations from other groups, organisations and individuals to fill vacant membership categories for a 30 month term.

In June 2023 members will be invited to re-nominate and a call will be made for new members to fill vacant membership categories. Nomination must be signed by the nominator and the nominee.

The nomination for membership shall require the following information:

- Name and Address and Contact Details
- Alignment with Central Connect Inc.'s Objectives and Principals
- Cultural/Community Values and Connections
- Nominee's/Individual's Skills and Attributes
- Background and Interests

Nominations to the CCLR shall be reviewed by the CCLR Executive Committee, which, in turn, will submit to the CCLR for endorsement.

Induction and Onboarding

A comprehensive and streamlined induction and on-boarding program will be offered to all new member groups, organisations and individuals.

Review

A reviewed version of this Membership Procedure shall be part of the Central Connect Inc.'s governance framework in line with strategic objectives as outlined in the Constitution.

CCLR Members Annual Subscription and Liability

An annual subscription for Central Connect Inc.'s financial year (January - December) is an amount agreed on by negotiation with each member.

Liability of members is outlined in Rule 6 of the Constitution. Any liability is not to exceed the member's annual membership

Election of Office Bearers

The Chair, Deputy Chair, Secretary/Public Officer and Treasurer shall be elected annually by CCLR members. Central Connect Inc.'s Officers make up the Executive Committee which manages the business and affairs.

Meeting Procedure

The CCLR shall meet every second month.

Members shall nominate a proxy to attend a meeting if the member is unable to attend.

A minimum of (50% + 1) members is required for the meeting to be recognised as an authorised meeting for recommendations or resolutions to be valid.

Members will be asked for their input on agenda items for the following meeting.

Agendas will be circulated one week prior to a meeting. Meeting notes will be circulated within one week of a meeting taking place.

Conflicts of Interest and Dispute Resolution

Members shall declare any Conflicts of Interest at the beginning of each meeting. Dispute resolution shall be by consensus with the Chair having the final decision.

Glossary / Definition of Terms

May	Indicates an option
Shall	Indicates a statement is mandatory

Action Groups

Action Groups decide how to implement structures, processes and measures to achieve their specific outcomes

Action Groups are formed as and when local issues and solutions are identified through the Leadership Roundtable, based on available local information and evidence. Action Groups will emerge over time.

Currently there are four active Action Groups:

- i. Doors to Mentors
- ii. Health Consumers
- iii. Community Information and Resources
- iv. Community Engagement

Each Action Group functions independently under their own Activity Plan. Progress reports shall be presented to the CCLR so that resources, guidance and support can be coordinated. Action Groups are encouraged to build partnerships with other project groups, local businesses, council, service providers and community groups to ensure sustainability.

Members (ideally 6 - 10 from the local community) are nominated or will self-nominate according to level of interest in, passion for and capacity to contribute. The Chair is elected from the membership and sits on the CCLR. Action Groups meet regularly to drive implementation with frequency to be determined by the Group.

Supporting Structure

At present there is no external supporting structure.

The CCLR Executive Committee manages CCLR's business and affairs in line with the Constitution.

5. Leadership Roundtable Working Together Agreement

We will provide a welcoming, respectful and polite working space where we will support each other to ensure all voices are heard and valued.

I DO THIS BY ENSURING	WE DO THIS BY BEING
A respectful and mindful environment	<ul style="list-style-type: none"> • an active listener • accepting of feedback • punctual and well prepared • a positive resolver of conflict
Open discussion and sharing of ideas	<ul style="list-style-type: none"> • valuing opinions • showing empathy • practising objectivity • reflective
Participation by all	<ul style="list-style-type: none"> • non judgemental • inclusive
Clear communication	<ul style="list-style-type: none"> • a participator in conversation with all people • authentic and honest • good humoured and generous
Respect and confidentiality	<ul style="list-style-type: none"> • a facilitator of positive relationships • trustworthy
Accountability	<ul style="list-style-type: none"> • people who commit to collective actions • accurate in our communications • responsible for monitoring and evaluating our work