



# HEDLAND COLLABORATION FORUM

FRIDAY 28 OCTOBER 2022

## REPORT



Forum Facilitators: Claire Wellbeloved/Stephen Gallagher

### WORKING TOGETHER FOR A COMMON PURPOSE

Ensuring every Hedland child can flourish and is given the opportunity to live a healthy and fulfilling life.

Supported by:



Department of  
Education



Pilbara for Purpose Inc  
For Purpose. For Pilbara. For People.

**BHP**



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## INTRODUCTION

Building on the 'Growing a Healthy Child in the Pilbara' project, this forum aims to inspire and re-invigorate our commitment to growing healthy children in Hedland through strong and effective collaboration.

The forum brought together organisations delivering services to families and children in Hedland to hear stories of successful collaboration in Hedland, identify what assets exist in the community, identify the challenges and barriers that hinder effective collaboration and recommend solutions at the local level to improve collaboration going forward.

## WHERE TO FROM HERE: NEXT STEPS IN THE COLLABORATION JOURNEY

Below is a summary of strategies for improving collaboration that were discussed and agreed during the last plenary session.

- ❖ It is our responsibility to ensure our organisation's current contact details are kept updated on the following sites:
  - My information is readily available
  - My details are up to date on a directory that already exists (Town of Port Hedland, My Community, Port Hedland Chamber of Commerce and Industry)
  - Appear on Google
- ❖ The work is leveraging other groups' services to your client's benefit
  - If as service providers we know what we each do, then we can support individuals far beyond our scope
- ❖ A position/grant/application to support organisations at a local level to select the correct IT software and skills to be able to:
  - Keep our names known in the community
  - Leverage off of each other to better support people
- ❖ We need to see ourselves as collaborators and networkers and not operate in silos, and turn up as a collective.

## ATTENDANCE

Organisation	Name	Email
BHP Education Partnership	Claire Wellbeloved	<a href="mailto:claire.wellbeloved@education.wa.edu.au">claire.wellbeloved@education.wa.edu.au</a>
Ngala	Stephen Gallagher	<a href="mailto:SGallagher@ngala.com.au">SGallagher@ngala.com.au</a>
Ngala	Andrea Folkard	<a href="mailto:Anfolkard@ngala.com.au">Anfolkard@ngala.com.au</a>
Pilbara for Purpose	Karen Armstrong	<a href="mailto:Pilbara4purpose@gmail.com">Pilbara4purpose@gmail.com</a>
Child and Parent Centre, YMCA	Khyanne Thomas	<a href="mailto:Khyanne.thomas@ymcawa.org.au">Khyanne.thomas@ymcawa.org.au</a>
Gumala 3a	Brandi Djiagween	
ToPH	Allison Roser	<a href="mailto:atroser@porthedland.wa.gov.au">atroser@porthedland.wa.gov.au</a>
ToPH	Selene Bennett	<a href="mailto:sbennett@porthedland.wa.gov.au">sbennett@porthedland.wa.gov.au</a>
ToPH	Fauziah Abdul Kadir	<a href="mailto:fabdulkadir@porthedland.wa.gov.au">fabdulkadir@porthedland.wa.gov.au</a>
Grow Strong LCPT	Ann Whitney	<a href="mailto:info@growstronglcpt.com.au">info@growstronglcpt.com.au</a>
Igniting Your Goddess	Samantha Magee	<a href="mailto:sam@ignitingyourgoddess.com">sam@ignitingyourgoddess.com</a>
Yaandina Community Services	Rahul Kesavan	<a href="mailto:Rahul.kesavan@yaandina.org">Rahul.kesavan@yaandina.org</a>
Child Australia	Rachel Rankin	<a href="mailto:rachelr@childaustralia.org.au">rachelr@childaustralia.org.au</a>
Headspace	Jess Rennie	<a href="mailto:jessica@headspacepilbara.org.au">jessica@headspacepilbara.org.au</a>
Hedland Well Women's Centre	Karen Cooper	<a href="mailto:Karen.cooper@wellwomens.com.au">Karen.cooper@wellwomens.com.au</a>
Hedland Well Women's Centre	Ishida Anand	<a href="mailto:Ishida.anand@wellwomens.com.au">Ishida.anand@wellwomens.com.au</a>
Wirraka Maya	Kate Reid	<a href="mailto:kater@wmhsac.com">kater@wmhsac.com</a>
Julyardi	Raj Dudkikar	<a href="mailto:rdudkikar@julyardi.org.au">rdudkikar@julyardi.org.au</a>
Julyardi	Karen Councillor	<a href="mailto:kcouncillor@julyardi.org.au">kcouncillor@julyardi.org.au</a>
Julyardi	Amie Lothead	<a href="mailto:Alothead@julyardi.org.au">Alothead@julyardi.org.au</a>
Julyardi	Trina Stoddart	<a href="mailto:tstoddart@julyardi.org.au">tstoddart@julyardi.org.au</a>
Relationships Australia	Monika Taplin	<a href="mailto:Monika.taplin@relationshipsaustralia.org.au">Monika.taplin@relationshipsaustralia.org.au</a>
Relationships Australia	Ha Pham	<a href="mailto:Ha.pham@relationshipsaustralia.org.au">Ha.pham@relationshipsaustralia.org.au</a>
Karlka Niyaparli AC	Soraya Darwel	<a href="mailto:communitycoordinator@karlka.com.au">communitycoordinator@karlka.com.au</a>
IBN	Jon Aitchison	<a href="mailto:jaitchison@ibngroup.com.au">jaitchison@ibngroup.com.au</a>
PATCHES	Grace Flanagan	<a href="mailto:Grace.flanagan@patches.com.au">Grace.flanagan@patches.com.au</a>
EPIC	Vanessa Brown	<a href="mailto:Vanessa.brown@empoweringpeople.org.au">Vanessa.brown@empoweringpeople.org.au</a>
Mission Australia	Meg Geutjes	<a href="mailto:geutjesm@missionaustralia.com.au">geutjesm@missionaustralia.com.au</a>
Mission Australia	Linh Nguyen	<a href="mailto:Nguyenthuy@missionaustralia.com.au">Nguyenthuy@missionaustralia.com.au</a>

## SCENE SETTING

Pilbara for Purpose and the Growing a Healthy Child in the Pilbara project – how we got here, recommendations and successful collaborations



### Who are Pilbara for Purpose and what do we do?

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Formed in 2005 as a local peak body for the Pilbara community services sector.

**P4P Vision** – Stronger, connected and sustainable community services sector

**Mission** – To be a connector of community services, enabling them to achieve best practice, foster effective collaboration and have a voice at the regional level

**Strategic Priority** – supporting community organisations to connect and collaborate

**How do we support and practice collaboration?**

- Advocacy
- Joint projects
- Networking/collaboration forums
- Growing a Healthy Child in the Pilbara



### Growing a Healthy Child in the Pilbara Project - 2019

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Collaboration between WAPHA, RHW, DoE and P4P

Cross sectoral, strengths based approach

#### PROCESS

- ❖ Identifying what we do well to grow healthy children
- ❖ Identifying challenges that get in the way of growing healthy children
- ❖ Using what is strong to identify actions to address the challenges
- ❖ Identifying ways to collaborate at local and regional level

#### KEY FINDINGS/ACTIONS

Many assets were identified in the communities that children, parents and stakeholders have a relationship with.

Any local/regional investment must weave together a stronger collaborative fabric and transform the relationships (assets) that already exist – to strengthen them further.



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### Growing a Healthy Child in the Pilbara Project - 2019

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#### HEDLAND FINDINGS/ACTIONS

**Challenge – people not working together to help our kids. Community not listening to us and no-one cares**

#### SHORT TERM ACTION

Inter-agency, cross sectoral networks – improve coordination and collaboration, reduce duplication, ensure provision of wrap around services/support

Service mapping of all service providers and government agencies/departments

#### LONGER TERM ACTION

One-stop-shop purpose built by community for co-location of services to provide wrap around service delivery. Improve collaboration, sharing of resources, working together for a common outcome.



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### Growing a Healthy Child in the Pilbara – Hedland - 2019

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**Challenge: I need time, attention and safety**

#### SHORT TERM ACTION

Strategic life health plan for every newborn child

#### COMMON REGIONAL PRIORITIES

- ❖ Service mapping and development of online service directory
- ❖ Hub or one-stop-shop for co-location of services
- ❖ Communication strategy/protocols for information sharing - improve collaboration, coordination, increase understanding of community needs, enhance referral process leading to increased engagement of families with essential services.
- ❖ Engaging and empowering the community/children/youth to identify their needs and priorities.



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## Growing a Healthy Child in the Pilbara – Tom Price collaboration example

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The Early Years Network was re-established in Tom Price. Well received for improving collaboration and information sharing. However, some stakeholders stopped engaging due to COVID, worker shortages.

**Positive outcome from this collaboration:**

Advocacy around housing for schools and essential services.

Resulted in a pilot project with Rio Tinto providing a share house for short and medium accommodation for essential services only. It has been used for flying squad teachers, psychs, DCP and other service providers that work with children.

**WHERE TO FROM HERE?**

Faced with diminishing resources and increasing demand for community services, we need to work together more collaboratively to achieve common outcomes and create lasting impact for our children.



## STORY TELLING

Local stories of successful collaboration achieving positive outcomes for children and families in Hedland

### STORY 1: EDUCATION: PILBARA EDUCATION PARTNERSHIP



The Growing Strong Brains collaboration with Ngala





## Why collaborate - Key learnings



The shared accountability to produce a product/program/event reduces the stress for both organisations as the load was shared. This in turn increased the feeling of success afterwards because each organisation feels the full joy of the entire event and not just the piece you contributed to.



Improved relationships between the organisations working together, generating trust and allowing each of us to leverage off of each other. No one is stealing anyone's business! We are just doing both of our jobs better!



## *STORY 2: PARENTING: EMPOWERING PEOPLE IN COMMUNITIES (EPIC)*

### **Community Education and Support for Parenting.**

A collaboration to provide community parenting education and support has taken place between EPIC, YMCA- Child Parent Centre South Hedland, Ngala -Pilbara Families Building Pilbara Communities and Pilbara Education Partnership with some support from BHP.

This collaboration began in 2020 with Ngala providing Parenting Education to meet the needs of families identified by EPIC, CPC South Hedland and Pilbara Education Partnership.

This has resulted in two blocks of Parent education workshops and conversations being provided per year. The venues, program, booking process and promotion is co-designed by the collaborating partners after consultation with families and stakeholders. The program has been delivered across a range of locations, covering parenting content for children aged 0- 16yrs. It has combined in person with online delivery.

Over the last 2.5 years the collaboration has been able to provide ongoing regular parent education and support, with flexible delivery options to increase engagement and account for Covid Restrictions. Together we have achieved conversations that provided strategies and confidence with parenting for 572 participating parents with 49 different workshops and activities.

What two key learnings would you share with others who want to collaborate?

1. As a worker we can all make a difference for families in community and have a greater impact when we identify and work with other organisations. Services' with common aims and stakeholders can be natural partners and working with them can often produce shared outcomes that are best met through shared resourcing.
2. With such a mobile workforce and changing providers, we need everyone to see their role as including collaboration. If we can build a culture around this collaboration work between services will continue even when a staff member changes.



## Foodbank WA

Opportunities for empowering real change in the Pilbara



foodbank.org.au

Feed. Educate. Advocate.

### Our work with BHP in the Pilbara

BHP has supported Foodbank WA's education program in the **East Pilbara** since 2011. During that time we have:

- On average **2,070 breakfasts consumed weekly in 14 schools** by our School Breakfast Program, feeding **5,231 students**
- Delivered education programs in primary & high schools, youth centres, for parents and with partners, with **11,863 participants across 945 sessions**
- These programs have created partnerships with **54 organisations** (incl. 2 local governments)
- We have **trained 273 Pilbara-based partners**, including WA Country Health Service (WACHS) nutritionists and health promotion staff, on teaching the programs
- Over the last 12 months we have developed a digital pathway into supporting the Pilbara community with local trainers



## What did our collaboration achieve with 11 years of operation?

All programs delivered across the lifecycle stages of parenting, school age and youth have shown sustained improvements in

- ✓ Improved nutrition knowledge
  - ✓ Improved ability to select and use healthy foods
  - ✓ Improved cooking knowledge, skills and confidence
  - ✓ Improved understanding of key concepts
- for **75%+ of ALL** participants.

Importantly, the School Breakfast Program teachers annually report improvement in participants' nutrition intake and increased capacity for learning, due to the provision of healthy foods within a consistent SBP.

Consistently our Educator Training evaluation confirms for **80%+** of participants have been successful in building knowledge and skills to grow their capacity to improve the promotion of nutrition within their workplaces and target groups.



## Key Learnings on Collaboration

As we grew our connections into the Pilbara, our ability to Advocate for those in need developed.

- 1. Community empowerment**
  - Ambassador program
- 2. Long term funding**
  - relationship building
  - developing more impactful programs
- 3. Evaluation**
  - Evidence of impact for funding
- 4. Partnerships**
  - Sustainability
  - Collaboration ie. on-country trip
- 5. Branding**
  - Consistency of programs and messaging



Let's  
feed  
change



**BHP**

## GROUP DISCUSSION REPORTS

This section provides a synthesis of the feedback from the group discussions, which focused on the following key questions:

- ❖ What assets and opportunities do we know about in Hedland to support collaboration?
- ❖ What challenges and barriers do we face that stop us working well together?
- ❖ How can we improve collaboration in Hedland?

Each group was asked to discuss the question and write their answers on post-it notes, which were placed onto a large sheet of paper. We acknowledge that the divergent brainstorms in the group discussion sessions created many options and ideas that were thrown into the mix. We tried to synthesize all these into similar headings.

### *Qu 1 - What assets and opportunities do we know about in Hedland to support collaboration?*

Facilities/equipment	<ul style="list-style-type: none"> <li>❖ Sharing facilities TOPH</li> <li>❖ JD centre</li> <li>❖ Play equipment</li> <li>❖ Options for facility use TOPH</li> </ul>
Funding \$\$\$	<ul style="list-style-type: none"> <li>❖ Grants TOPH</li> <li>❖ Wealth – access to funding (mining industry)</li> <li>❖ Industry \$</li> </ul>
Information Sharing	<ul style="list-style-type: none"> <li>❖ Face to face support – ability to answer questions</li> <li>❖ Regular (weekly) face to face connection</li> <li>❖ Many working groups</li> </ul>
Staffing/support	<ul style="list-style-type: none"> <li>❖ Staff support TOPH</li> <li>❖ Stability – staff</li> <li>❖ Options for staff support – TOPH kids club</li> </ul>
Services/programs	<ul style="list-style-type: none"> <li>❖ Lots of services</li> <li>❖ Existing programs</li> <li>❖ Flexibility</li> </ul>
Culture/connection to country	<ul style="list-style-type: none"> <li>❖ Relationships with Indigenous families</li> <li>❖ Connection to community</li> <li>❖ Using local knowledge</li> <li>❖ Cultural diversity</li> <li>❖ More than one way to see the world</li> <li>❖ Hedland Aboriginal Strong Leaders</li> </ul>
Technology	<ul style="list-style-type: none"> <li>❖ Social media</li> <li>❖ Technology</li> </ul>
Relationships	<ul style="list-style-type: none"> <li>❖ Passion/commitment to work with people</li> <li>❖ Right people, right place</li> <li>❖ Interest to come together to have these discussions</li> </ul>

*Qu 2 – What challenges do we have to working well together?*

Staffing	<ul style="list-style-type: none"> <li>❖ Staff retention</li> <li>❖ Staff changes mid project</li> <li>❖ Constant change in program/staff</li> <li>❖ Turn over</li> <li>❖ Staff shortages</li> <li>❖ Getting to know others due to turnover of staff</li> </ul>
Leadership/planning	<ul style="list-style-type: none"> <li>❖ Changes in leadership</li> <li>❖ No current collaborative planning and action focus to make effective use of time, money and resources</li> <li>❖ Priority to deliver service – not attend forums like this</li> <li>❖ Leader to coordinate services and initiatives</li> </ul>
Silos/duplication	<ul style="list-style-type: none"> <li>❖ Services working in silos – don't know what is available in the community</li> <li>❖ Working in isolation</li> <li>❖ Duplication of services and networks</li> <li>❖ Non-sharing of data</li> <li>❖ Lack of knowledge of programs</li> <li>❖ No easily accessible directory for community services</li> <li>❖ Updated contacts and email distribution list</li> </ul>
Funding \$\$\$	<ul style="list-style-type: none"> <li>❖ Cost shifting rather than collaboration</li> <li>❖ Don't work with same demographics</li> <li>❖ Funding for programs</li> </ul>
Infrastructure/venue	<ul style="list-style-type: none"> <li>❖ Transport to ELP, playgroups</li> <li>❖ Room hire – cost and availability</li> </ul>
Communication	<ul style="list-style-type: none"> <li>❖ Delivering messages without sounding condescending</li> </ul>
Relationships	<ul style="list-style-type: none"> <li>❖ Relationship gaps</li> </ul>
Social issues	<ul style="list-style-type: none"> <li>❖ Alcohol and drugs</li> <li>❖ Mental health</li> </ul>
Selfishness	<ul style="list-style-type: none"> <li>❖ What's in it for me? And what do you want?</li> </ul>

*Qu 3 – What barriers are there to working well together?*

Staffing	<ul style="list-style-type: none"> <li>❖ Staff</li> <li>❖ Change of staff</li> <li>❖ Staff/housing</li> <li>❖ Housing/cost of living</li> </ul>
Information sharing	<ul style="list-style-type: none"> <li>❖ Communication between services</li> <li>❖ Unwillingness to connect or share</li> <li>❖ Government not sharing with NGOs especially statistics</li> <li>❖ Language</li> </ul>
Funding \$\$\$	<ul style="list-style-type: none"> <li>❖ Funding limitations</li> <li>❖ Funding for 1:1 services, not paid to meet and share</li> <li>❖ Contractual barriers to share intellectual property</li> </ul>
Policies	
Climate	
Racism	

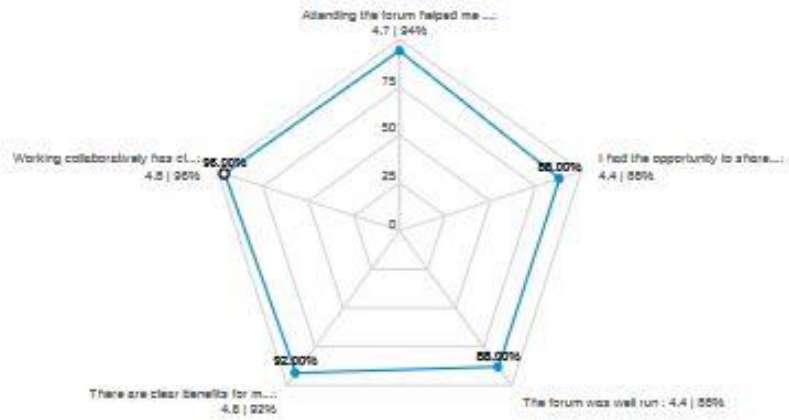
Qu 4 - How can we improve collaboration in Hedland?

Challenge/Barrier	Solution
Services/programs	<ul style="list-style-type: none"> <li>❖ Increasing service users voice at working groups</li> <li>❖ Know and work with interests/goals of service providers already on the ground</li> <li>❖ Caring for Mums program</li> <li>❖ Gumala</li> <li>❖ PEP</li> <li>❖ Pop up creche's as a respite for parents</li> <li>❖ Safe drop in space for mums to get parenting support and help to access early learning programs</li> <li>❖ Elders endorsement of services – encourage community to use services</li> </ul>
Over programming	<ul style="list-style-type: none"> <li>❖ Pooling resources</li> <li>❖ Time confinements</li> <li>❖ More networks</li> <li>❖ Reflective shared practice</li> <li>❖ Less competitive funding models</li> </ul>
Relationships	<ul style="list-style-type: none"> <li>❖ Leveraging of established relationships strengths/weaknesses</li> <li>❖ Trusted staff introducing and helping connect to other service providers</li> <li>❖ Finding ways to support young parents to break the cycle of vulnerability</li> <li>❖ Nurturing relationships between services for families – culturally sensitive, break down communication barriers</li> </ul>
Information sharing	<ul style="list-style-type: none"> <li>❖ Making individual service providers responsible for ensuring the service is visible and they share information on roles/staff changes/funding priorities</li> <li>❖ Representation from each service at network meetings. If a staff member leaves always have another representative attend</li> <li>❖ Taking any strategies back to the community to provide their ideas/support/advice/go-ahead</li> <li>❖ Technology – collective data share point, ie Apricot so people do not have to repeat their story to different service providers.</li> </ul>
Funding	<ul style="list-style-type: none"> <li>❖ As a collective petition against the funding model that is reactive, creates competitiveness but expects collaboration.</li> <li>❖ Reduce silos and increase information sharing and willingness to work together.</li> <li>❖ Flexibility in provision of funding to use to create opportunities to network and collaborate.</li> </ul>
Staffing	<ul style="list-style-type: none"> <li>❖ Housing attached to FTE plus above award rates/conditions</li> </ul>
Silos/duplication	<ul style="list-style-type: none"> <li>❖ Organisational approach that is holistic – to remove access barriers</li> </ul>
Housing	<ul style="list-style-type: none"> <li>❖ Minister please explain!</li> </ul>
Infrastructure/resources	<ul style="list-style-type: none"> <li>❖ Sharing of venues and resources</li> </ul>
Education	<ul style="list-style-type: none"> <li>❖ Cultural education for staff and community</li> <li>❖ Elders education across all services</li> </ul>



# FEEDBACK

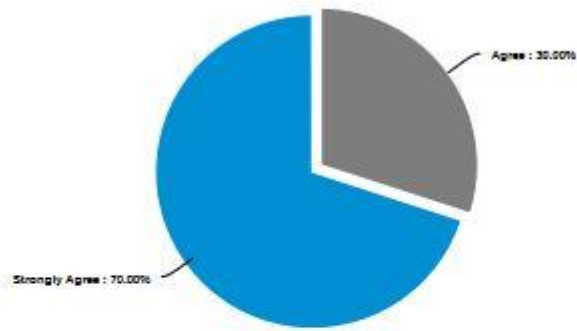
Indicate whether you agree with these statements:



Powered by AI

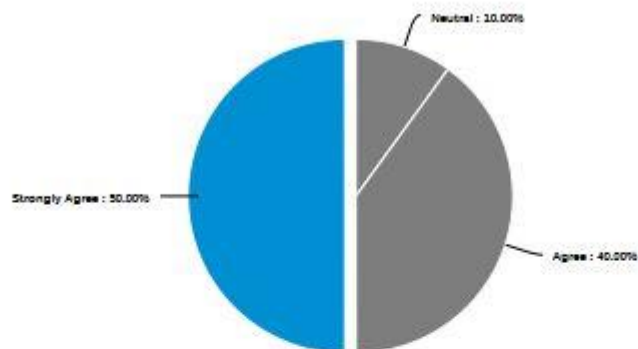
Question	Count	Score	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Attending the forum helped me build relationships with other workers and organisations	10	4.7					
I had the opportunity to share my ideas	10	4.4					
The Forum was well run	10	4.4					
There are clear benefits for my organisation in working collaboratively to support our community	10	4.6					
Working collaboratively has clear benefits for our community	10	4.8					
<b>Average</b>		<b>4.58</b>					

Attending the forum helped me build relationships with other workers and organisations



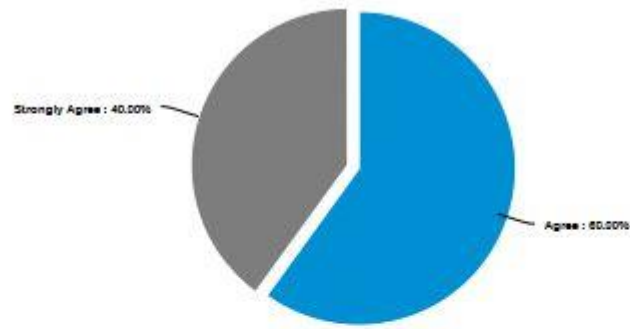
Answer	Count	Percent	20%	40%	60%	80%	100%
Strongly Disagree	0	0%					
Disagree	0	0%					
Neutral	0	0%					
Agree	3	30%		■			
Strongly Agree	7	70%					■
<b>Total</b>	<b>10</b>	<b>100%</b>					

I had the opportunity to share my ideas



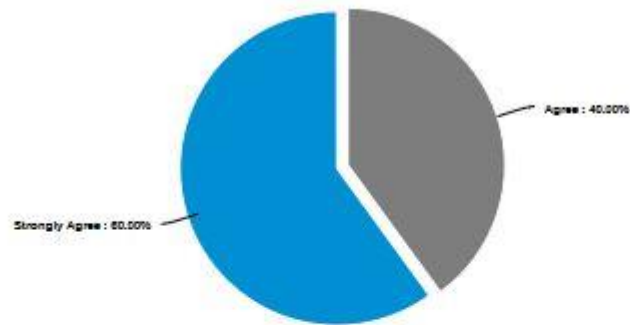
Answer	Count	Percent	20%	40%	60%	80%	100%
Strongly Disagree	0	0%					
Disagree	0	0%					
Neutral	1	10%			■		
Agree	4	40%		■			
Strongly Agree	5	50%					■
<b>Total</b>	<b>10</b>	<b>100%</b>					

The forum was well run



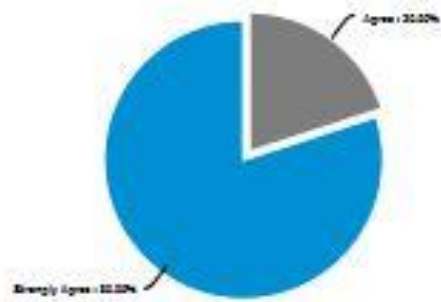
Answer	Count	Percent	20%	40%	60%	80%	100%
Strongly Disagree	0	0%					
Disagree	0	0%					
Neutral	0	0%					
Agree	8	80%					
Strongly Agree	4	40%					
<b>Total</b>	<b>10</b>	<b>100 %</b>					

There are clear benefits for my organisation in working collaboratively to support our community



Answer	Count	Percent	20%	40%	60%	80%	100%
Strongly Disagree	0	0%					
Disagree	0	0%					
Neutral	0	0%					
Agree	4	40%					
Strongly Agree	6	60%					
<b>Total</b>	<b>10</b>	<b>100 %</b>					

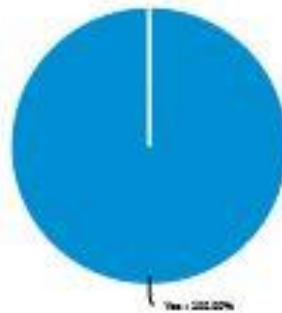
Working collaboratively has clear benefits for our community



Answer	Count	Percent	30%	40%	60%	80%	100%
Strongly Disagree	0	0%					
Disagree	0	0%					
Neutral	0	0%					
Agree	2	20%					
Strongly Agree	8	80%					
Total	10	100%					

Was attending the forum useful to your work?

Was attending the forum useful to your work?



Answer	Count	Percent	30%	40%	60%	80%	100%
Yes	10	100%					
No	0	0%					
Total	10	100%					

### How could we improve the forum?

11/03/2022	124579954	Unfortunately, I wasn't able to attend the full session, but the pieces I participated in were well run, comfortable and informative.
11/01/2022	124568377	It was good to come together to start this conversation. Finding a suitable time is always a challenge so it was great that so many organisations were able to attend 1-5pm on a Friday. I can't think of any improvements at this time
11/01/2022	124544351	no suggestions as yet
11/01/2022	124542310	Set up of room could be different to enhance cohesiveness
10/28/2022	124492244	NA
10/28/2022	124492232	Opportunities for local businesses to speak about current projects and education being delivered
10/28/2022	124492229	N/A
10/28/2022	124492212	More collaboration forums
10/28/2022	124492203	Have a lunch prior to chat

### Are there any other comments you'd like to share?

11/03/2022	124579954	I am really impressed at the level of information sharing and integration of services in Hedland, and was really happy to see examples of some functioning relationships between a variety of organisations
11/01/2022	124568377	We can't stop here. What is the next step? How do we progress the conversation?
11/01/2022	124544351	As a relative newcomer to town it was so helpful hearing what services are out there for us to link into - and the correct person to contact. Thankyou for organizing the meeting.
11/01/2022	124542310	It was well worth the time to attend the forum, meet stakeholders and networks and explore working collaboratively with the focus of enhancing the community and minimise silo approach
10/28/2022	124492244	NA
10/28/2022	124492232	None
10/28/2022	124492229	N/A
10/28/2022	124492212	Very good forum
10/28/2022	124492203	Thanks for organising