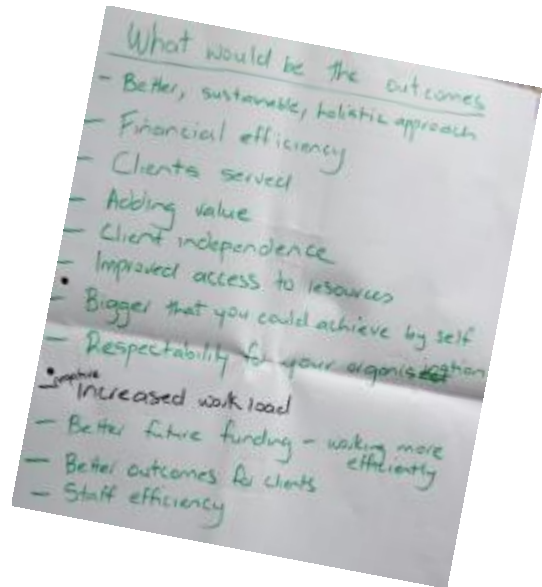


# Notes from group discussions at Incentivising Collaboration workshop – Hamilton 12 Nov 2012

## Group 1

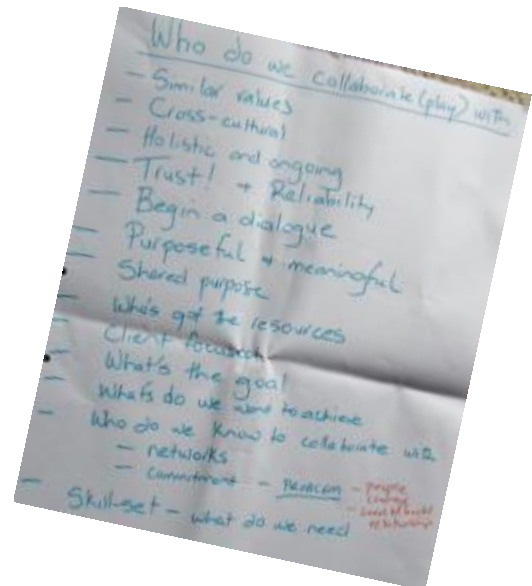
### What would be the outcomes?

- Better, sustainable, holistic approach
- Financial efficiency
- Clients served
- Adding value
- Client independence
- Improved access to resources
- Bigger than you could achieve by self
- Respectability for your organisation
- Negative: increased workload
- Better future funding – working more efficiently
- Better outcomes for clients
- Staff efficiency



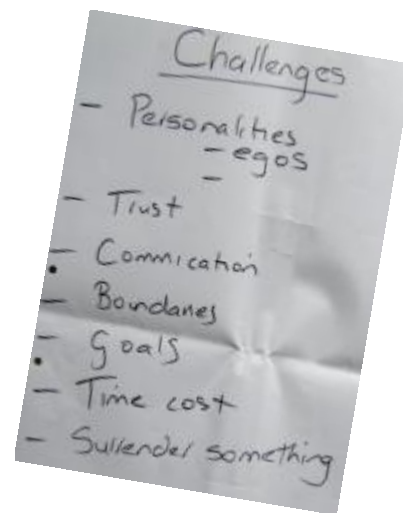
### Who do we collaborate (play) with?

- Similar values
- Cross-cultural
- Holistic and ongoing
- Trust! + reliability
- Begin a dialogue
- Purposeful and meaningful
- Shared purpose
- Who's got the resources?
- Client focused
- What's the goal?
- What do we want to achieve?
- Who do we know to collaborate with?
  - Networks
  - Commitment
    - problem – people change – hard to build relationship
- Skill set – what do we need?



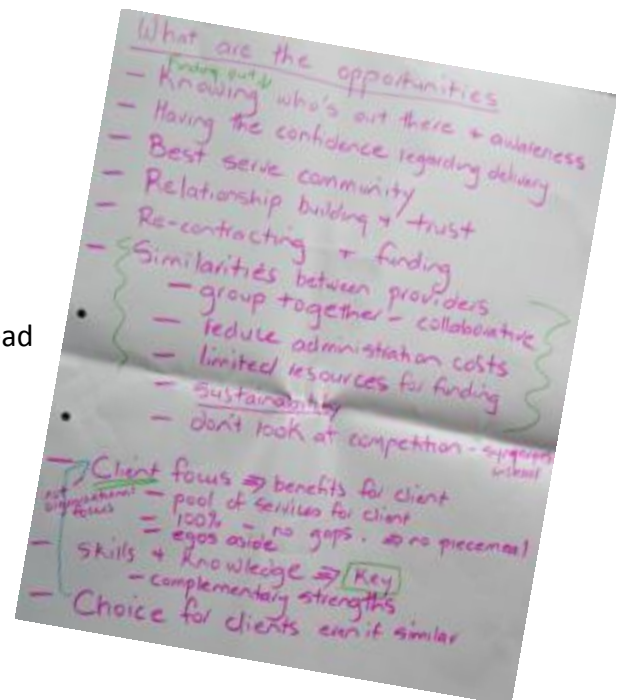
## Challenges

- Personalities
  - Egos
- Trust
- Communication
- Boundaries
- Goals
- Time cost
- Surrender something



## What are the opportunities?

- Finding out/knowning who's out there and awareness
- Having the confidence regarding delivery
- Best serve community
- Relationship building and trust
- Re-contracting and funding
- Similarities between providers
  - Group together – collaborate
  - Reduce administration costs
  - Limited resources for funding
  - Sustainability
  - Don't look at competition – synergies instead
- Client focus – benefits for clients  
(Not organisational focus)
  - Pool of services for client
  - 100% – no gaps – no piecemeal
  - Egos aside
- Skills + knowledge – KEY
  - Complementary strengths
- Choice for clients even if similar



## Group 2

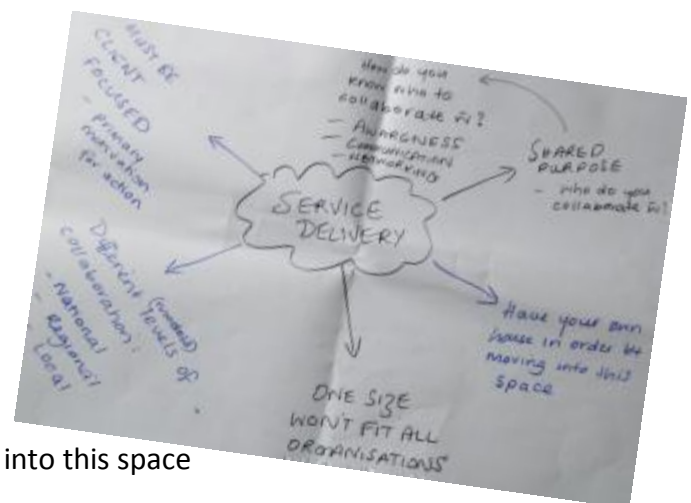
### Back office

- How to manage identity and branding issues
- Challenges at national and regional levels
  - is possible (eg: Epilepsy Assn of NZ) – can take a long time
- Funder confidence
- Consider details from outset
  - Be clear re purpose and goals of collaboration
- Share buildings/own your own
  - Sharing with those with common interest
- Common areas can support networking and cross-referral opportunities
  - Common pool of resources
- Community house
  - Can bring down costs
  - One stop shop
  - Pros and cons
    - Confidentiality
    - Employment agreements
    - Own mail and faxes



### Service delivery

- Must be CLIENT FOCUSED
  - Primary motivation for action
- How do you know who to collaborate with?
  - Awareness
  - Communication
  - Networking
- SHARED PURPOSE
  - Who do you collaborate with?
- Have your own house in order before moving into this space
- ONE SIZE WON'T FIT ALL ORGANISATIONS
- Different models/levels of collaboration
  - National
  - Regional
  - Local





## Group 3

### 1. Who?

HR & training & development

- When is office space used?
  - o Can make use of part time office space (eg: church)
- Opportunity to make use of other communities (eg: Salvation Army)
  - o Student institutions
  - o DHB
  - o Timing

### 2. Service delivery

- Knowing your networks and referring to best source
- Again client centric not service centric

## \$\$\$

- IT costs/updated software
  - TechSoup
  - Patient management
  - With new models of care we need to use software differently without taking huge time!!!
  - National Hauora Coalition
- Transport
  - Do we over resource?
    - Shift ideology
    - From an outsider's perspective – makes these changes
    - Only in office when need
    - Use facilities differently
  - What % of clients could use now? Car, transport
    - Car could be disempowering
    - Whose success are we building? – should be clients as well

