

PAG Meeting 12th September – Blurb for Website

Our Participant Advisory Group met on the 12th September and were delighted to be inducting a new member to the group who is based in Kalgoorlie and is not only a participant but also a Forrest Personnel Trolley Collection Services employee.

To ensure the voices of our PAG are authentic, it is essential that we have as many diverse and geographically perspectives as possible.

We also had in attendance one of our Board Members, Ben Aldridge who has lived experience and has previously been a participant of Forrest Personnel. Ben spoke to the PAG about the development of our new Forrest Personnel Quality Service Delivery Philosophy which will be a guiding document moving forward. Our Quality Service Delivery Philosophy along with the PAG are will play key roles in ensuring service delivery excellence throughout forrest personee.

Our Head of Service Delivery, Renae talked the PAG through the conceptualisation of the ‘Disciplines’ within our Quality Service Deliver Philosophy and put into context how this is undertaken at an operational level.

The PAG was also updated on Forrest Personnel’s novation with Co-Act, our Network Partner to ensure there is a clear understanding of how we engage with our networking partner and deliver DES services moving forward.

This was followed by the very positive news that Forrest Personnel will be significantly expanding the areas in which we deliver our Mental Health Program. Our capacity to offer this service to greater numbers of participants complements our other service delivery streams and addresses the unmet needs in many of the communities we serve.

Finally, we worked with Pag to identify and idecide on a PAG logo which will be used in documents endorsed by PAG going forward.