



SOUTHERN SERVICES
REFORM GROUP

SSRG Workgroup Meeting
Workgroup: Consumer
Date: 25 June 2012

Present: Jean, Geraldine, Donna, Bill, Sally, Bev

Apologies: Michael, David,

Agenda Items	Discussion	Actions
Welcome and apologies	<ul style="list-style-type: none">• Welcomes and apologies noted• Sally informed the group that Carol will not be attending meetings anymore as her circumstances have changed• Sally apologised for all delays and cancellations of meetings in the last few months• Members were given a copy of David's powerpoint presentation re: members stories	
Previous minutes	<p>Previous minutes accepted.</p> <ul style="list-style-type: none">• Members enjoyed volunteer cinema day	
Business arising	None	

Project discussion	<ul style="list-style-type: none"> • The project needs to progress – project direction was discussed • What is our vision? How should we present the stories to achieve greatest impact? • Stories to be presented to the steering committee first and will be included in Sally’s annual reports to government • Community services system is chaotic, internally incoherent, we have recurring themes • Use people’s stories as examples to validate why this is a problem • Powerpoint is useful, could pull some elements from it to use. • One of common themes of stories is the lack of a central point of contact/information • Useful to Identify overarching themes or topics • All forms we fill in for different services are slightly different but all ask for the same information. Why can’t we do one form and then make copies? • Members to look at the productivity commission report, HACC service principles and the southern region gaps and needs survey to see if there is a theme to tie the stories into • We need to find the ‘right group’ to present to – where it will have the most impact • If clients complain about services they do sometimes suffer consequences • Clients often have no choice in the care workers they are sent • Care workers do not always like suggestions about how to ‘do their job’ – even when it is a new client that has different needs • It could be said that those that shout the loudest get services – what about the people who say nothing - what happens to them? • Could we fit our stories into one of the HACC Service Principles? • Geraldine to possibly attend one of the remaining Dementia training sessions to critique it for the group • Sally to think more about the stories and see if she can come up with a project plan – capture ‘it’ 	<ul style="list-style-type: none"> • Bev to send copy of productivity commission report, survey and principles to all
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<p>SSRG Project Officer report</p>	<ul style="list-style-type: none"> • Social Isolation – Sally gave a brief history of the project - members were asked for their opinions on the postcards – a discussion was held • If I received a postcard I would only read it if it was actually addressed to me otherwise I would throw it out • Words around the edge need to stand out more – it is wasted – make alternate words red then black • There is no ‘action’ specified on the postcard...for example, please ring to get connected • Carer Issues workgroup - are trialling the resource they have developed. Trial started at ECH and soon to start at City of Onkaparinga and Resthaven. Resource to raise awareness of working carers in the workplace. 	
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Next meeting date: Monday 30 July 2012

Time: 1:30 to 3:30 pm

Place: Onkaparinga Council, Civic Area