



SOUTHERN SERVICES
REFORM GROUP

Workgroup: In Home Services
Date: 23 May 2012

Present: Jacqui Bowden(Chair), Esther Westra, Sue Johnke, Patricia Field, Melinda Olsson, Teresa Howard-Jones, Helen Baxter, Franca Antonello, Sue Klopowska, Fiona Paterson, Catherine Lyons, Leanne Taylor, Bev Bannister(Minutes),

Apologies: Sally Warnes (Project Officer), Russell Humphrey, Helen Hansen, Penny Mosel, Anna Howard, Keith Bettany, Frances Rennell

Agenda Items	Discussion	Actions
Welcome & Apologies	Welcome and apologies noted. Condolences to be passed on to Sally for her loss Thank you to Patricia, Mental Health for hosting the meeting Introductions were made around the table	
Previous minutes / Business arising	Amendment to previous minutes – page 3, SSRG Project Officer Report, dot point 5 – should be another dot point <ul style="list-style-type: none"> • Metropolitan Referral Unit ph 1300 110 600 can also do a one off squalor clean for mental health diagnosis/referral clients. Minutes approved. Actions / Business arising <ul style="list-style-type: none"> • Dementia training “Problem Solving for Challenging Behaviours’ - 6 June session full, all other session have available places. 	<ul style="list-style-type: none"> • Bev to make amendment to minutes
Guest speaker	Esther Westra – ACH Innovative project ‘Restoration, Making It Happen’	

Purpose:

The 'Restoration – Making It Happen' project will support the changing of HACC service delivery to reflect restorative and re-enablement approaches. Activities include the piloting of an evidence based restorative project across HACC services; developing a train the trainer module based on the Better Practice Project and implementing a communication strategy across the organisation to share the outcomes of the pilot to improve practice.

Goals:

- Implement an evidence based restoration framework targeting HACC service consumers
- Develop an assessment toolkit to help coordinators implement active service delivery
- Train a minimum of 40 staff in active service delivery
- Implement sustainability measures within ACH Group

Summary:

The Restoration Making It Happen Project (RMIH) involved the implementation of an evidenced-based restoration approach across all 23 ACH Group funded programs. Through adopting this approach, ACH Group is reorienting its HACC funded services so older individuals receive services that support them to maintain, relearn and/or develop new skills that enable them to maximise their independence, control and wellbeing. Key results from this project include:

- Development of an ACH Group Active Service Delivery (ASD) Model
- Revision of HACC assessment tools and care planning processes
- Pilot and training in ASD across the organisation including support workers, coordinators, Allied Health, management and senior managers

Across ACH Group 23 HACC funded programs 454 staff have received training in ASD. Staff's approach to further adopting ASD into practice has been overwhelmingly positive. At a ground level, support workers and coordinators approach to clients is focused on the concepts of maximising capacity, control and wellbeing, where every opportunity is found for clients to undertake tasks independently, and where support is required, opportunities are found to work with clients, rather than for them. At a management, and senior management level, support for ASD has been demonstrated by participating in training, becoming train-the-trainers in ASD, providing staff with time to attend training sessions and facilitating the review of necessary policies, procedures and reporting requirements. Feedback from clients who have received services delivered within ACH Group's ASD model have appreciated having increased control, and regaining greater independence and wellbeing.

Resources and Training:

- Literature review of active service delivery models
- Active service delivery framework
- Client fact sheets on active service delivery
- Training for coordinators in conducting assessment in a restorative framework
- Training the care workers in identifying client risk factors within a restorative framework
- Assessment toolkit including client self assessment

	* Referenced from HACC Innovative Ideas Funding Workgroups and Projects Executive Summaries June 2012	
Project Planning	<ul style="list-style-type: none"> • Still no word on the funding application • Too late to get student placements to help with the project • Discussion put on hold until Sally returns 	
SSRG Project officer report	<p>1. Workgroups</p> <ul style="list-style-type: none"> • Carer Issues Workgroup: Working carers resource is now complete. Survey forms have been developed and will be used pre and post evaluation, plus focus groups will be run to gain a broader perspective. The resource pilot will be held at 3 sites – ECH, City of Onkaparinga and Resthaven. The program trial includes giving presentations to managers and staff. Survey forms will be filled in at the time of the presentations. The pilot program aims to be completed by the end of the year and the workgroup are keen to hold a ‘launch’ of the product. • Dementia Workgroup: Six dementia training sessions for care workers are being delivered by Alzheimer’s Australia SA, Dementia Training Study Centre in collaboration with the SSRG Dementia Workgroup. There will be 3 held in the inner south and 3 in the outer south, beginning this month. There has been a good response from care workers and sessions are ‘filling up’. • Social Inclusion Workgroup: The group has moved forward in the development of a postcard to ‘reach the unreachable’. The group’s design ideas have been sent to Toucan to be professionally published. The postcard will be distributed in 2 pilot sites, one in City of Onkaparinga and the other in the City of Holdfast Bay. One postcode area will be targeted in each council region. The social program at each council will monitor calls received because of the postcard. • Consumer Workgroup: The Consumer Workgroup is scheduled to meet this month (they have been meeting bi-monthly). They are still concentrating on writing their own stories, using a solution focused format. Two consumers attended the trial Service Principles training developed by Mitcham, Marion and Holdfast Bay Councils. The consumers were very positive about the session and were pleased to be involved. <p>2. New projects</p> <p>A possible new project which has been previously discussed is ‘Mental Health Maintenance’ - Holistic health for future years.</p> <p>Holdfast Bay in conjunction with Flinders University are doing similar research and Sally was fortunate to facilitate the recent focus group which explored what baby boomers expectations are as they age. It</p>	

	<p>has been decided to wait for the outcomes of this study so we are better informed and hopefully roll out similar research in the other southern council areas. Flinders University are interested in partnering the SSRG – more work will be done on this project in the coming months.</p> <p>3. TACSI – The Australian Centre for Social Innovation, in collaboration with the SSRG and ECP delivered a workshop showcasing their progress and prototypes they have developed to promote ‘great living’. To find out more go to www.tacsi.org.au</p> <p>4. Southern Regional Alliance The SSRG is collaborating with the Southern Round Tables – a conference is being planned and is scheduled to take place in September.</p> <p>5. 2012 HACC Forum Much time has been spent on organising the Collaborative Project Officer’s presentation for the HACC Forum in June. Sally will be co-presenting with Lui DiVenuto both the power point presentation and workshop components of the session. The final section will be a panel discussion led by Gary Sawyer, collaborative project officer from Murray Bridge.</p>	
Other Business	<ul style="list-style-type: none"> • A printing error was found on the back of the working carers resource brochure under Carer Support Network • Email from Leanne Taylor was read out to the group asking for feedback/interest to be sent to Leanne at leanne.taylor@police.sa.gov.au <p>SAPOL Safety in the clients home presentation</p> <p>I have been approached by Mitcham Council to hold ‘Safety in the Clients home’ training for their home maintenance staff. We require 15 people or more to attend a presentation to make it worthwhile. I wish to open this training to all members of the Southern Services Reform Group so we can target as many people as possible.</p> <p>The training takes about an hour and covers:</p> <ul style="list-style-type: none"> • information sharing • preparing and arrange a visit or interview • travelling to an appointment • risk assessment • incident management • debriefs 	<ul style="list-style-type: none"> • Bev to resend the email to all the group with a reminder to send their feedback to Leanne

	<ul style="list-style-type: none"> • offences • police assistance <p>http://www.police.sa.gov.au/sapol/community_services/joint_community_programs/home_assist_scheme.jsp</p> <ul style="list-style-type: none"> • A discussion was held around the above email and the possibilities it creates. Leanne is hoping to hold two events – one in the inner south and one in the outer south. Leanne will liaise with Sally to set up venues. 	
Information Sharing	<p>Catherine –</p> <ul style="list-style-type: none"> • A2HC very busy • Backlog in terms of referrals being actioned - working way through them slowly • Reminder that referrals to A2HC are for clients over 65 years only • Catherine welcomes any feedback • Any issues/difficulties let A2HC know <p>Franca –</p> <ul style="list-style-type: none"> • Question put to Catherine about difficulty of obtaining ACAT referrals quickly. A discussion was held about accessing ACAT's • Ethnic Link busy as usual <p>Fiona –</p> <ul style="list-style-type: none"> • MRU business as usual • Have a new aged care representative – Catherine <p>Sue K –</p> <ul style="list-style-type: none"> • Apologies for not attending meetings – has been relieving for another colleague <p>Helen B –</p> <ul style="list-style-type: none"> • Hours are available for In Home Respite in the south, north and west (Stanhope) <p>Melinda –</p> <ul style="list-style-type: none"> • No waiting lists at all in Mitcham, Marion and Unley (Anglicare) <p>Jacqui – (ACH)</p> <ul style="list-style-type: none"> • Managing Fleurieu packages as well as south • No waiting list for CAPS • Working way through EACH packages • If you have any clients that want CAPS please send on • Some capacity within respite for southern working carers • Home Assist still taking referrals for cleaning <p>Patricia –</p> <ul style="list-style-type: none"> • Rapid access program completed 	

	<ul style="list-style-type: none"> • Rebuilding still underway <p>Sue J – (Life Care)</p> <ul style="list-style-type: none"> • No waiting list for CAPS 	
Next Meeting	<p>Wednesday 27 June 2012</p> <p>Time – 2:30 to 4:30 pm</p> <p>Meeting Rooms 1 & 2, ACH, 17 Elizabeth Road, Christie Downs</p>	