



SOUTHERN SERVICES  
REFORM GROUP

**SSRG Workgroup Meeting**  
**Workgroup: in home services**  
**Date: 27 March 2013**

Present: Russell Humphrey (chair), Fiona Paterson, Franca Antonello, Louise Fuller, Margaret Potts, Melissa Evans, Theresa Howard-Jones, Kerry Bulstrode, Karen Peddle, Sally Warnes (Project Officer), Bev Bannister (minutes)

Apologies: Frances Rennell, Helen Hansen, Leanne Taylor, Lyndall Gerrard, Penny Mosel, Patricia Field, Rima Sallis, Sue Bell

Agenda Items	Discussion	Actions
Welcome and apologies	<ul style="list-style-type: none"><li>• welcome and apologies were made</li><li>• packs were distributed to members containing -<ul style="list-style-type: none"><li>• Charter of Consumer Rights</li><li>• National Aged Care Alliance Communique / aged care reforms timeline</li><li>• Health and Community Informed Choices Project report, fact sheets and design images of the app</li></ul></li></ul>	
Previous minutes & business arising	<ul style="list-style-type: none"><li>• Previous minutes accepted</li><li>• no business arising</li></ul>	

<p>Health and Community Informed Choices Project report</p>	<p><b>Report January to March 2013</b>  <b>Resource Design and Content</b>  Name - Seniors Southern Services Directory  App will also be available on iPad  Finalised app design – clear and logical layout using SSRG colours blue and orange  Three main sections of information – Directory, Definitions and Options shown as interactive buttons sited along the bottom of the app  <b>Directory</b> Services or information - contacts with interactive capacity – phone, mail, website  <b>Definitions</b> Short explanations of commonly used community sector terms and services  <b>Options</b> Fact sheets that focus on enablement  Template for fact sheet developed that enhance overall design of app</p> <p><b>Feedback/Meetings</b>  Attended meetings to promote and receive feedback about the resource  All SSRG Work Groups meetings  Health and community meetings e.g. Holdfast Bay Community Acute Community Information Exchange, A2HC (Lyndal), Southern Aged Care Forum, Southern Primary Health (Elizabeth), Carer Support</p> <p><b>Work in Progress</b>  Final stages of work on Fact Sheets  The overall theme for the fact sheets is broadly based on enablement. Fact sheets include health and well-being - right outlook, move naturally, eat wisely and connect; pre- admission for consumer and carer and discharge checklists for consumer and carer and health professionals; making your wishes known (advanced directives) etc.  PokitPal (small magnetic booklet) A shortened and summarised version of the information found in the app Directory section has been sent to Toucan (app developer)  Developing marketing plan and launch</p>	
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	<p><b>Discussion</b> The 12 Fact Sheets</p> <p>The group discussed what the app will look like. Ideas and changes to the fact sheets were discussed. All changes to be made by Tuesday 3 April as the information will be submitted to the designer then.</p>	
Information round	<p>Karen – City of Marion</p> <ul style="list-style-type: none"> <li>• They are expanding the social support program as the City of Marion have received extra funding, focussing more on social visiting/support</li> </ul> <p>Kerry - ACH</p> <ul style="list-style-type: none"> <li>• CAPS packages - no waiting list</li> <li>• EACH packages - small waiting list</li> <li>• finding it difficult to fill CAPS packages</li> </ul> <p>Teresa - Resthaven</p> <ul style="list-style-type: none"> <li>• Hersey Cottages are nearly full</li> <li>• Ridgeway House has vacancies for high care - overnight respite</li> </ul> <p>Franca – Ethnic Link</p> <ul style="list-style-type: none"> <li>• have received four new referrals this month for the southern region which is unusual</li> </ul> <p>Fiona – Metropolitan Referral Unit</p> <ul style="list-style-type: none"> <li>• can offer some medication management for dementia clients since RDNS have ceased offering this service – conditions apply</li> </ul> <p>Margaret – Carers Support</p> <ul style="list-style-type: none"> <li>• starting to ‘pick up’ business at new southern venue</li> <li>• the southern venue is a drop in centre for information, support, to have a coffee and chat, to use the phone and/or computers etc</li> </ul>	

	<ul style="list-style-type: none"> <li>• held first carer activity recently at the southern venue receiving good feedback about the site</li> </ul> <p>Russell - ACH</p> <ul style="list-style-type: none"> <li>• home assist clarifying processes on how working with other agencies especially with CDC coming in</li> <li>• have asked clients on waiting list if they still require services and removed those that no longer have needs</li> <li>• advertising for a new garden maintenance officer</li> <li>• trying to get more volunteers on board</li> <li>• have a new volunteer coordinator</li> </ul>	
Project Officer report	<ul style="list-style-type: none"> <li>• Lyndal from A2HC unfortunately has been unable to attend the meeting as planned – will reschedule</li> <li>• Peta Braendler will be attending the Steering Committee meeting in May to talk about the aged care reforms... particularly about the Gateway</li> <li>• Sally briefly touched on the timeline and communicate (re reforms)</li> <li>• Workforce Compact - discussions about better pay for workers in the industry – may create difficulties for smaller organisations</li> <li>• Lui DiVenuto and Sally are working with consultants to develop workshops for consumers to enable them to better manage Consumer Directed Care – the idea is to empower and build confidence in consumers to enable them to self-manage, problem solve and make decisions about their care</li> <li>• Marion Resthaven were part of the trial of CDC in the west and have rolled it out to all</li> <li>• the group had a discussion about CDC – the pros and cons</li> <li>• Gateway tenders have gone out – the consumer group is concerned it will be like Centrelink - impersonal</li> <li>• Younger Onset Dementia training for next Friday is fully booked</li> <li>• The SSRG electronic newsletter will be out in April – all the collaborative projects are using the same template. If there are any</li> </ul>	

	<p>articles you would like to see in the newsletter please inform Sally</p> <ul style="list-style-type: none"> <li>• Carer Issues workgroup had a launch to promote and handover the Working Carers Resource (to Carer Support &amp; Carers SA) in February. The evaluations from the surveys (done in the pilot sites testing the resource) are being collated and analysed. Results will be available soon</li> <li>• Social Inclusion workgroup are doing a second trial of the postcard in the City of Holdfast Bay. The group would like to take the postcard idea further and distribute to places where people congregate/talk ie hairdressers</li> <li>• the app will be live hopefully by May</li> <li>• Sally presented at an ACAT meeting, participants were very excited about the app</li> <li>• Louise will be developing a marketing plan – maybe using twitter, blogs, facebook etc and try to get the app into TAFE training courses and universities</li> <li>• also thinking about promoting the app at the Gerontology Conference and have a stand so people can try it out – maybe use this setting as a launch for the app. Sally / Louise will be submitting an abstract</li> </ul>	
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**Next meeting date: 24 April 2013**

**Time: 2.30 – 4.30 pm**

**Venue: Springbank House, 1020 South Road, Edwardstown**