



SOUTHERN SERVICES
REFORM GROUP

SSRG Workgroup Meeting
Workgroup: In Home Services
Date: 24 April 2013

Present: Russell Humphrey (Chair), Melissa Evans, Sean Squires, Louise Fuller, Theresa Howard-Jones, Fiona Paterson, Rima Sallis, Helen Hansen, Franca Antonello, Lyndall Gerrard, Sally Warnes (Project Officer), Bev Bannister (Minutes)

Apologies: Frances Rennell, Keith Bettany, Leanne Taylor, Margaret Potts, Patricia Field, Penny Mosel

Agenda Items	Discussion	Actions
Welcome and apologies	<ul style="list-style-type: none">• welcome and apologies• Lyndall apologised for missing the last meeting• National Aged Care Alliance Communique given out• Fact sheets, power point presentation and Louise's report given out	
Previous minutes & business arising	<ul style="list-style-type: none">• previous minutes accepted• no actions	

<p>Health and Community Informed Choices Project report</p>	<p>Report March to April 2013 The Seniors Southern Services Directory which includes an i-Phone app, an i-Pad app and a paper-based Pocket Directory will be completed in May. The SSRG website is being enhanced so that it becomes an important link and access point for information found within the apps and the paper-based sections of the resource. The website's front page will include the app icon. By clicking on the icon the user will be taken to a specific page that will include the fact sheets and an electronic pdf version of the Pocket Directory. Both resources will be downloadable and be able to be printed. The page will contain a link to the app store – an easy way to access the free apps.</p> <p>Presentations organised:</p> <ul style="list-style-type: none"> • PAWS network meeting at Onkaparinga • Access and Equity meeting at Onkaparinga • Onkaparinga Community Programs Team Meeting • Acute and Community Exchange Meeting • In home Services Workgroup Meeting • Meeting with Medicare Local <p>Marketing and Promotion Methods PowerPoint for presentations Post cards Advertorials for newsletters/emails Email networks Disability and Ageing Expo – booked - August SA Gerontology Conference – possible presentation and information stand - October</p> <p>Discussion</p> <ul style="list-style-type: none"> • PowerPoint <p>How would you like it designed and written?</p>	
-------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

	<p>Examples of services that demonstrate how to effectively use the resource and the different sections – Directory, Definitions and Options (Fact Sheets)</p> <ul style="list-style-type: none"> • Louise showed the ‘test flight’ app to the group • obviously there are some issues to ‘iron out’ • we have noted some changes to be made – any more changes send an email to Louise/Sally with details • marketing plans are underway • Have spoken with the City of Onkaparinga marketing people to help with promotion in council publications and Messenger Press • put HACC and Commonwealth logo on power point presentation • will need a permission slip from group members to use photo of group in power point • put three different examples to go in power point, use whichever one suits your presentation/audience • Louise has notes on examples 	
<p>Lyndall Gerrard A2HC discussion</p>	<ul style="list-style-type: none"> • Members were asked how A2HC is it working for them and to provide feedback • Lyndall noted all responses • If a referral sent to you is not suitable for your service you have a ‘two day turn around’ to return the referral • A2HC can claim the referral back and send out to another organisation • Letters are being sent to clients stating that a certain organisation will be looking at their referral before the involved organisation has accepted referral - possibly reword letters so clients know they are getting an assessment for potential services if eligibility requirements are met (difficult because clients sometimes misinterpret what is written) • Discussion about A2HC assessments - it appears that sometimes only one need is identified and it may not even be the main need at the time, then when the client talks with the service provider more 	

	<p>needs are disclosed and some of these may not be able to be done by this particular service provider resulting in the referral being sent back to A2HC</p> <ul style="list-style-type: none"> • Lyndall feels that A2HC are going well but there is always room for improvement • funding finishes in June 2014, don't know what will happen after that • have been asked to trial new tool for the 'Gateway' based on ACNA • A2HC are in a good position to provide feedback to the Gateway 	
Information round	No round this meeting	
Project Officer report	<p>Carer Issues workgroup –</p> <ul style="list-style-type: none"> • Evaluations from the 'two hats...too hard' pilot project have been analysed • The main message appears to be more awareness training is needed re working carers • The group are looking at a new project for carers who have relinquished care – where to for them? <p>Dementia workgroup - Training of 'Dementia Champions' in the region - Cert IV training happening in June for the Dementia Workgroup members</p> <p>Social Inclusion workgroup -</p> <ul style="list-style-type: none"> • a second postcard trial in Glenelg commenced early March • a draft report on the City of Onkaparinga postcard trial has been written • Possible next project - postcards with all southern council contact numbers and matching banners to create awareness / preventative approach • keen to connect with the health sector a bit more <p>ARAS presentation – Community Care Staff Seminar</p>	

	<p>Advocacy in Action: Upholding Service User Rights Addressing Community Care Common Standard 3: Service User Rights and Responsibilities Wednesday 24 July 2013 10am till 12 noon City of Onkaparinga Civic Area Ramsay Place Noarlunga Centre</p>	
--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

Next meeting date: 22 May 2013

Time: 2.30 - 3.30 pm

Venue: Civic Area, City of Onkaparinga