



SOUTHERN SERVICES
REFORM GROUP

SSRG Workgroup Meeting
Workgroup: Social Inclusion
Date: 9 April 2013

Present: Lisa Elder (Chair), Sam Berry, Madeliene Scicluna, Karen Beeching, Karen McDougle, Sadie Goddard-Wrighton, Heather Trainor, Maxine Cape, Louise Fuller, Sally Warnes (Project Officer), Bev Bannister (Minutes)

Apologies: Lynda Macphail, Vanessa Leane, Kasia Parker, Kristina Barnett

Agenda Items	Discussion	Actions
Welcome and apologies	<ul style="list-style-type: none">• welcome and apologies• welcome to Lisa, chairing her first meeting	
Previous minutes & business arising	<ul style="list-style-type: none">• previous minutes accepted• copy of draft reports are available for viewing• other items to be discussed later in the meeting	

<p>Stage 2 of project update</p>	<ul style="list-style-type: none"> • there have been three responses to the postcard in the Holdfast Bay region so far • one person wanting to do social activities while working part time • Sadie is still trying to contact the other two people • because of other work commitments the postcard distribution to medical clinics and chemists will be delayed until May • results may differ to Onkaparinga because delivery times will be different • there were concerns from City of Holdfast Bay 'marketing' because their logo was not on the postcard - it was not the plan for the postcards to have individual organisation logos - the project is being delivered through the SSRG....Social Inclusion Workgroup – Sally is happy to explain further if issues arise • we expect responses to be slow, this is not a quick fix 	
<p>Project discussion</p>	<ul style="list-style-type: none"> • focus on the positive • the group had a discussion on re-educating OT's and the health sector as they are less inclined to think about the social aspects for clients • note - the app (being developed by the SSRG) is to alert workers about discharge information that patients might need when they go home • Suggestion to have a general postcard with contact details for all councils on it and piggy back with the launch of the app? • Suggestion to have a pull up banner to promote the postcard in community libraries, council foyers etc – rotated between venues. Could have more than one pull up banner to keep in key locations to reinforce the postcard message • councils and organisations could have the postcard displayed on their own intranets • how do we tap into the health professionals? Do both local hospitals have staff meetings with guest speakers? If so can we go to these to 	

	<p>talk about and promote the postcard or can a representative from these meetings come to us to hear about it and then go back and promote to their meetings?</p> <ul style="list-style-type: none"> • note - Sally has spoken with the ACAT team who showed a keen interest in the postcards and would take some to distribute and promote if possible • large GP clinics would have meetings that we could perhaps attend and promote the postcard to • Preventative approach - aim to try and reach people before they become socially isolated....ie. before retirement or giving up driving or for other health reasons - capture these people early and engage them in social activities or is there a helpful tips sheet to staying connected? • definitely target health professionals about social inclusion information • how do we connect with them? • Louise is doing some research on how to connect with health professionals • Lisa already attends a meeting at Noarlunga Hospital and would like to see what Flinders Hospital have – they do not have discharge planners • the group discussed the options of placing the postcards in venues such as ‘pokie’ rooms, hairdressers • Suggestion to have pull up banner and postcards as travelling promotion at local shops at key times - organise a group roster • go to smaller shopping centres ie. Elisabeth Rd, Collins Parade • this enables you to have a one on one conversation with consumers – face to face conversations are more beneficial • use up the supply of postcards we already have • it does not matter if younger people respond as a result of the postcard • good to have Mitcham and Marion as well on postcards • have lady on motor bike and man with surfboard pictures to cover both genders on pull up banners 	<ul style="list-style-type: none"> • Sally and Louise to do some research on how to connect with health professionals • Sally and Louise to find out how both hospital systems work <ul style="list-style-type: none"> • Sally to talk with other councils to
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	<ul style="list-style-type: none"> • make new postcards to match banners 	<ul style="list-style-type: none"> gauge their involvement in postcard • Sally to talk with the designers • Sally to write project proposal
Health and Community Informed Choices Project report	<ul style="list-style-type: none"> • app is aimed at health professionals but obviously we cannot control it and tell hospitals to view it • 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 • focus groups in hospital good to promote app within the hospital • is there something like an expo or forum where all hospital or medical staff come together? If so can we have a stand at that to promote the app? • contact GP division (is now Medicare Locals) to find out • having a postcard made to promote the app and project • make a special edition of e-newsletter to promote app • send to all of SSRG asking them to then send onto their own networks as well • have pokital pal or something attached or linked to newsletter and people can then print resource themselves • can pokital pal be made into printable format as well? • The resource will be available on the SSRG website • whole resource is finished and at designer hopefully be live by May • marketing idea to make a utube video of how to use the app • ask Lui DiVenuto to make the utube video • may need council approval and/or commonwealth approval to use utube • have a link to the utube video in email and website 	
Project Officer report	<ul style="list-style-type: none"> • e-newsletter coming out this week • email from Vanessa Leane, she is able to come and talk to us at the next meeting about her work and PHD 	

	<ul style="list-style-type: none"> • Dementia workgroup - <ul style="list-style-type: none"> • the group would like to set up a 'dementia corner' in a library as a pilot. People could come in and borrow/utilise resources. To achieve this they would need a grant and a project officer! • certificate IV dementia modules are being made available to workgroup members. The training will be focused on community. • Are planning to roll out training based around activities for care workers in August/September • Carer Issues workgroup – <ul style="list-style-type: none"> • Carer Issues workgroup had a launch to promote and handover the Working Carers Resource (to Carer Support & 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 • Population health survey - <ul style="list-style-type: none"> • results were shown to the group and a discussion held • interesting spread of results • Sally may pursue some questions in more detail • Consumer Workgroup - <ul style="list-style-type: none"> • the group has compiled a Charter of Consumer Rights • this is a small group of six consumers who provide feedback on various issues around the aged care sector and the reforms 	
<p>Innovative practice/ information sharing</p>	<p>Karen – Resthaven</p> <ul style="list-style-type: none"> • recent focus has been on the audit • open day Thursday 9 May, 10.00 am - 12 noon Hersey Cottages to promote what services they provide - will email information to the group <p>Karen - ACH</p> <ul style="list-style-type: none"> • transferring long term home assist and domestic assist over to community options so able to offer them extra services 	

	<ul style="list-style-type: none"> • part time coordinator employed to help with process • social programs going well • Sellicks, McLaren Vale and Aldinga have vacancies <p>Heather – Baptist Care</p> <ul style="list-style-type: none"> • just starting preparation work for audit later in year <p>Maxine - ARAS</p> <ul style="list-style-type: none"> • National World Elder Abuse Awareness Day Conference, Adelaide, 17 and 18 June 2013 • part of conference is about getting everyone on board and looking at what each state is doing differently than other states • programs available for conference on ARAS website • coming up to audit <p>Sadie – City of Holdfast Bay</p> <ul style="list-style-type: none"> • halfway through wise move program - topics of discussion and interactive component, self-management information • cycling group • healthy cooking classes • healthy communities initiative for men being developed, organising events, BBQs, lunches, guest speakers – want to promote it in a way so they learn and contribute • work well alongside the community development team • audit has been completed <p>Madeliene - St John</p> <ul style="list-style-type: none"> • St John on a journey looking inward as to its community care program • updated strategic plan • looking at how they will fit into the reforms • focus on community care • looking at moving the community team forward -how they would like it to look in the next few years <p>Lisa – City of Onkaparinga</p> <ul style="list-style-type: none"> • had a planning session last Friday • trying to put more focus on social inclusion not just medical transport • focus on getting out and meeting residents 	
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Next meeting date: 14 May 2013

Time: 9.30 - 11.30 am

Venue: **RSB, 3rd floor, Noarlunga House, Hannah Road, Noarlunga Centre (next to the Council)**