



SOUTHERN SERVICES  
REFORM GROUP

**SSRG Workgroup Meeting**  
**Workgroup: Social Inclusion**  
**Date: 14 August 2012**

Present: Karen McDougle, Lisa Elder, Sadie Goddard-Wrighton, Karen Beeching, Duncan Muirhead, Sally Warnes (Project Officer), Bev Bannister (minutes)

Apologies: Lynda Macphail (Chair), Kristina Barnett, Sam Berry, Shijun Huang, Vanessa Leane, Kasia Parker

| Agenda Items                      | Discussion  | Actions |
|-----------------------------------|---|---------|
| Welcome & apologies               | Welcomes and apologies made   |         |
| Previous minutes/business arising | <ul style="list-style-type: none"> <li>• Minutes approved</li> <li>• Sally has been looking on the internet for research about 'marketing ageing' – types of images – nothing found</li> <li>• Recap of meeting with Toucan</li> <li>• Sally met with the steering committee after meeting with Toucan to discuss options – the committee recommended an action research approach, trialling one postcard/one image at a time</li> </ul>  |         |
| Project Discussion                | <ul style="list-style-type: none"> <li>• Using action research methodology – staged approach – trialling different images – 'out there' and conservative</li> <li>• Transport and Social support Program at City of Onkaparinga (Lisa &amp; Sam) trialling post cards – hope to start in mid September</li> <li>• Postcard finalised – will put Commonwealth and SSRG logos on it</li> <li>• Quotes on delivery of card to each house-hold – Toucan can arrange delivery via</li> </ul> |         |

|                                    |  |   |
|------------------------------------|--|---|
|                                    | <p>the messenger newspaper</p> <ul style="list-style-type: none"> <li>• Morphett Vale is too large – looked at City of Onkaparinga website at individual suburb statistics and have chosen Christies Beach which is smaller and has a significant number of older people in residence</li> <li>• Posters to be distributed to chemists, doctors etc within that region to help promote the postcard concept</li> <li>• Could chemists include a flyer about the postcard in bags with the prescriptions they give out?</li> <li>• Questions to ask people when they ring could be: <ul style="list-style-type: none"> <li>• What prompted you to ring us?</li> <li>• Details – age, gender, address</li> <li>• What sort of things are you interested in?</li> <li>• What type of support would you like?</li> <li>• Have you had a service before and from whom?</li> <li>• Are you connected with any other organisation or group at the moment?</li> <li>• Just out of interest what did you think about the postcard?</li> <li>• Do you live alone?</li> <li>• Is it for you or a family member?</li> <li>• Do you drive?</li> <li>• Standard 'HACC' type questions</li> </ul> </li> <li>• Could we have a story in the messenger press about the project and what we are trying to achieve, to run in conjunction with the postcards? This could work in our favour and help the project.</li> <li>• A questionnaire for service providers to fill in about social programs in the Onkaparinga region was given out for members to give feedback – are the questions relevant, explicit enough? The information will be used by Lisa &amp; Sam to help inform them of all possible social programs.</li> <li>• Feedback included: Add to the list 'is there a fee/cost involved for the service?' Is transport included?' Add to the last question 'Can attendance be flexible?'</li> </ul> | <ul style="list-style-type: none"> <li>• Sally to contact messenger press re article</li> <li>• List of questions about services provided to be changed and then sent to all</li> </ul> |
| Sharing of innovative case studies | <p>Sadie – residents with mental health issues – would like to set up a social program suitable for clients with these issues – aimed at younger people</p> <p>Lisa – Man living with his son and his family – had to move away from his family home to another area – at present he still owns his family home – he doesn't know anyone in the new area and does not want to participate in</p>   |   |

|                               |   |  |
|-------------------------------|---|--|
|                               | <p>any group activities – Social Support and Transport Program have been able to pick him up and take him to his old home where he can potter around doing maintenance and gardening and he is very happy with this arrangement. He can use his motor scooter from his own home and feels he has a bit more independence; the new area is too hilly for him to use the scooter.</p>   |  |
| <p>Project Officer report</p> | <ul style="list-style-type: none"> <li>• <b>Southern Regional Alliance:</b> holding a conference 20 and 21 September 2012 at Morphettville Racecourse. The title of the conference is ‘Connecting in the Urban Village’. The Carer issues Workgroup will be presenting the Working Carers project. More information about the conference will be distributed soon.</li> <li>• <b>In Home Services workgroup:</b> have been successful in obtaining non-recurrent HACC funding for the project– ‘Health and Community Informed Choices’ which is the development of a resource to be used by the health sector to better inform them about the community sector to promote better outcomes for consumers.</li> <li>• <b>Gaps and Needs Survey:</b> Information from all of the metropolitan regions has been gathered in the needs and gaps survey. The data has been analysed to identify key trends and correlations across all the metropolitan regions. Transport for social is the most significant gap identified.</li> <li>• <b>National Aged Care Conference:</b><br/> <b>Mark Butler:</b> Currently aged care workforce 300,000. In the future we will need over a million. 1:20 will be an aged care worker.<br/>       8 National health issues – cardiovascular, cancer, injury, mental health, diabetes, asthma, arthritis/musculo-skeletal, obesity and the 9<sup>th</sup> has just been confirmed.....dementia.<br/>       Distinction between high care and low care will go.<br/>       Details about the Gateway currently being worked on – ‘my aged care’ website.<br/> <b>Ita Buttrose:</b> 6 billion is the direct care costs of dementia. 3<sup>rd</sup> highest illness cost. Significant delays in getting a diagnosis. ‘How can we live with a system where the person with dementia may never receive a diagnosis?’<br/>       Poorly handled in the acute care sector.<br/>       Not accessing respite as would like....need greater respite choice/range....consumer directed respite...provide cash, enable consumer to make choices.<br/>       Need research!!!</li> <li>• <b>Working with People in Complex Domestic Environments/Hoarding and Squalor:</b> Domiciliary Care has developed a hoarding and squalor staff training resource. This training is now being made available to community service</li> </ul> |  |

|                     |   |  |
|---------------------|---|--|
|                     | workers as a pilot project in the Western and Southern Adelaide regions.<br>Tuesday 28 August, 1.30 pm at Domiciliary Care, Noarlunga.  |  |
| Information sharing | <p>Sadie – (City of Holdfast Bay)</p> <ul style="list-style-type: none"> <li>• Social programs with HACCC funding – social liaison officer – lunch club – coffee crawl</li> <li>• Keeps SA Community directory updated</li> <li>• Completed a social mapping program</li> <li>• Wise Move Program – exercise for women over 65 years of age – 10 week course – walking and discussions on health issues such as body image, nutrition</li> </ul> <p>Karen – (Resthaven)</p> <ul style="list-style-type: none"> <li>• Social, men’s shed, movie, lunch, outing, carer groups, one on one and ‘in home’ respite</li> <li>• Vacancies in most groups</li> <li>• Working carers program – Lane Cottages – day respite</li> <li>• Hersey Cottages – day respite</li> <li>• Vacancies in Ridgeway House – overnight respite</li> <li>• Vacancies at Aldinga Shed</li> </ul> <p>Lisa – (City of Onkaparinga)</p> <ul style="list-style-type: none"> <li>• Offer short term support for medical or social transport, assistance with shopping, support to attend appointments</li> </ul> <p>Karen – (ACH)</p> <ul style="list-style-type: none"> <li>• Centre based programs from Sellicks Beach through to Coromandel Valley</li> <li>• Outing, men’s shed, day programs, art, day groups, one on one social linking – visitor encouraging client to go out</li> <li>• Projects happen within the groups – Wellness project, Riverview have a radio project happening</li> <li>• Vacancies in all groups except Aberfoyle Seniors and Aberfoyle Men’s Shed</li> <li>• Good Life Event – expo at Perry Park</li> <li>• Carers group and dementia groups running</li> <li>• More referrals for one on one activities</li> </ul> <p>Duncan – (Red Cross Transport)</p> <ul style="list-style-type: none"> <li>• Last resort transport for people who have no other way of getting around</li> <li>• Linked with Western Linkages in the train taxi drivers project</li> <li>• There are only 11 cars in all of the Adelaide metro area</li> <li>• Transport is very limited</li> <li>• Try to prioritise the use of cars to those with the greater needs first</li> </ul> |  |

|              |  |  |
|--------------|--|--|
|              | <ul style="list-style-type: none"><li>• Most jobs filled by volunteers</li></ul>   |  |
| Next Meeting | Tuesday 11 September 2012<br>9.30 -11.30 am<br>Kingston room, City of Holdfast Bay |  |