



SOUTHERN SERVICES  
REFORM GROUP

**SSRG Workgroup Meeting**  
**Workgroup: Social Inclusion**  
**Date: 21 February 2012**

Present: Linda Macphail (Chair), Karen McDougle, Sadie Goddard-Wrighton, Jan Ifould, Heather Trainor, Jayne Basso, Lisa Jeanes, Karen Beeching, Sally Warnes (Project Officer), Bev Bannister (Minutes)

Apologies: Kellie MacGillivray, Margie Pitcher, Rima Sallis, Vanessa Leane

Agenda Items	Discussion	Actions
Welcome & apologies	Linda welcomed the group and introductions were made around the table	
Previous minutes/business arising	Minutes approved – November minutes included. Business arising – reminder to members to send brief outline to Sally re: what social programs they offer in the southern region	
Direction of the project and where to now?	<p>A general discussion by the group included the following:</p> <ul style="list-style-type: none"> <li>• Sadie: has been working on a Social Mapping Project for the last 10 months. She has coordinated focus groups with service providers and had opened it up to church groups and seniors groups as well. A survey was done last year – sent out to all HACC clients. 230 were received back - 76% admitted they were 'social'. A lot preferred a small group; they want to know that the groups are out there for them but not feel they are tied to something all the time. They don't want to feel that they have to go or are letting someone down if they don't go. The idea is to connect 'likeminded' people. Through finding out about all the places/groups to link people into Sadie has</li> </ul>	

	<p>found there is a lot of the same type of groups in different locations. She is also making a HACC specific social activity directory to have available to all Community Service Organisations to use as a tool when visiting clients. She is also trying to get a Holdfast Bay service provider network group specific to that area up and running.</p> <p>How do we find people who are socially isolated and not connected? Services don't always provide what is needed.  How do we reach the difficult to reach?  How do we find the hidden clients?  Male clients fall through the gaps</p> <p>Possible solutions:</p> <ul style="list-style-type: none"> <li>• Could educate existing workers/volunteers about referring isolated people</li> <li>• Could educate existing clients about referring isolated people</li> <li>• Develop partnerships in the community sector - do we need to take more of a community development approach/project – would we reach more people that way?</li> <li>• Workers doing 'In Home Care Services' could be a good resource to refer clients</li> <li>• Possibly hold an expo or information day promoting social inclusion</li> <li>• Develop a postcard aimed at socially isolated people. The postcard could have details of social programs – contact numbers – keep it simple but informative – would need a 'catch phrase'. Postcard could be put in medical clinics, chemist, Centrelink etc. Postcard launch could be organised. Put on the SSRG website. Have a down-loadable version so organisations can print their own.</li> <li>• Could we apply for funding to do the post card project?</li> <li>• Do A2HC make referrals for social programs?</li> <li>• Can we use A2HC phone number on the postcard?</li> </ul>	<ul style="list-style-type: none"> <li>• Get pricing of postcards and examples</li> <li>• Sally to talk to A2HC – screening process – do they make referrals to social programs?</li> </ul>
<p>Sharing of innovative case studies</p>	<p>Sadie – matching clients together in a buddy program to provide transport to groups – volunteers helping people get to an activity</p> <p>Karen – Intergenerational Aboriginal kindergarten children and seniors program at Coromandel Valley to do an Easter themed event</p> <p>Jan – McLaren Vale's Saturday group and the McLaren vale Primary School are working on a project to make quilts to be donated to a worthy cause  March will see the start of a Men's group bringing men and the primary</p>	

	<p style="text-align: center;">school working together</p> <p>Vanessa – sent an email about her experiences in the Philippines. This email was read to the group</p>	
<p>Project officer report</p>	<p><b>Workgroups:</b></p> <ul style="list-style-type: none"> <li>• Carer Issues Workgroup: working carers resource package. The writing of the resource has been completed and has been sent for graphic design and publication. It will be trialled in targeted workplaces to increase awareness in the workplace about working carers and where carers can access services to better manage their caring role.</li> <li>• Dementia Workgroup: is currently planning a project focusing on the reported gaps in dementia training experienced by care workers. Care workers have been surveyed to help identify what training could be useful. The next stage is to plan the sessions and invite feedback from workers at each stage of the process.</li> <li>• The In Home Services Workgroup: the group are keen to focus on the link between the health sector and community sector particularly in relationship to discharge planners in hospitals, to promote a clearer understanding of how the community sector operates. Smooth transition for consumers from acute care to community care has been identified as an area that requires innovative improvement to ultimately add value to the existing services. Development of a resource aimed for use by the health sector is being investigated by this group. Lyndall Gerrard will be attending the February meeting to further discuss how the implementation of A2HC has been going.</li> <li>• Consumer Workgroup: during their discussions about training needs of care workers it has been decided that it could be beneficial to collect personal stories, put together in a structured framework to demonstrate issues that have arisen and possible solutions to those issues. They feel these stories could be presented to educators of community services workers. This project is still in the early stages – the framework has been established and the stories will be written during the next month.</li> </ul> <p>The Consumer Empowerment Survey report has been completed and includes a short analysis comparing the consumer empowerment principles with the HACC service principles.</p> <p><b>Forums:</b> HACC Service Principles Consultation – the south and west are organising the sessions being held at the Morphettville Junction 20<sup>th</sup> February, 9:30 to 12:00. Service providers are asked to encourage their consumers to attend the afternoon session 1:00 to 3:00.</p>	

	<p>The HACC principle forum held in December was deemed a success and currently Lui (Eastern Collaborative Project) and I are writing a report which includes forum evaluations and all the stories collated. The most significant and commonly used words to describe the essence of the HACC service principles were – choice, individualised, collaboration, respect and flexibility.</p> <p><b>Website:</b> A new website is being developed. The aim is to have it available and working by mid-February. It has a different look and will be much easier to use.</p> <p><b>Gaps and Needs Survey:</b> The southern region gaps and needs survey has been distributed to the region. The survey will eventually be disseminated to all metropolitan regions (the eastern and southern have been the first). The results will be collated to demonstrate both regional differences and common issues experienced by all. The aim is to leave the survey 'live' until late March.</p> <p><b>New Projects:</b> Southern Regional Alliance – the SSRG has been invited to be part of the southern regional alliance who are planning a conference scheduled for 20-21 September 2012. It will be an exciting opportunity to represent the region regarding older people.</p>	
Information Sharing	Email group to share innovative practice to be set up by Sally.	<ul style="list-style-type: none"> <li>• Sally to send first email to group</li> </ul>
Next Meeting	<p>Tuesday 13 March 2012  9.30 -11.30 am  Kingston Room, City of Holdfast Bay</p>	