



SOUTHERN SERVICES  
REFORM GROUP

## SSRG Project Officer Update – November 2016

### Annual Report

- The SSRG annual activity report was submitted to the Department of Health 31 October 2016. Please see below for completed report.

### Aged Care Pathways Workgroup

- The main focus of this group continues to be monitoring the progress of CHSP.
- The group has commenced the Because I Can train the trainer program which is being delivered to the group over the course of several months to enable group members to use the resource in their practice.

### Dementia Workgroup

- The 3 driving and dementia film clips can be viewed from the SSRG website <http://www.ssrp.org.au>. So far there have been 212 viewings.
- There will be ongoing marketing and promotion of the resource across the sector.
- The group are exploring possible 'next' projects and aim to focus on carers of people with dementia.

### Ageing and Technology Workgroup

- The group is working on developing an on-line training resource for workers', volunteers and family members to use to learn how to better engage older people with technology (tablets and computers).
- The project is a partnership arrangement with St John Flourishing Lives Program who have already developed a resource containing 3 modules. The content is being combined into one on-line training program. There is a possibility that we will also partner with the UniSA Educational team - negotiations are currently happening.
- City of Onkaparinga is contributing funds to the project.
- A Masters Social Work student is assisting with the project. Please see below for the needs assessment report.

## Wellbeing and Resilience

- Workshops are being organised through LEAP SA (Let's Empower All People) to focus on workplace resilience. The first one is being supported by the SSRG and ECP – it is being held at the Glenunga Hub, 29 November, 2:00 to 4:00pm. The workshops will be delivered state wide.
- The SSRG is collaborating with the Better Practice Project to deliver wellbeing and resilience training to workers in the southern region. The first of these 'taster sessions' is scheduled for 13 December, 9:30 to 12:30 at Club Marion.

## Because I Can

- A train the trainer course was delivered 18 October at Marion Hotel. There were 15 participants.
- The workshop was delivered to 8 staff at Carer Support - 15 November.
- The SSRG has partnered with the Better Practice Project to continue to roll out the Because I Can Program. The first session is scheduled for 5 December at ACS.
- Sally and Lui DiVenuto presented Because I Can at the Gerontology Conference in Canberra – 2 November.

## Collaborative Projects

- Representatives from the Department of Health and Peta Braendler from ACS met with the Collaborative Project Officers in October.
- Below is a list of links to assist with accessing aged care reform information
  - Latest Newsletter  
<https://agedcare.health.gov.au/news/information-for-aged-care-providers-newsletter-issue-2016/19>
  - Sign up for ongoing Newsletter  
<https://agedcare.health.gov.au/ageing-and-aged-care-news-and-updates/advice-to-the-aged-care-industry>
  - Announcements  
<https://agedcare.health.gov.au/ageing-and-aged-care-news-and-updates-advice-to-the-aged-care-industry/announcements>
  - Webinars  
<https://agedcare.health.gov.au/ageing-and-aged-care-news-and-updates/webinars>
  - Publications  
<https://agedcare.health.gov.au/publications-and-articles>
  - Consultations  
<https://agedcare.govcms.gov.au/ageing-and-aged-care-news-and-updates/consultations>
  - Briefings & Workshops  
<https://agedcare.govcms.gov.au/ageing-and-aged-care-news-and-updates/briefings-workshops>
  - Speaking Requests  
<https://agedcare.govcms.gov.au/news-and-updates/aged-care-speaking-requests>
  - Aus Tender  
<https://www.tenders.gov.au/>
  - Multi Purpose Services (MPS) Subscription  
<https://agedcare.health.gov.au/programs-services/flexible-care/multi-purpose-services-program>

## Annual Activity Report: Activity Deliverables

<p><b>Engagement:</b> To engage with CHSP grant recipients and their clients, along with other aged care stakeholders, to build capacity of the aged care sector to implement the new reforms.</p>	<ul style="list-style-type: none"> <li>• Workshops with aged care stakeholders and clients to promote, discuss, problem solve and engage to aid the successful implementation of the reforms.</li> <li>• Distribute information to the SSRG network re reforms through email and face-to-face interactions.</li> <li>• Provide opportunities for consumer engagement.</li> <li>• Support the Department of Health with communication strategy to inform aged care consumers about the reforms.</li> </ul>	<p>1 January to 30 June 2017</p>	<ul style="list-style-type: none"> <li>• Deliver 2 workshops with a range of stakeholders about the reform process per annum.</li> <li>• Reform information distributed to the SSRG network at least once per month.</li> <li>• Meet with CHSP funded consumer groups or other relevant community groups / individuals in the southern region no less than 4 times per annum.</li> <li>• Support the communication strategy both directly to consumers and indirectly to service providers at meetings, workshops and training sessions, no less than 4 times per annum.</li> </ul>	<p>On-going</p>	<ul style="list-style-type: none"> <li>• <b>Southern Region Network Meeting – what’s going well and what’s not?</b> 26/11/16 <i>Attendees: 35</i></li> <li>• <b>MAC Information Session: OFTA 8/3/16</b> <i>Attendees: 60</i></li> <li>• <b>Aged Care Pathways Workgroup - what’s going well and what’s not?</b> 28/7/16 <i>Attendees: 15</i></li> <li>• Information associated with the aged care reforms distributed via email X10 (including ACAP Reform Unit fact sheets, Aged Care Roadmap, Designing the new integrated carer support, service, MAC feedback survey) <i>SSRG Network: 187</i></li> <li>• CHSP consumer interviews X 7 (supported by Flinders University placement student)</li> <li>• Indirect communication strategy to service providers at all SSRG Workgroup meetings X 22 (monthly meetings) <i>Workgroup Attendees total:57</i></li> </ul>
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<p><b>Collaborate:</b> To establish and maintain collaborative partnerships and projects between CHSP grant recipients, the Department of Health and other aged care stakeholders.</p>	<ul style="list-style-type: none"> <li>• Regular meetings with CHSP grant recipients through Executive and Steering Committees, regional network meetings and project groups.</li> <li>• Identify and respond to regional priorities.</li> <li>• Establish groups in response to identified needs to deliver project outcomes.</li> </ul>	<p>1 January to 30 June 2017</p>	<ul style="list-style-type: none"> <li>• Deliver bi-monthly Executive and Steering Committee meetings, engaging a broad representation from the sector including Regional Assessment Services representatives.</li> <li>• Utilise the Steering Committee members and their individual teams, to identify projects and prioritise – no less than 3 projects per annum, actions and outcomes to be identified.</li> <li>• Establish no less than 3 project groups per annum to respond to regional identified needs to achieve specific, pre-determined outcomes.</li> </ul>	<p>On-going</p>	<p>Executive and Steering Committee meetings X6 <i>Group members:33, representatives from 18 organisations</i></p> <ul style="list-style-type: none"> <li>• Priority project areas identified: Reform, Technology &amp; Ageing, Wellness and Dementia</li> <li>• Project workgroups established: <ul style="list-style-type: none"> <li>* Aged Care Reforms, meetings X2, <i>attendees 16,</i></li> <li>*Aged Care Pathways, meeting X9, <i>attendees 30</i></li> <li>*Ageing and Technology, meetings X8, <i>attendees 12</i></li> <li>*Dementia, meetings X10, <i>attendees 13</i></li> </ul> </li> <li>• <b>Project Outcomes:</b> <ul style="list-style-type: none"> <li><i>Aged Care Reforms:</i> continuing the conversation post MAC reform workshops</li> <li><i>Aged Care Pathways:</i> Finding solutions to reform issues including wellness practice.</li> <li><i>Ageing and Technology:</i> Partnership with City of Onkaparinga and St John – ‘Enhancing wellbeing through information technology’.</li> <li><i>Dementia:</i> Partnership project with the Southern CPN focusing on dementia and driving.</li> </ul> </li> </ul>
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<p><b>Reform:</b> To support the sector to implement the CHSP and other aged care reforms, and provide feedback to and from the Commonwealth.</p>	<ul style="list-style-type: none"> <li>• Establish communication between Department of Health representatives and CHSP grant recipients.</li> <li>• Identify and find solutions addressing barriers to reform implementation.</li> <li>•</li> </ul>	<p>1 January to 30 June 2017</p>	<ul style="list-style-type: none"> <li>• Complete at least one report per annum giving regional feedback which is themed re the implementation of the reforms.</li> <li>• Work with State-wide Collaborative Projects to collate all reform feedback to develop a State-wide perspective annually.</li> <li>• Meet with representatives from the Department of Health quarterly to share information.</li> <li>• Work collaboratively in the region using solution focused processes to address barriers to the implementation of the reforms through project groups, on 3 occasions per annum.</li> </ul>	<p>On-going</p>	<ul style="list-style-type: none"> <li>• Southern Region Network Meeting report completed Nov 2015</li> <li>• MAC Reform Survey report completed June 2016</li> <li>• MAC Reform Survey presentation at Collaborative Projects Symposium, July 2016, <i>attendees 151</i></li> <li>• Meetings with Department of Health: 26/9/16, 12/10/16</li> <li>• Specific workgroup meetings addressing solutions to MAC issues X11.</li> <li>• Workgroup and RAS partnership to develop a regional spread sheet to collect detailed provider information to assist the RAS with appropriate referrals. (Shared with providers state-wide)</li> </ul>
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<p><b>Responsiveness:</b> To support CHSP providers to deliver quality services which are responsive to client needs, including special needs groups.</p>	<ul style="list-style-type: none"> <li>• Identify, coordinate and/or deliver training to the region.</li> <li>• Use innovative responses to deliver quality services.</li> <li>• Identify and support best practice during the implementation of the aged care reforms.</li> </ul>	<p>1 January to 30 June 2017</p>	<ul style="list-style-type: none"> <li>• Collaboratively, deliver a suite of wellness and reablement training to the region, at least 4 sessions per annum.</li> <li>• Identify and implement 2 innovative approaches to wellness by engaging with other sectors and utilising research evidence.</li> <li>• Identify and share research with the region to support best practice and distribute to the network on 6 occasions per annum.</li> <li>• Deliver one session per annum to the region engaging service providers to share their good practice and achievements.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Because I Can</b> wellness workshop, developed by ECP &amp; SSRG delivered train the trainer sessions X3, <i>Attendees 35</i></li> <li>• SASMA Symposium – innovative approaches to wellness, launch of dementia &amp; driving resource, 23/9/16, <i>attendees 78</i></li> <li>• AAG (SA) conference presentation, Because I Can 6/5/16</li> <li>• Supported &amp; promoted training: Wellness workshops (BPP) X3, <i>attendees 62</i>, Changing lives through music X6, <i>attendees 27</i>, Footprints through the Clutter X1, <i>attendees 24</i></li> <li>• SA Collaborative Projects Symposium: sharing best practice and innovation 1/7/16, <i>attendees 151</i></li> <li>• Completed training through the SAHMRI Wellbeing and Resilience Centre</li> </ul>
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The Conceptualisation of Possibilities Report Sue Smith 19<sup>th</sup> Oct 2016

*Previous research has shown new communication technologies are underutilised by older people; a population group that could potentially benefit from them the most. In conjunction with St John, the Southern Services Reform Group (SSRG) has also recognised a gap in older peoples (65 and over) engagement with technology. St John and SSRG have established a project to train computer companions with the aim to encourage the regular use of computers and tablets to older residents in the southern region of Adelaide. The hope is that those who would actively participate with modern technology may help to alleviate social isolation and promote an overall sense of greater well-being. This is also particularly pertinent to help offset loneliness. There is a significant amount of literature to support 'positive ageing'. Ageing presents both opportunities and challenges. With the emergence of 'Digital Age' come new challenges and new opportunities. Demographic changes leading to the ageing of our population have occurred at the same time. Demographic changes and decline of the extended family contribute to less meaningful and infrequent contact with loved ones.*

It is put forth here that technology should empower older adults, not create barriers in accessing information. The idea is expand choice, potential, and promote community participation in societal processes and decisions. The purpose is to identify individual needs and wants of participants so that services can offer a more positive experience for this population. Further, to raise awareness and see a shift in sense making of how technology can make certain worlds possible. The key here is to include familial/ friends/ social and community based environments. The primary focus is 'positive opportunities' which include mental well-being and resilience which contribute to self- reliance, self- sufficiency and improved health. The objective is to *address any issues would likely contribute to the success in encouraging older people to engage or re-engage in the use of computers or tablets.*<sup>1</sup>

*A literature search revealed that*

***Ageing issues include***

- *When projects to engage the older person with technology come to an end; so too did the enthusiasm of the participant*
- *Evolution of technologies and the pace of change*
- *Older people's attitudes to technology how and what do they want to learn*
- *Confidence*
- *Distance*
- *Finance*
- *Disability*
- *Social isolation*
- *Cost*
- *Denial of need/lack of interest*
- *Fear of doing things wrong and/or not being able to access help when needed*

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<sup>1</sup> Not only does active ageing benefit the individual but society as a whole as it reduces individual, social, and governmental costs

Some seniors' organisations found in Australia are Australian Seniors Computer Clubs Association (ASCCA), Council on the Ageing (COTA), University of the Third Age (U3A) and SeniorNet that actively promote computer tuition for older people. Further, Busu (2012 online) recommends '8 top websites to help senior citizens obtain basic internet skills'. Although these approaches claim to focus particularly on 'complete beginners' who may be fearful of technology, it is argued here that a number of these systems require at least a minimum degree of technological knowledge already; hence, the relevance of this project. There is also very little research that describes what older people *themselves* say they want and need to learn.

A questionnaire/survey was created to provide stimulus material for the target group which is in accordance with the AASW ethical requirements. The purpose for using qualitative research is that it concerns itself with understanding *how* others experience life. The intention was to meet up with older people who frequent the two positive ageing centres (Wakefield House and Elizabeth House) to understand any concerns and priorities.

To date I have had the opportunity to talk with an 82 lady in her own home. I have also spoken to three women who attended Elizabeth House Woodshed, one woman on a Community bus outing, a worker at Seaford Community Centre and listened to and noted comments of one consumer of the Well-being workshop. This type of face to face interaction has the advantage of enabling me to establish rapport with potential consumers. From the first meeting I decided to put away the prepared questionnaire and take a less structured approach so that as a data collection strategy could be refined to interactive interviews keeping in mind the ethical principles of research. It was hoped that taking a less formal approach would stimulate further conversation and thought about the conceptualisation of possibilities inherent to lifelong learning. This was done with strengths based inquiry questions within a well-being framework.

**What are older people are saying about technology? What are the experiences and feelings that accompany the target group? No participant's names will be disclosed.**

**(E 82)**

E began her discussion with 'I'm too old to learn anything new'. She went on to tell me that someone had given her a computer once but was unsure of what to do with it even though it was suggested by family to 'practice' on it. She couldn't remember who gave it to her but remembered it being heavy to move, chunky and in the way. E found it easier for others to look up things for her and then just tell her; things such as how many other people shared her unusual first name. E revealed that she kept her mind active by watching game shows and trying to answer the questions (before the contestants) and watching the news and reading books. E said that she preferred 'real' books and later went on to say that she preferred 'real' cards and getting mail in the letterbox. E doesn't consider herself isolated and is in regular contact with her son and granddaughters (and their partners). E goes on regular outings with a neighbour and accesses the community bus to go grocery shopping. E acknowledges considerable changes in her life as she ages. For example she used to meet with good friends once a week to do ceramics but some of the others were now too frail or couldn't get around much anymore but they now caught up about every 3 months or so and talk on the phone frequently. E revealed that she would like it if her daughter/granddaughter and great granddaughter who live interstate would be in contact more. Her daughter had bought her 'one of those new fancy phones' but E found it near impossible to learn how to use it and got her granddaughter to remove information from it and put it back on a basic older mobile phone. E asked me if I would like to see her record collection. I asked her what her favourite song was from one of the albums she had shown me. I downloaded it on YouTube and she was 'absolutely thrilled' at what she was seeing. After some time I discussed other aspects of technology and by the time I left E wanted to know how much a tablet cost and where she could get one.

**Woodshed: Elizabeth House Community Centre**

**Participant 1 (69):** I used to teach basic computers at the community centre. It got too hard to teach people because and I don't know anything about software. Things change and I couldn't keep up with it. P1 now teaches others woodwork. P1 uses a personal computer frequently and often downloads



job specifications for her and others projects. I brought 2 tablets into the classroom and P1 agreed that it would be useful to have access to them which she now has.

**Participant 2 (71):** Joined into the conversation ‘yes, *she* used to teach me but left and then there were all these changes and I couldn’t keep up with it and I lost interest’. When I found out she was doing this class instead I decided to come here and do this [*sic* woodwork] and I enjoy this much better. P2 indicated that there was no one in particular she desired to keep in contact with and that most of her engagement with others was at the community centre.

**Participant 3 (unknown):** P1 asked P3 if she had any comments to make on the use of technology. P3 stated ‘Forget it! I hate computers and will never use one. Do you know what it’s like to have to go into Centrelink and get made to use a computer with no help?’. ‘It’s not fair being *made* to use a computer when we don’t want to’. P3 felt very strongly about the undesirability of modern technology however, she ‘appeared’ interested in the tablets when P1 was browsing through some potential new projects.

### **(H) 70: Community Bus**

I don’t know much about computers but I do use email and my son set me up with Skype so that I can keep in touch with him and the kids. I love that. I don’t really need it for anything else. I would rather just use it to keep up with the family otherwise it uses up way too much time. I’m not interested in Facebook or anything like that- it’s a load of rubbish.

### **Worker (mid 50’s) at the Seaford Community Centre**

I am a wiz at the computer and love to keep up with all the new technology. I love Windows 10 and don’t understand why so many people hate it. I started losing clients because they are scared of change. I wish people would just move with the times.

### **Participant in the Well-Being Workshop**

I don’t use a computer it is bad enough trying to use a mobile phone. I never even wanted one of those but my son moved interstate and insisted I have one so he bought me one and told me I must make an effort to learn how to use it. If I have any questions I ask my granddaughter – she helps me out with it a lot. She teaches me so I learn for next time but sometimes I forget and she has to show me again.

### **It would appear from these conversations that these findings reinforce current literature**

- Not very persistent or have given up trying
- Any motivations revolved around keeping in contact with family
- All experiences involve all or at least some negative experience/ feelings to date
- Feelings of being forced into trying/using/learning technology and when doing so not being able to keep up with the pace of change
- Experience was not person centred (frustration)