



SOUTHERN SERVICES  
REFORM GROUP

**SSRG Workgroup Meeting**  
**Workgroup: Steering Committee**  
**Date: 16 July 2012**

Present: Jen Day, Mandy ToczekMcPeake, Esther Westra, John Kurz, Donna Brownsea, Patricia Field, Carole Matthews, Sharyn Johnson, Jenny Sandow, Bronwyn Harding, Alison Bowden (Auspice), Sally Warnes (Project Officer)

Apologies: Monica du Plessis, Sharon Tentye, Anna Howard, Jan Gaskin, Tine Easforth, Bev Bannister,

Agenda Items	Discussion	Actions
Welcome & Apologies	Welcomes and apologies made Anna unable to attend the meeting – Alison Bowden is standing in as Chair Jenny Sandow new steering committee member – introductions were made around the group.	
Previous minutes	Minutes accepted No business arising	
SSRG Project Officer report	<p><b>Annual Plan</b> The draft annual plan was submitted at the end of May. The annual report is due at the end of July. A copy of the plan is included in this meeting information pack.</p> <p><b>2. Workgroups</b></p> <ul style="list-style-type: none"> <li>• <b>Carer Issues Workgroup:</b> The working carers resource trial is continuing. The commencement of the trial at the City of Onkaparinga has had some 'hitches' but 2 sections in the council have committed to trialling the resource and this will commence soon. The</li> </ul>	

workgroup will be presenting the project at the Southern Regional Alliance Conference – ‘Getting Connected in the Urban Village’ 20-21 September. The Equal Opportunity Commission will co-present at this event. They were involved in developing the working carers DVD with Carer Support.

- **Dementia Workgroup:** The training sessions - Problem Solving for Challenging Behaviours for care workers are almost finished. The last one is scheduled for 23 July. The sessions have been well attended. The evaluation forms are being collated and will be passed on to the workgroup for analysis.  
The Dementia Training Study Centres have indicated they will be offering another series of workshops on Younger Onset Dementia. The dementia workgroup are still deciding whether to also run some sessions on activities for people with dementia as this was something identified by workers in the survey conducted about training preferences. A session cost would be attached to these.
- **Social Inclusion Workgroup:** The group has been involved in much discussion about what graphics would best ‘work’ to capture the attention from older people who are socially isolated. Graphic designers, Toucan, have assisted in the development of the postcard – their designs are quite ‘out there’ and eye catching and not all group members think they are appropriate; however they are innovative and ‘new’. To help move the process along the workgroup are meeting with Toucan to discuss. There is also a research aspect which has been suggested – to test the ‘out there’ graphics versus the more traditional graphics and find out which one works more effectively.  
**Group response:** The images developed by Toucan were viewed and there was a mixed response to the innovative and different approach. After some discussion it was suggested that an action research methodology would be a better approach. This would mean that we take a ‘staged approach’ and trial one of the postcards first and record information about who responded, why they responded etc. - the information could then help us move to the next distribution.
- **In Home Services Workgroup:** The HACC funding (Round 27, non-recurrent) for the project ‘Health and Community Informed Choices’ has been successful. The project involves employing a project officer to create a resource/system to promote a smooth transition for consumers from acute care to community care. A position description and advertisement has been completed and is currently moving through the council processes.

The group recently discussed the issue of consumers who receive packages of care also receiving HACC services. Is it appropriate? Generally the group felt that if the service type was different then it is okay but they would like to hear the views of the steering committee.

**Group response:** The discussion involved looking to the future when consumer directed care becomes more widely available and this issue will probably resolve itself.

- **Consumer Workgroup:** The consumer workgroup continue to give valuable feedback about all SSRG projects. They are still discussing how to get their personal stories into a format that will have the greatest impact. There is interest in the findings of the Productivity Commission and some members are exploring how the recommendations might impact on their own experiences. They are also viewing the Needs and Gaps survey to better understand the issues identified in the southern region.

### **3. Budget**

The budget is on target.

### **4. Strategic Aims**

The strategic aims document has been developed in collaboration with all collaborative projects and we are exploring the possibility of using the aims as a more effective way of reporting. This will be discussed at the planned meeting with DAC and the Commonwealth this month.

### **5. Southern Regional Alliance**

The Southern Regional Alliance Conference is scheduled for 20-21 September 'Connecting in the urban Village'. The conference organising committee have selected TACSI, the baby boomers research project and the working carers project to be part of the breakout session presentations. The conference sponsor information is included in this meeting information pack and the SSRG have applied for session sponsorship. Each session requires a convenor, scribe and reserve which Sally will be organising for the above 3 sessions.

### **6. 2012 HACC Forum**

The HACC Forum collaborative project officer's presentation went quite well. We are still waiting to receive the collated information gathered at the workshop. The workshop questions were: 'What do you want to gain from working with the collaborative projects?' and 'What can you bring to the table to support the collaborative projects?'

### **7. Needs and gaps survey**

Information from the southern region needs and gaps survey has been collated. The data will be analysed to identify key trends and correlations across all the metropolitan regions.

### **8. National Aged Care Conference 2012**

The conference is being held in Adelaide 6-7 August at the Convention Centre. The conference will include a Keynote Address outlining the *Living Longer Living Better* aged care

	<p>reform package, a panel discussion on key themes of the aged care reform package including <i>Access, Choice, Quality, Wellness and Reablement</i>, the National Aged Care Assessment Framework and current research and advances in the area of dementia.</p>	
<p>Disability Ageing and Carers report – Jan Gaskin</p>	<p>We are still working through our restructure to merge the current HACC Funds Management with the current Disability Funds Management into 3 different teams. We are also going through significant recruitment for different positions as part of the restructure.</p> <ul style="list-style-type: none"> <li>▪ Website – this is still where it was although we will need to find a new home in a few months for our new disability information ...will let everyone know when that all happens...also will still send out emails to let you all know when anything of significance goes up on the website.</li> <li>▪ We are still working on the Innovative Ideas project information and the summary from the HACC Forum and both will be placed on the website when they are complete. This will probably be end July/early August for the HACC Forum report and the copy of the Innovative Ideas summary that was handed out at the Forum. We are still waiting on some resources from some of the Innovative Ideas projects, so possibly end August for resource examples to go up.</li> <li>▪ The HACC Carer Project Report will hopefully be on the website early August....this includes a Carer Practice Framework and Practice Principles. We would encourage everyone to have a read of the framework and principles and think how they might inform their current practice.</li> <li>▪ Contact your existing project officer if you have any agency queries, as who will be the contact for each agency is still being worked out. Silvia Fotinakis is still acting for Tina Eadsforth while she is on leave.</li> <li>▪ A quick update on the current restructure may be of interest. There are now 3 business areas, with main areas of responsibilities, however we will all be working together on many of the programs, eg Funding will involve all 3 areas, but we all will have responsibilities for different aspects, eg planning, finance and reporting. <ul style="list-style-type: none"> <li>○ Funding and Business Improvement – Ian Dillon is the Manager – includes the finance and MDS reporting.</li> <li>○ Contracts and Sector Liaison – Chris Butler is the Manager – responsible for contracts and agencies first contact for most matters.</li> <li>○ Quality and Service Development – Michelle Bampton is the Manager – responsible for Complaints (especially relating to existing higher level disability complaints), Quality, Service Development and Planning, Aboriginal program and the Community Passenger Networks.</li> </ul> </li> <li>▪ Any over 65/50 queries contact the Commonwealth directly.</li> </ul> <p>Please pass on my apologies for your meeting and wish everyone well.</p>	

<p>Innovative Projects update</p>	<p>Discussion about presenting the innovative projects in the south by organising a forum so the work can be shared. The innovative projects to present could include: ACH social program, the councils' train the trainer project, Alone in a Crowd, Technology to Aged Care. Possible venue: Bucklands on Marion Road (Southern Cross) The event could be planned for October/November</p>	<p>Sally to commence forum planning</p>
<p>Other business</p>	<p>Discussion about new funding agreements – for some there are concerns that the required outputs no longer match the 'actual' outputs. There is only an allowance of 5% flexibility which then possibly leads to non-person centred care. It was also raised that it is important to report actual service delivery to ensure the Commonwealth do have a true picture of service choice and need.</p>	
<p>Information round</p>	<p>Donna (Southern Cross Care)</p> <ul style="list-style-type: none"> <li>• Interactive community aged care channel – focusing on workforce development. Trial begins in December – variety of topics.</li> </ul> <p>Mandy (Carer Support)</p> <ul style="list-style-type: none"> <li>• Funding has been approved to establish a southern base or southern 'outreach'. This will be located at Morphett vale (corner of South Road and O'Sullivan Beach Road) where a range of services will be delivered. Aiming for the opening to occur in Carers Week in October.</li> </ul> <p>John (Alzheimer's Association)</p> <ul style="list-style-type: none"> <li>• Explained that there is funding to address younger onset dementia which will include training sessions and possibly a role similar to the dementia link worker.</li> </ul> <p><b>Quote of the meeting – “One size does not fit all”</b></p>	
<p>Next meeting</p>	<p>Next meeting agenda item: discuss how the SSRG could work more actively with people from other cultures.</p> <p>17 September 2012 2.00 – 4.00 pm Mayors Parlour, City of Marion</p> <p>Executive Committee meet prior to steering meeting 1.30 – 2.00 pm Mayors Parlour, City of Marion</p>	