



SOUTHERN SERVICES  
REFORM GROUP

**SSRG Workgroup Meeting**  
**Workgroup: Steering Committee**  
**Date: 19 November 2012**

Present: Anna Howard (Chair), Patricia Field, Jen Day, Jenny Sandow, Carole Matthews, Monica du Plessis, Mandy ToczekMcPeake, Sharon Tentye, Bronwyn Harding, Louise Fuller, Sally Warnes (Project Officer), Bev Bannister (Minutes)

Apologies: Donna Brownsea, Marie Noble, Sue Green, Alison Bowden (Auspice),

Agenda Items	Discussion	Actions
Welcome & Apologies	Christmas lunch meeting at Marion Hotel Welcomes and apologies made	
Previous minutes/business arising	Minutes accepted <ul style="list-style-type: none"><li>• Actions completed</li><li>• Meeting dates to be sent electronically</li></ul>	<ul style="list-style-type: none"><li>• Bev to send appointments for all 2013 meeting dates to group</li></ul>
Health and Community Informed Choices Project report	Louise was introduced to the group and introductions were made around the table <b>Project Aim</b> To increase the knowledge and understanding of health professionals about community services that are available in the City of Onkaparinga, City of Holdfast Bay, Marion and Mitcham. Targeted at health professionals – newly employed but will be available for all health professionals, community services and health consumers	

**Background**

- SSRG In Home Services Workgroup identified that some health professionals had a limited understanding of community services that resulted in inappropriate referrals, no service provision or inappropriate services
- Successful in gaining HACC Non Recurrent Funding for the Health and Community Informed Choices Project.
- Service Model Summary – the information collected will be specifically aimed for use by the health sector but will not exclude service providers. Will encompass all available community services in the southern region.

**Project Objectives**

- Apply innovative methods to connect to reputable information about community based aged care services and resources (online directories and databases, websites, contact details etc.)
- Increase the knowledge of health professionals about community services by incorporating into the resources interconnected and interactive links to relevant organisations
- Enhance the understanding of health professionals about community services by incorporating information within the resources - definitions, discharge checklist, FAQs
- Develop a suit of interconnected resources that are accurate, quick and easy to use – An App for mobiles, Ready Reckoner Reference Booklet that will include QR codes, Poster and Information Sheet and a Presentation Kit (PowerPoint)
- Incorporate sustainability by connecting to regularly maintained databases and built in ability to modify app information.

**Planning Phase**

**October to December –Research, Planning and Development**

**Research How Information is accessed**

- Health professionals identified that there is no one way that community services information are accessed. Resource folders, paper based directories (Onkaparinga Community Directory), asking colleagues, internet (Health Services Finder, SACommuniites), fact sheets and brochures.
- Carelink database rarely used.

**Collate Community Services Information**

- Collected a range of types of information

**Identify Resource Features**

- Research on available information and discussions with health professionals and other stakeholders revealed that there is a vast amount of information already available. However not always easy to access, not always clearly explained and sometimes out of date
- Resource features to include – provide accurate and comprehensible information by a process that is quick and easy
- Apply and integrate mobile phone technology to provide easy access to community health services

**Investigate Resource Types - feasibility, cost, availability**

- Identified - Compact Booklet similar to *PokitPal* - Robust as the pages are protected by magnetic ends, small enough to carry around, a ready reckoner of community services and enhanced by the inclusion of QR Codes
- The booklet is readily available and priced within budget constraints
- Identified App – Budget constraints determine that we can only afford one app. Development of an iPhone is priced within budget constraints.
- Determined an overall structure for the app.
  - Directory type structure that
    - ❖ links to services and resources information
    - ❖ includes fact sheets that explain terms, concepts, definitions and types of services,
    - ❖ contains a 10 Point Checklist (Questions to ask on discharge in relation to accessing most appropriated Community Services)
    - ❖ FAQs
    - ❖ provides information and advice
- Service information to include a brief description of the service (full description can be accessed by clicking through...), contact person, phone number, email address, link to website, location and map
- Direct link to CareLink [carelinksa.asn.au](http://carelinksa.asn.au)
- User interface to be fully interactive with one click to call a phone number or email or website
- Create a sustainable resource - Can be maintained by SSRG i.e. that is can change information, delete/add
- Start to think through a Training and Marketing Package - Poster, Information Sheet and Presentation (PowerPoint)
- All resources will use SSRG Logo and colours – blue and orange with similar design and layout

	<p><b>Investigate working with other Organisations</b></p> <ul style="list-style-type: none"> <li>Seniors Information Service – Met with Jenny Hughes CEO. Very interested in project and keen to be involved in SSRG.</li> </ul> <p><b>Identify Pilot Project Sites</b></p> <ul style="list-style-type: none"> <li>Two sites – an inner south and an outer south. Gain feedback on draft versions</li> </ul> <p><b>Summary of Work</b></p> <ul style="list-style-type: none"> <li>Confirmed large amount of Community Services Information</li> <li>Identified there is no one way of accessing information</li> <li>Established scope of project given limited time and budget – young professionals</li> <li>Confirmed Magnetic Booklet - feasibility, cost, availability</li> <li>Confirmed app feasibility and availability</li> <li>Commenced design and writing – service categories, definitions, Checklists, FAQs</li> <li>Gained feedback and promoted SSRG Project – Presented at all SSRG workgroups, the SSRG Steering Committee, the Southern Aged Care Services Forum and attended Southern Primary Health Get Together.</li> </ul> <p><b>Next – Now to December 31st</b></p> <ul style="list-style-type: none"> <li>Continue to write resource information within the suggested categories and headings</li> <li>Ensure that a holistic, person centred, strength based empowerment perspective flavours the written content.</li> <li>Liaise with resource developers re layout and links to other databases, websites</li> <li>To meet with Marion, Mitcham, City of Onkaparinga and Holdfast Bay councils community program managers to gain information on their specific services – confirm contact numbers, identify processes</li> <li>To meet with Southern Primary Health – to gain feedback on resource and to develop and plan marketing, presentation and distribution considerations</li> <li>To meet with Australian Red Cross – focus on identifying their capacity to assist with transport</li> </ul> <p><b>2013</b></p> <ul style="list-style-type: none"> <li><b>January to March - Develop Resources</b></li> </ul> <p>Design resources  Collate information into resources and presentations  Obtain feedback from Draft versions and Revise  Incorporate resource sustainability features</p>	
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	<p>Complete resources Develop marketing plan Design presentations format</p>	
<p>SSRG Project Officer report</p>	<p><b>1. Annual Report</b> A second annual report has been submitted to the Commonwealth. Please see attached.</p> <p><b>2. Workgroups</b></p> <p><b>Carer Issues Workgroup:</b> The trial of the working carers resource is complete. Number of surveys completed was 124 - they are being collated with the assistance of an evaluator. Post evaluation surveys will be done after a 6 month period. The workgroup are planning and organising an official launch of the resource for February 2013.</p> <p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>• You would attract the press if Mark Butler was the speaker</li> <li>• Invite CEO's and/or HR of organisations involved with SSRG</li> <li>• Have Business SA involved in launch</li> <li>• Send invitations to the highest level in the Commonwealth department and they will legate who will be sent to the launch</li> </ul> <p><b>Dementia Workgroup:</b> The group are exploring two possible options for their project in 2013.</p> <ol style="list-style-type: none"> <li>1. Training to expand knowledge and practice about 'enhancing independence' for people with dementia</li> <li>2. Training of 'Dementia Champions' in the region.</li> </ol> <p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>• Better to have speakers from Alzheimer's Victoria come to us than go on a 'road trip'</li> </ul> <p><b>Social Inclusion Workgroup:</b> The post card concept has been trialled. Interesting mix of views about the postcard image – it seems people either love it or hate it! A small number of contacts have been made because of the postcard (these will be tallied after a 3 month period). The distribution area was probably too small to really have an impact so postcards and posters were also sent to 42 medical centres in the Onkaparinga region. A second postcard trial will commence February 2013 in Holdfast Bay using the lady on the bike image.</p> <p><b>Consumer Workgroup:</b> The consumer workgroup continue to give valuable feedback about all SSRG projects. In their recent meeting they began developing a Charter of Consumer Rights. They have been very interested in the age care reforms.</p>	

	<p><b>3. Budget</b> The budget is on target.</p> <p><b>4. Innovative Projects Forum – showcasing projects in the southern region</b> The forum is scheduled for 23 November at Marion Hotel, 1:30 to 4:30 pm followed by Christmas drinks and cocktail snacks. Gary Sawyer, the Collaborative Project Officer in the Murray Mallee will be the emcee for the day.</p> <p><b>5. Better Practice Project</b> Two workshops being delivered by the Better Practice Project in November:  <ol style="list-style-type: none"> <li>1. Keeping Connected – 15/11</li> <li>2. Stand Up, Deliver and Be Confident – 29/11</li> </ol> </p> <p><b>6. Dementia Study and Training Centre</b> Younger onset dementia training session has been cancelled next month – they will be delivered to the region early next year.</p> <p><b>7. Appreciative Inquiry for Adaptive Change – Jeremy Scrivens</b> The evaluations received from the Jeremy Scrivens Workshop were mainly positive. 40% learnt a lot, 31% learnt a medium amount. The Collaborative Projects are looking at a follow-up workshop to continue the discussion about workforce development.</p> <p><b>8. Understanding developments in the sector</b> Attended Southern Regional Alliance Conference &amp; Demystifying Consumer Directed Care</p> <p><b>9. Consumer self-management – I Can</b> Collaboration with Eastern Collaborative Project and SASMA – developing a course for consumers to promote self-management to assist consumers with the skills needed for consumer directed care.</p> <p><b>10.</b> Thank you to all members for all the help and support you have given SSRG in 2012</p>	
Other business	Congratulations and thanks were passed on to Sally for the hard work she has done this year	
Next meeting	21 January 2013 2.00 – 4.00 pm Mayors Parlour, City of Marion	

	<p>Executive Committee meet 1.30 – 2.00 pm before the Steering Committee</p> <p>Agenda item: discuss how the SSRG could work more actively with people from other cultures.</p>	
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