



SOUTHERN SERVICES  
REFORM GROUP

**SSRG Workgroup Meeting**  
**Workgroup: Steering Committee**  
**Date: 21 May 2012**

Present: Anna Howard (Chair), Jen Day, Mandy ToczecMcPeake, Simon Pavelic, Esther Westra, Sue Green, John Kurz, Donna Brownsea, Patricia Fields, Alison Bowden (Auspice), Bev Bannister (Minutes)

Apologies: Monica du Plessis, Sharon Tentye, Carole Matthews, Jan Gaskin (DFC), Tine Easdforth (DFC), Sally Warnes (Project Officer)

Agenda Items	Discussion	Actions
Welcome & Apologies	Welcomes and apologies made Welcome to our guest speaker Esther Westra, ACH Apologies made for Sally and condolences sent to her	
Previous minutes	Minutes approved	
Guest Speaker	<b>Esther Westra – ACH Innovative project ‘Restoration, Making It Happen’</b>  <b>Purpose:</b> The ‘Restoration – Making It Happen’ project will support the changing of HACC service delivery to reflect restorative and re-enablement approaches. Activities include the piloting of an evidence based restorative project across HACC services; developing a train the trainer module based on the Better Practice Project and implementing a communication strategy across the organisation to share the outcomes of the pilot to improve practice. <b>Goals:</b> <ul style="list-style-type: none"><li>• Implement an evidence based restoration framework targeting HACC service consumers</li><li>• Develop an assessment toolkit to help coordinators implement active service delivery</li></ul>	

	<ul style="list-style-type: none"> <li>• Train a minimum of 40 staff in active service delivery</li> <li>• Implement sustainability measures within ACH Group</li> </ul> <p><b>Summary:</b>  The Restoration Making It Happen Project (RMIH) involved the implementation of an evidenced-based restoration approach across all 23 ACH Group funded programs. Through adopting this approach, ACH Group is reorienting its HACC funded services so older individuals receive services that support them to maintain, relearn and/or develop new skills that enable them to maximise their independence, control and wellbeing. Key results from this project include:</p> <ul style="list-style-type: none"> <li>• Development of an ACH Group Active Service Delivery (ASD) Model</li> <li>• Revision of HACC assessment tools and care planning processes</li> <li>• Pilot and training in ASD across the organisation including support workers, coordinators, Allied Health, management and senior managers</li> </ul> <p>Across ACH Group 23 HACC funded programs 454 staff have received training in ASD. Staff's approach to further adopting ASD into practice has been overwhelmingly positive. At a ground level, support workers and coordinators approach to clients is focused on the concepts of maximising capacity, control and wellbeing, where every opportunity is found for clients to undertake tasks independently, and where support is required, opportunities are found to work with clients, rather than for them. At a management, and senior management level, support for ASD has been demonstrated by participating in training, becoming train-the-trainers in ASD, providing staff with time to attend training sessions and facilitating the review of necessary policies, procedures and reporting requirements.</p> <p>Feedback from clients who have received services delivered within ACH Group's ASD model have appreciated having increased control, and regaining greater independence and wellbeing.</p> <p><b>Resources and Training:</b></p> <ul style="list-style-type: none"> <li>• Literature review of active service delivery models</li> <li>• Active service delivery framework</li> <li>• Client fact sheets on active service delivery</li> <li>• Training for coordinators in conducting assessment in a restorative framework</li> <li>• Training the care workers in identifying client risk factors within a restorative framework</li> <li>• Assessment toolkit including client self assessment</li> </ul> <p>* Referenced from HACC Innovative Ideas Funding Workgroups and Projects Executive Summaries June 2012</p>	
SSRG Project Officer report	<p><b>1. Workgroups</b></p> <ul style="list-style-type: none"> <li>• <b>Carer Issues Workgroup:</b> Working carers resource is now complete. Survey forms have been developed and will be used pre and post evaluation, plus focus groups will be run to gain a broader perspective. The resource pilot will be held at 3 sites – ECH, City of</li> </ul>	

Onkaparinga and Resthaven. The program trial includes giving presentations to managers and staff. The project trial has commenced at ECH and will be followed by City of Onkaparinga in June and Resthaven in July. Survey forms will be filled in at the time of the presentations. The pilot program aims to be completed by the end of the year and the workgroup are keen to hold a 'launch' of the product.

- **Dementia Workgroup:** Six dementia training sessions for care workers are being delivered by Alzheimer's Australia SA, Dementia Training Study Centre in collaboration with the SSRG Dementia Workgroup. There will be 3 held in the inner south and 3 in the outer south, beginning this month. There has been a good response from care workers and sessions are 'filling up'.
- **Social Inclusion Workgroup:** The group has moved forward in the development of a postcard to 'reach the unreachable'. The group's design ideas have been sent to Toucan to be professionally published. The postcard will be distributed in 2 pilot sites, one in City of Onkaparinga and the other in the City of Holdfast Bay. One postcode area will be targeted in each council region. The social program at each council will monitor calls received because of the postcard.
- **In Home Services Workgroup:** Missed a meeting in April due to ANZAC Day. Eager to move forward on the community services resource project but still waiting to see if the funding application has been successful. The group meets on the 23/5 to discuss 'next steps'.
- **Consumer Workgroup:** The Consumer Workgroup is scheduled to meet this month (they have been meeting bi-monthly). They are still concentrating on writing their own stories, using a solution focused format. Two consumers attended the trial Service Principles training developed by Mitcham, Marion and Holdfast Bay Councils. The consumers were very positive about the session and were pleased to be involved.

**2. Budget** – The budget is on target. Projects are continuing as planned.

### **3. New projects**

A possible new project which has been previously discussed is 'Mental Health Maintenance' - Holistic health for future years.

Holdfast Bay in conjunction with Flinders University are doing similar research and Sally was fortunate to facilitate the recent focus group which explored what baby boomers expectations are as they age. It has been decided to wait for the outcomes of this study so we are better informed and hopefully roll out similar research in the other southern council areas. Flinders University are interested in partnering the SSRG – more work will be done on this project in the coming months.

	<p><b>4. TACSI</b> – The Australian Centre for Social Innovation, in collaboration with the SSRG and ECP delivered a workshop showcasing their progress and prototypes they have developed to promote ‘great living’.</p> <p><b>5. Southern Regional Alliance</b> The SSRG is collaborating with the Southern Round Tables – a conference is being planned and is scheduled to take place in September. Please see supporting document re themes – are there any suggestions re speakers/presentations?</p> <p><b>6. 2012 HACC Forum</b> Much time has been spent on organising the Collaborative Project Officer’s presentation for the HACC Forum in June. Sally will be co-presenting with Lui DiVenuto both the power point presentation and workshop components of the session. The final section will be a panel discussion.</p> <p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>• Members read through Sally’s report</li> <li>• Noted the wrong date was on it</li> <li>• In Home Services workgroup project – Health and Community Informed Choices. Members were given a copy of the project proposal.</li> <li>• The group viewed the DVD from the working carers resource. A discussion was held on how the project will work.</li> <li>• Insert flyer/sticker inside the Carers Resource to acknowledge all those that worked on the project. A general discussion was held about the project. Carer Support felt that the carers and the Equal Opportunities Commission needed to be acknowledged for their contribution to the DVD and resource.</li> </ul>	
Disability Ageing and Carers report	<ul style="list-style-type: none"> <li>• Members are encouraged to register for the HACC Forum on 12 June as soon as possible. <a href="http://www.sa.gov.au/subject/Seniors/Corporate+and+business+information/Home+and+Community+Care+(HACC)/HACC+conferences+and+forums">http://www.sa.gov.au/subject/Seniors/Corporate+and+business+information/Home+and+Community+Care+(HACC)/HACC+conferences+and+forums</a></li> <li>• The first funding package of round 27 has been approved by the Commonwealth, this includes the direct allocation funds, eg Table 1 and all ATSI, CALD in the Funding Priorities document (start date from 1 May).</li> <li>• Still no word on the Invited Submission and non-recurrent one-off funding.</li> <li>• Tina is on leave so if you have any queries about funding or contracts please contact your contract manager (or Inga Perkons-Grauze) for state under 65/50 and the Commonwealth for over 65/50.</li> </ul>	

	<ul style="list-style-type: none"> <li>• The two reports from Ronda Held (Consumer Participation and Evaluation) will be on the website in a few weeks.</li> <li>• Go to the website to see the latest update (updated April). <a href="http://www.sa.gov.au/subject/Seniors/Corporate+and+business+information/Home+and+Community+Care+(HACC)/HACC+regional+updates">http://www.sa.gov.au/subject/Seniors/Corporate+and+business+information/Home+and+Community+Care+(HACC)/HACC+regional+updates</a></li> </ul> <p><b>Discussion –</b>  Mandy (Carer Support) – Successful in funding for an ATSI worker  Extra Retreats funding received  John - (Alzheimer’s Association) Funding extended for three years for GLBTI (Gay Lesbian Bisexual, Transgender, Intersex)  Additional funding for under 65 years received – younger onset dementia  Anticipating more funding under the ATSI program</p>	
Innovative Projects update	Maximising Active Participation – Southern Cross Care <ul style="list-style-type: none"> <li>• Training sessions are completed</li> <li>• Data is being collated</li> <li>• ‘Sorting out’ the resources</li> </ul> ACH – <ul style="list-style-type: none"> <li>• Doing a model that includes train the trainer component</li> </ul>	
Other business	Mandy - Handed out Carer’s Month flyers. Events being held over a period of time this year rather than just during Carers Week in October. A discussion was had on what type of support is offered by Carer Support, registering for support and the criteria required.	
Information round	Donna (Southern Cross Care) – <ul style="list-style-type: none"> <li>• CAPS packages are available and hard to fill in the Marion council area. These can be taken into Mitcham and Holdfast to be filled. Packages are available in the west and north as well.</li> </ul> Sue (ECH) – <ul style="list-style-type: none"> <li>• Converted 20 packages to the City of Onkaparinga as they cannot be filled in the Mitcham area.</li> <li>• Not the flow of referrals as anticipated coming from A2HC, especially for CAPS.</li> <li>• Went directly to discharge planners to get people to fill packages instantly.</li> <li>• ECH will officially be taking over all residential community services of Masonic Homes from 1 July 2012. This will be a two year process.</li> </ul> General Discussion –	

	<ul style="list-style-type: none"> <li>• With the new funding from the Commonwealth there will be different 'levels' in the packages – HACC, CAPS, EACH, and the fourth level to sit somewhere in between.</li> </ul> <p>John (Alzheimer's Association) –</p> <ul style="list-style-type: none"> <li>• Running a two day Dementia conference - run by DDMAS – day 1 - about carers, day 2 – aimed at professionals- health workers – September - more information to come.</li> <li>• Restructuring buildings at Glenside – looking for a new room to run seminars.</li> </ul> <p>Simon (Carers SA) –</p> <ul style="list-style-type: none"> <li>• Group counselling session started – five people registered – positive feedback – looking at holding more sessions later in the year.</li> </ul> <p>Jen (City of Onkaparinga) –</p> <ul style="list-style-type: none"> <li>• Regional Disability Network - Sibling Information Session - 13 June 2012 at 10.00-1.00pm Siblings of Children with a Disability - (suitable for workers in disability, health, education and community development). Guest speaker Kate Strohm Director, Siblings Australia Inc.</li> </ul> <p>Patricia (OPMHS) –</p> <ul style="list-style-type: none"> <li>• Still struggling with renovations to the building.</li> </ul> <p>Anna (Uniting Communities) –</p> <ul style="list-style-type: none"> <li>• Change of name to Uniting Communities.</li> <li>• Vacancies in CALD Community Program in the north.</li> <li>• West Torrens Council no longer providing services – Alwyndor has taken them up.</li> </ul> <p>Alison –</p> <ul style="list-style-type: none"> <li>• Audit happening next week – Commonwealth and HACC.</li> </ul>	
Next meeting	<p>16 July 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>	