



SOUTHERN SERVICES
REFORM GROUP

SSRG Workgroup Meeting
Workgroup: Steering Committee
Date: 30 January 2012

Present: Anna Howard (Chair), Mandy ToczecMcPeake, Monica du Plessis, Jayne Basso, Marie Noble, John Kurz, Bronwyn Harding, Jen Day, Carole Matthews, Alison Bowden (Auspice), Sally Warnes (Project Officer), Bev Bannister (Minutes), Jan Gaskin (DFC)

Apologies: Donna Brownsea, Ollie Fields, Patricia Fields, Sharyn Johnson, Simon Pavelic, Sharon Tentye

Agenda Items	Discussion	Actions
Welcome & Apologies	Anna welcomed all Introductions were made around the table Apologies were noted Members were given a copy of – SSRG project officer report SSRG flyer Carer Issues booklet, flyer and business plan Dementia training survey for care workers HACC Service Principle Consultation invitation Consumer Empowerment Survey report Consumer workgroup minutes Baby Boomer flyer City of Holdfast Bay Southern Regional Gaps and Needs Survey Budget	
Previous minutes	Minutes approved Actions completed	

Business arising	A question was raised about the Southern Regional Alliance – this will be discussed later in Sally’s report	
Election of new Executive Committee member	<p>Carole Matthews has been invited to join the executive committee in place of Michelle Knight who has resigned her position. Carole accepted.</p> <p>Kylee Nash has also officially resigned from the steering committee.</p>	
SSRG Project Officer report	<p>1. Workgroups</p> <ul style="list-style-type: none"> • Carer Issues Workgroup: working carers resource package. The resource has been sent to Via Media for graphic design and publication. Please see attached flyer, booklet and business plan. The business plan describes in more detail how the package is to be used, including the impact and positive outcomes for the organisation. Discussion: Carer Support DVD – there is some concern re copyright of the DVD which Mandy is addressing and feels hopeful that it can be resolved. • Dementia Workgroup: is currently planning a project focusing on the reported gaps in dementia training experienced by care workers. The first stage of the project is collecting data from care workers to identify training needs. The survey asks 4 questions – please see attached copy. Coral Sharp, on behalf of the SSRG Dementia Workgroup has spoken to Alzheimer’s training department about working with them collaboratively to deliver training sessions to care workers. Discussion: The group identified the following as ‘gaps in training’ - palliative care, younger onset dementia which presents with a different set of problems to older onset; substance abuse (which can present with similar symptoms as dementia) and strategies to help families deal with dementia. A challenge for the sector is to make sure all staff are trained, including contract staff. Comment about the care worker survey – it is important to structure questions appropriately – it may be beneficial to be more specific – language that is more ‘straight forward’ . • Social Inclusion Workgroup: exploring innovative strategies to work towards better outcomes for service users who are socially isolated. In December a workshop was delivered by Vanessa Leane (Circle of Friends, St John). She discussed personality traits and character strengths which help to ‘Create strategic interactions which integrate interactive strengths based processes to creating optimum social opportunities to empower people.’ 	

- 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 (still waiting on result of funding application). Lyndall Gerrard will be attending the 22 February meeting to further discuss how the implementation of A2HC has been going.

Discussion: A2HC - working well for some - side door entries are still happening. Useful to send referrals back to A2HC to give feedback re appropriate referrals. Bedside computers have been installed at Noarlunga Hospital. Noarlunga is first to pilot the computers – Flinders to get them soon - all patient records will be linked to all hospitals etc.

- 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.

The Consumer Empowerment Survey report has been completed (copy included) – includes a short analysis comparing the consumer empowerment principles with the HACC service principles.

Discussion: The group interviewed includes a diverse range of consumers/carers. Still have capacity to accept new members to the consumer workgroup. The consumer empowerment survey report will go to Disability, Ageing and Carers, SSRG website, Better Practice Project and used as evidence for funding application. The survey report only gives a ‘snapshot’ view of services. There seems to be fear from consumers to report anything negative in case it affects their services. Monica asked for permission to use the survey – their innovative project group are looking for material/case studies. Having consumers stories on the website can be very empowering

2. Forums

HACC Service Principles Consultation – the south and west are organising the sessions being held at the Morphettville Junction 20th February, 9:30 to 12:00. Service providers are asked to encourage their consumers to attend the afternoon session 1:00 to 3:00.

The collaborative projects are also being asked to present at the HACC forum in June 2012 which will also include presentations from the innovative ideas funding workgroups and service

	<p>The baby boomers are turning 65 – they are articulate and demanding but will face the same issues as people are dealing with now. Mental health and wellbeing is dependent on social connectiveness, effective self-management and building resilience. Holdfast Bay in conjunction with Flinders University are doing similar research – it is envisaged that the SSRG could meet and discuss the proposed project with representatives from Holdfast Bay/Flinders.</p> <p>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 and will give SSRG steering committee members an opportunity to have some input into the conference program.</p> <p>Discussion: Marie gave an outline of what and who the Southern Regional Alliance is. The alliance includes 5 regional round tables – Southern Housing Round Table, Children and Families Round Table, Youth Round Table, Onkaparinga Collaborative Approach to the Prevention of Domestic and Indigenous Family Violence, Aldinga/Sellicks Alliance and Healthy Cities. The conference theme is ‘Getting Connected in the Urban Village’- very broad. There are 2 over-arching themes – ‘Forging Pathways out of Poverty’ and ‘Addressing Social Determinants of Health’.</p>	<p>Sally will arrange to meet Monica to discuss further.</p>
<p>Disability Ageing and Carers update</p>	<p>FEBRUARY 2012</p> <p>Department restructure- Where does Home and Community Care (HACC) fit?</p> <p>As a result of the change of Ministerial portfolios in October 2011, there have been departmental changes to the administration of ageing programs. The Office for the Ageing (OFTA) has moved to the South Australian Department for Health and Ageing. Greg Mackie (OAM) has been appointed as OFTA’s Executive Director.</p> <p>OFTA will administer ageing programs that are non-HACC related. These include:</p> <ul style="list-style-type: none"> • Retirement Villages • Seniors Card • Ethnic Ageing Grants • Positive Ageing Development Grants and Grants for Seniors • Ageing strategies and policies <p>The HACC program will continue to be administered through the South Australian Department for Communities and Social Inclusion (DCSI) until 30 June 2012. Any HACC related queries should be referred to your HACC contract manager.</p> <p>From 1 July 2012, the following changes to the administrative arrangements for HACC will occur:</p>	

- The Commonwealth Department of Health and Ageing (DoHA) will administer the contracts for the HACC Aged Program for people aged 65 and over (50 years and over for Aboriginal people)
- DCSI will administer the contracts for the HACC Program for people under 65 (and under 50 years for Aboriginal people).

The South Australian Department for Health and Ageing (including OFTA) will continue to be responsible for policy and strategies relating to older people in South Australia.

HACC funding round 27

- The direct allocation funding package is currently being finalised. It is anticipated this package will go to the Commonwealth Department of Health and Ageing in mid February 2012.
- Assessments for the invited submission funding package have been completed. The package of recommendations is being finalised in conjunction with the Commonwealth and once completed will be forwarded to the Minister for approval.
- The HACC team is currently assessing the invited submissions for one off HACC funding. It is anticipated this package will go to the Minister in late February 2012.

HACC MDS Reporting

The State and Commonwealth are working towards developing a system that ensures agencies will only have to report HACC MDS once for both over and under 65/50 services. The reporting period will remain quarterly.

South Australian under 65/50 financial reporting will be required half-yearly from July 2012, in line with the Commonwealth requirements.

HACC Annual Plan 2011-12

The HACC 2011-12 Annual Plan is with DoHA for their approval and agencies will be notified when it is available on the HACC web pages.

HACC web pages and communication

There will be a number of changes to the current HACC web pages over the coming months.

- With the creation of an Ageing and Health portfolio, the current Office for the Ageing information will be moving to the Health website.
- DFC has changed to Department for Communities and Social Inclusion (DCSI).
- The Funds Management Unit will combine to manage the under 65/50 HACC Program and the Disability Programs.

- Although it appears the location of the HACC pages will change, DAC will keep you updated and informed as we progress this.

DAC are considering strategies for communication with the HACC sector following the transition of the over 65/50 services. This will also include discussions with the Commonwealth Department of Health and Ageing (DoHA) to ensure that after the transition the HACC sector continues to receive regular information.

HACC forum 12 June 2012

The sector wide HACC Forum is planned for the 12 June 2012 which will be held at the Adelaide Convention Centre.

The HACC Reform Reference Group Service Principles Implementation Sub-Committee will be planning the content of the forum. It is planned there will be opportunity for presentations from the Better Practice Project, Collaborative Projects, Innovative Ideas funding workgroups and Service Principles implementation projects. Further information will be available in early 2012.

Home and Community Care (HACC) Reform – South Australian Service Principles Implementation

The Home and Community Care (HACC) Reforms Reference Group Sub-committee in conjunction with Disability, Ageing and Carers has commissioned two areas of work which are important components of service reforms. The areas of work will provide a framework and resources for service providers wishing to:

- Evaluate the implementation of the HACC Service Principles and how these have impacted on consumers and carers receiving HACC services
- Understand the most effective ways to engage consumers and carers in all levels of service planning, design and evaluation.

A literature review for each topic has been completed and are available on the HACC web pages at:

[http://www.sa.gov.au/subject/Seniors/Corporate+and+business+information/Home+and+Community+Care+\(HACC\)/HACC+Service+Principles/HACC+Service+Principles](http://www.sa.gov.au/subject/Seniors/Corporate+and+business+information/Home+and+Community+Care+(HACC)/HACC+Service+Principles/HACC+Service+Principles)

The consultants, Ronda Held and Associates, are seeking the views of services providers, consumers and carers on a draft framework in each of the areas of evaluation and consumer participation. In the week beginning the 20 February 2012, they will be holding consultations to find out what has worked well in these areas to date. Further information about these consultations is also available from the above link. The information provided at the consultations

will inform the final frameworks for the two project areas.

2012 World Appreciate Enquiry Conference

Joyleen Thomas (Better Practice Project, ACS) and Ronda Held (Ronda Held and Associates) will present at the 2012 World Appreciative Enquiry Conference to be held in Ghent, Belgium during April. Their presentation will focus on the Better Practice Project and the HACC Service Principles and it is a great opportunity for the South Australian HACC sector to be showcased on a global stage.

Innovative Ideas funding

The third workshop for the innovative Ideas funding projects will be held on the 4 April 2012. The workshop will provide an opportunity to explore how the learnings can be shared and consolidated and how collaboration can continue beyond the conclusion of the projects.

Each project is due to complete their second progress report by the end of February. These will be collated into one summary report and will be uploaded onto the HACC web pages. The three workgroups will also complete a joint report and workgroups will present this information at HACC forum in June 2012.

HACC CALD Forum

The CALD HACC Workers Forum was hosted on Wednesday 8 February 2012 at the Sunnybrae Function Centre. Approximately 130 people attended the event. The Hon Ian Hunter, Minister for Communities and Social Inclusion launched the *Emerging Needs Scoping Studies* and the *CALD Meals Scoping Study*. These studies are available on the HACC web pages at:

[http://www.sa.gov.au/subject/Seniors/Corporate+and+business+information/Home+and+Community+Care+\(HACC\)/HACC+research+and+publications](http://www.sa.gov.au/subject/Seniors/Corporate+and+business+information/Home+and+Community+Care+(HACC)/HACC+research+and+publications)

Dr David Caudrey, Executive Director, Disability, Ageing and Carers presented the CALD HACC Volunteer Recognition Awards to 31 HACC volunteers. The awards acknowledge the hard work and dedication they have contributed to delivering services to the CALD community.

A number of updates were provided by staff from Disability, Ageing and Carers – Funds Management in addition to Ms Sallyann Ducker, Director SA/NT Implementation Section, HACC Reform Branch, DoHA on the HACC reform.

Three CALD HACC service providers shared their experiences, challenges and success of their HACC Innovative Ideas Projects.

Aboriginal Team

Jardine Kiwat and LeeAnn Luxton have recently taken on the roles of senior project officers in the Aboriginal team. They are in the process of familiarising themselves with the HACC agencies and are visiting agencies.

Planning for the Aboriginal HACC Forum to be held in May 2012 is taking place.

HACC Carers Project

The HACC Carers Project was initially identified as a project about relinquishing carers. However, early in the project it became evident there was a need to develop a practice framework that would support carers from the time they first accessed the HACC Program, until the time of relinquishing care. The focus of the project has been one of understanding the carer journey to help in the development of this framework.

The report for the HACC Carers Project is currently being finalised. Over 400 carers participated in the consultation process through either attendance at meetings or completion of a survey. Carers who participated were from a wide age range and from across all areas of South Australia. Specific consultations with CALD and Aboriginal carers were also held.

A summary of the project's findings will be made available on the HACC web pages at <http://www.sa.gov.au/seniors/hacc> by June 2012. Within DAC, the contact for the HACC Carers Project is Amy Weckert. She can be contacted at amy.weckert@dcsi.sa.gov.au or 8207 0226.

HACC transition

- A joint Letter of Introduction from the Commonwealth Department of Health and Ageing (DoHA) and DCSI was sent to all HACC service providers on 18 December.
- Included with the letter was an information package comprising a copy of the draft Commonwealth Funding Agreement and Schedule, draft Terms and Conditions, draft Commonwealth Program Manual, Brief Guide to accessing the HACC Aged Care Program Service Provider Portal, DoHA presentation slides and the draft South Australian Government HACC Service Agreement.
- In January 2012, HACC service providers were sent information about the DoHA HACC Aged Care Program Service Provider Portal logon process and were asked to access the portal within two weeks to check the accuracy of their organisational details.
- A joint Letter of Intent is being finalised and will be sent shortly. This will outline the proposed HACC funding split for each HACC funded organisation and the rationale for determining that figure. There will also be information about responding to this letter via the portal and there will be an opportunity to discuss the splits further with DoHA and/or DCSI and negotiate any changes as necessary.
- Information sessions for HACC service providers in South Australia are being planned for

mid March 2012. You will be informed when further details are available.

- For further information on the HACC reforms:
 - National Health Reforms on <http://www.yourhealth.gov.au> Information about the HACC transition, including fact sheets for service providers, is available by clicking on the Aged Care tab, Home and Community Care Reforms section.
 - The DoHA HACC Service Provider Helpdesk is available from 8am to 6pm AEDT Monday to Friday on 1800 057 616 or email HACC.Reform@health.gov.au
 - Information on the HACC transition process specific to South Australia can also be found at <http://www.sa.gov.au/seniors/hacc> or contact DCSI on (08) 8415 4244.

National strategies

Community Care Common Standards Guide

To prepare for the quality reviews against the Community Care Common Standards, service providers are encouraged to obtain a copy of the *Community Care Common Standards Guide*. It explains the three Common Standards; eighteen expected outcomes and the quality review process. The Guide also includes some helpful hints for the quality review. Hardcopies can be ordered by emailing health@nationalmailing.com.au Quote the name of the guide and product number (Product no: STO350) to obtain a free copy.

Peer Reviewers

Quality Management Services (QMS) is engaged by the Department for Communities and Social Inclusion to conduct quality reviews for the HACC program. Service providers interested in being Peer Reviewers should contact QMS. For both agencies being reviewed and agencies releasing staff, as well as the Peer Reviewers themselves, there is value and learning to be gained. Peer Reviewers are selected for each review based on the individual knowledge and experience they will bring to the process. The voluntary position can require a commitment of 2-3 days per review. The Peer Reviewer will receive support and training from QMS about the role and review process and work with an experienced Review Coordinator. To register your interest, please contact QMS on (08) 8332 8277 or email: qmssa@qms.org.au

World Elder Abuse Awareness Day Conference 2012

The Aged Rights Advocacy Service (ARAS) has secured a line up of international, national and interstate speakers for their conference to observe World Elder Abuse Awareness Day 2012. The title of the 2012 conference is 'There's no excuse for abuse – Addressing the Future' and the conference will explore the role of organisations and individuals in preventing abuse and upholding the rights of older people regardless of where they live. The conference will be held Thursday 14 June 2012 at the Adelaide Convention Centre. Registrations and further information is available by contacting calling ARAS on 8232 5377 or email: diane@agedrights.asn.au

	<p>HACC stream staff changes</p> <ul style="list-style-type: none"> • Duncan Stevenson has commenced as project officer • Jasmine Banham has commenced as graduate officer 	
Innovative Projects update	<p>Monica - Green group – Cities of Marion, Mitcham and Holdfast Bay in collaboration have developed a training package to target contract workers used by councils that work in the aged care industry. They have engaged the Better Practice Project who is writing the material. The objective is to develop a training package, then train the managers to go back to their workplace and train the contractors/employees.</p>	
Budget	<p>Please refer to budget summary distributed.</p>	
Information round	<p>Jayne: The Metro-Mob meets the 2nd Tuesday of every month. The meeting is primarily about aboriginal specific HACC services. The next meeting is 14 February 10:00 to 12:00 at Aboriginal Home Care offices at Bowden. Sally is invited to attend.</p> <p>Anna: UnitingCare Wesley Adelaide has increased their number of available packages. Currently there are vacancies in CALD specific CACP's packages – metro wide.</p> <p>Mandy: Currently planning a carers conference in the south. The idea was suggested by a client. To be held at South Adelaide Football Club, 1st & 2nd December 2012.</p> <p>Carole: The Marion Resthaven Respite Consumer Advisory Group have developed a booklet titled 'With a Little Help'. The booklet identifies how family and friends can support a carer. Copies are available. It can also be accessed through the Resthaven website.</p>	<p>Sally to attend Metro-Mob meeting.</p>
Next meeting	<p>19 March 2012 2.00 – 4.00 pm Chambers, Marion Afternoon tea provided</p> <p>Executive Committee meet prior to steering meeting 1.30 – 2.00 pm Chambers, Marion</p>	