



SOUTHERN SERVICES
REFORM GROUP

SSRG Workgroup Meeting
Workgroup: Steering Committee
Date:

Present: Tania Robertson, Lacey Kis, Natasha Boots, Lui DiVenuto, Lynda Macphail, Mel Olsson, Sarah Nicholas, Janine Callegari, Monica DuPlessis, Jacqui Bowden, Chris O'Brien, Margaret Potts, Meredith McLeod, Jenny Bennett, Vivienne Tomlinson

Apologies: Cathy Wiseman

Agenda Items	Discussion	Actions
Welcome and apologies	<ul style="list-style-type: none">welcome and apologiesWelcome to LEAP SA, Jenny Bennett and Vivienne Tomlinson, who are presenting a workshop: 'Setting the scene for success in 2017'	
Introduction, previous minutes & business arising	<ul style="list-style-type: none">previous minutes acceptedintroductions were made around the tableNo business arising	
Project Officer update	Commonwealth Home Support Programme (CHSP) - Service Stocktake Report (1 July 2016 – 31 December 2016) <ul style="list-style-type: none">The next activity report is due 31 January 2017 (reports are required 6 monthly).	

- The Collaborative Project funding has been extended until 30 June 2018.

Aged Care Pathways Workgroup

- The main focus of this group will continue to be monitoring the reform process and 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 group will be exploring possible 'next' projects. One recommendation has been to focus on carers of people with dementia.

Ageing and Technology Workgroup

Background: 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.

- A draft training program script has been developed. It includes the following topics: character strengths and motivation, the impact of memory on successful learning, the importance of communication skills, 10 effective actions for successful coaching sessions and adult learning styles.
- University of South Australia (UniSA) is establishing a website for 'Flourishing Lives'. The Computer Coaching On-Line Training Program will be part of this site. UniSA is supporting the technical development of the program.
- In White Space will be engaged in a consultative role to assist with the format and creative content of the training module.

Resilience in the Workplace

- Workshops have been organised through LEAP SA (Let's Empower All People) to focus on workplace resilience – 2 options for the south:

1. **SSRG and ECP** at Glenunga Hub, 29/11/16, Attendees 22.
2. **SSRG and Western Linkages** at Morphettville Junction, 23/2/17

A Taste of resilience

- The SSRG is collaborating with the Better Practice Project to deliver wellbeing and resilience 'taster' workshops – based on the SAHMRI Wellbeing and Resilience training.
- The first of these sessions was delivered 13/12/16 at Club Marion, Attendees 30.
- A second session is planned for the eastern region – 2/3/17

Because I Can

- The SSRG has partnered with the Better Practice Project to continue to roll out the Because I Can Program.
- The first session was delivered 5/12/17 at ACS, Attendees 20. A follow-up session is planned to deliver the train-the-trainer component. (The delivery format is to participate in the 3 hour workshop, followed by a half-day train-the-trainer module).
- A second workshop is scheduled for 28/3/17 on behalf of the Eastern collaborative Project.

Wellbeing workshop

- A 2 hour workshop was delivered to the staff of Life without Barriers based on self-management principles of the Because I Can program, 7/12/16, Attendees 30.

State-wide Collaborative Projects

- The State-wide collaborative Projects are organising another symposium in July 2017.
- The topic will be loneliness and social isolation.
- It will include: The reform agenda and how it relates to loneliness and social isolation, defining and exploring the similarities and differences between loneliness and social isolation and responding to each, workshops in response to pre-set questions of interest, ageing and digital technology, social isolation and dementia

South Australia Self-Management Alliance (SASMA)

- Planning to host the 4th SASMA Symposium – it will be in conjunction with the Disability,

	<p>Ageing and Lifestyle Expo in October.</p> <ul style="list-style-type: none"> • Planning a project based on consumer empowerment – in the early stages of development. <p>Flinders Placement Student</p> <ul style="list-style-type: none"> • Sue Smith, Social Work Masters student from Flinders University has completed her placement hours – her last day was 3/1/17. She was assisting with the Ageing and Technology project. <p>April SSRG Forum</p> <ul style="list-style-type: none"> • Thursday 6 April 2017 – 9:30am to 12:30pm @ Cove Civic Centre • Focusing on wellness and reablement...any suggestions? <p>Suggestions: How to apply wellness principles, Better questions, what wellness looks like, Best practice stories</p>	
<p>LEAP SA 'Setting the scene for success in 2017'</p>	<p>Brainstorm: What makes a good leader / manager? Patience, communication, listening, integrity, decisiveness, consistency, inspiring, creative, setting a good example, fore-sight, knowledge of the system, high boiling point, high tolerance, flexibility What makes a manager happy? A good team, trusting team, higher management support, working towards the same goals, trust and motivation, see the team doing/enjoying their work, 5 o'clock Friday, people that come with solutions – solution focused, flexibility to manage change, celebrate achievements</p> <p>3 elements to achieve success: Emotional intelligence, Mindfulness, Self-efficacy</p> <p>Emotional intelligence: the X-factor for success – the ability to understand your emotions, do you respond or react? Two elements – 1) self-awareness and 2) self-management</p> <ol style="list-style-type: none"> 1) Self-awareness: understanding yourself, reading people, taking blame rather than blaming others and developing that culture in team members, inform, give clear 	

instructions, be aware of non-verbal communication

2) Self- management: how you control your emotions and behaviour. Best to respond to situations – step back and think about it.

Mindfulness: roots in Buddhism

Focusing and seeing things in the present moment.

- Focus
- Awareness
- Clarity

A benefit of mindfulness: Neuroplasticity – changing neural pathways in the brain to increase

- Calmness
- Decision making skills
- Ability to pay attention to the present moment

Mindfulness leadership – nurture the passion for your work

Practicing mindfulness: centre attention on the breath – focusing allows us to be calm and centred, be fully present to what you are doing, mindfulness exercises train your brain – even one minute of consciously connecting with one of your senses, helps to rebalance the nervous system.

Multitasking does not increase productivity - we should only focus on one thing at a time.

Quote: Darwin “The one who is the most adaptable to change will survive.”

Self-Efficacy: belief in yourself, ‘you can do it’

Albert Bandura – social learning theory

- Belief you can succeed in a particular situation
- Thrive when there is a problem
- Belief in your ability to do it well – commitment
- A strong sense of self efficacy helps you ‘bounce back’

Self-efficacy includes: skill mastery (belief you will succeed), social modelling, social persuasion.

Do something outside of your comfort zone each day. Team members need to have the opportunity to do other roles. ‘You believe they can do it’

Important skill: Art of delegation

<p>Information sharing</p>	<p><i>Meredith: City of Onkaparinga</i> Rolling out Wellbeing and resilience courses in Onkaparinga for any resident over 65years.</p> <p><i>Margaret: Carer Support</i> Are hosting one of the Wellbeing and Resilience courses. The southern office is a busy centre. Carers can see counsellors at the centre – from Carers SA</p> <p><i>Chris: ECH</i> Promoting their services through media outlets.</p> <p><i>Jacqui: APM</i> Busy before Christmas but quiet at the moment. Team are doing training. Recent MAC IT upgrades which seem to have been successful.</p> <p><i>Monica: City of Holdfast Bay</i> Quiet start to the year</p> <p><i>Janine: Care and Share</i> Have completed the transfer from paper base care plans to electronic. Will begin doing more program promotion.</p> <p><i>Sarah: James Brown</i> Preparing for changes in Home Care – very busy</p> <p><i>Mel: Anglicare</i> Level 2 packages available in the south, consumer advocate service, ACHA available in the west, social support 1:1 available</p> <p><i>Lynda: City of Mitcham</i> New group, under 65years - table tennis, billiards. New bus linking isolated people to social activities.</p> <p><i>Lui: City of Onkaparinga</i> Fringe performance – Look Closer – 17 & 18 March, social program Fishing with Friends – story in the Messenger, SA Gerontology Conference 30 June 2017 – Dollars and Sense: The Economics of Ageing. New team promotion: Keep connected, Keep Active, Stay well</p> <p><i>Natasha: Carers SA</i> Busy advisory line, funding extended until June 2018, screening required for counselling services as high number of requests, Creative ways to caring course to be delivered in the south, response to DSS re the integrated carers discussion paper in partnership with Carers Australia, currently project planning</p>	
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	<i>Tania: ACNA</i> Highs and lows in referral numbers. Working on 'easy access to reviews' document and will take to service providers to discuss.	
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Next meeting date: Monday 27 March 2017

Time: 2.00 - 4.00 pm

Venue: Marion Council