



SOUTHERN SERVICES
REFORM GROUP

SSRG Workgroup Meeting
Workgroup: Steering Committee
Date: 27/3/17

Present: Tania Robertson, Lui DiVenuto, Sarah Nicholas, Jacqui Bowden, Chris O'Brien, Margaret Potts, Meredith McLeod, Jen Day, Bronwyn Harding, Julia Overton, Tali Warnock, Chris O'Brien, Rima Sallis, Carole Matthews, Sally Warnes

Apologies: Natasha Boots

Agenda Items	Discussion	Actions
Welcome and apologies	<ul style="list-style-type: none">• welcome and apologies• Welcome to Jen Day who is giving an update about changes in the disability sector.	
Introduction, previous minutes & business arising	<ul style="list-style-type: none">• previous minutes accepted• introductions were made around the table• No business arising	
Disability sector update	<ul style="list-style-type: none">• Recent NDIS & social inclusion consultation held at city of Onkaparinga• Disability, Access and Inclusion Survey : to be completed by 28 April 2017.• There is a need for more infrastructure in the community to support people with a disability• All councils need to have active access and inclusion plans – all people need to feel they	

belong

- Important areas to address: employment & transport

Excerpt from **Disability Policy Unit**

‘Response to the National Disability Strategy

In response to Australia’s commitment to the United Nations Convention on the Rights of Persons with Disabilities, all states and territories have agreed to implement the *National Disability Strategy (2010-2020)* (NDS). The NDS is a ten year plan to improve life for Australians living with disability, their families and carers by ensuring that all areas of society are inclusive and accessible. The six NDS outcome areas are:

1. Inclusive and accessible communities
2. Rights protection, justice and legislation
3. Economic security
4. Personal and community support
5. Learning skills
6. Health and wellbeing

South Australia (SA) is meeting its requirements under the NDS in two key ways:

- Implementation of the recommendations of the report, *Strong Voices: A Blueprint to Enhance Life and Claim the Rights of People with Disability in South Australia (2012-2020)*.
- Introduction of disability access and inclusion plans (DAIPs) across State and Local Government in SA. ‘

‘Disability engagement and consultation

Disability SA provides ways to connect:

- people living with disability
- their carers and families
- the broader community
- the non-government sector and inform government policy and program development, and service delivery.’

www.dcsi.sa.gov.au/disabilityengagementregister

	<ul style="list-style-type: none"> • NDIS roll out January 2018 in the South • Continuity of Support Programme – if not eligible for NDIS may be eligible for this – everything block https://agedcare.health.gov.au/programs-services/commonwealth-continuity-of-support-programme 	
Project Officer Report	<p>Aged Care Pathways Workgroup</p> <ul style="list-style-type: none"> • The main focus of this group will continue to be monitoring the reform process and CHSP. • At the March meeting we discussed DEX – the partnership approach, SCORE and the mandatory survey. Please see information distributed. • The group also identified some significant gaps in accessing services – these include palliative care clients, consumers with higher needs on a waiting list for a package and requiring interim CHSP services and complex clients with high needs, often experiencing mental health issues, hoarding and squalor. <p>Dementia Workgroup</p> <ul style="list-style-type: none"> • The group is investigating a co-production project focusing on carers of people who have dementia. • The definition of co-production: “Co-production is individuals, communities and organisations working together as equals to improve experiences for people who access services. It requires a commitment to working collectively and collaboratively, where each person is involved in the process from beginning to end, exchanging information and power for mutual benefit.” (Community West, 2016) <p>Ageing and Technology Workgroup</p> <ul style="list-style-type: none"> • The group is continuing to work 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. Please see the training slides developed so far. 	

Resilience in the Workplace

- Supported by the **SSRG and Western Linkages** LEAP SA delivered a workshop 'Resilience in the Workplace at Morphetville Junction, 23/2/17. Attendees: 25
- The SSRG will be organising more resilience taster sessions for the south.

Because I Can

- The SSRG has partnered with the Better Practice Project to continue to roll out the Because I Can Program.
- A second workshop was delivered collaboratively with BPP in February 2017 – feedback from the workshops has been positive and encouraging. Attendees: 10
- The City of Onkaparinga and City of Marion are planning to deliver workshops.

Wellbeing Forum

- Scheduled for Thursday 6 April 2017, 9:30 to 12:30 at Cove Civic Centre.
- Please see flyer and program.

State-wide Collaborative Projects

- The State-wide collaborative Projects are organising another symposium, 7 July 2017 at Morphetville Race-course titled 'No one has no one'.
- Please see draft program.

South Australia Self-Management Alliance (SASMA)

- Planning to host the 4th SASMA Symposium titled 'Find your power, look within'. It will be in conjunction with the Disability, Ageing and Lifestyle Expo in October.
- Planning to develop a You- tube film to promote and encourage consumer empowerment – in the early stages.

Wellbeing and Resilience Workshops

- Delivering the workshops with the Onkaparinga wellbeing team to better learn and understand the material and work more closely with consumers.
- Planning a partnership with City of Marion and Holdfast Bay to deliver the course to consumers, starting in May.

	<p>Assistant project officer position</p> <ul style="list-style-type: none"> • Currently advertising to fill the position of assistant project officer to the SSRG and Active Ageing Team. 	
Information sharing	<p><i>Meredith – City of Onkaparinga</i> Delivering Wellbeing and Resilience courses for older people, new courses start in May including one at Hallett Cove</p> <p><i>Jacqui – APM</i> After Christmas work load went quiet, school went back and its spiked – numbers consistent – fairly quick on turn around. Good feedback from clients. Still have some issues with portal. Review with Department and quality framework – was part of the consultation. Valuing face to face assessments. Role of the Collaborative’s make such a difference – supporting structure - particularly for networking and sharing information. Please send updates of programs & services. Like to have stories to encourage service participation. Sometimes some confusion about being a carer and it being connected to getting carers allowance. Important to use the RAS contact number not individual assessor.</p> <p><i>Carole – Resthaven</i> Respite promotion. Letting people know where vacancies exist. Flexible respite – important to think more broadly about what can be accessed and then move onto HCP.</p> <p><i>Lui – City of Onkaparinga</i> Now Active Ageing and Disability – currently under a service review. Scope approved today. Look Closer performance was successful – powerful – looking at the invisibility of older people and people with a disability. People on CHSP – how do we know if they go on a package? Recent case - someone doing social activities – negative response from package providers – it’s important to hear what the person wants. AAG Conference 23 June – Flinders at Tonsley, Ageing in a Foreign Land 21 & 22 June...can go all 3 days.</p> <p><i>Rima – City of Marion</i> Quality review end of January - all went well – was completed in one day. Talked to clients on phone rather than face-to-face. Wanted to see all the Community Centres...but only saw</p>	

Coinda because of lack of time. Looking towards 2018 and beyond...with EM's and senior management.

Chris – ECH

Quiet after 27 February...good time to catch up. Last week 5 enquiries - they seem to be coming through now. CHSP social & personal care open.

Tania – ACNA

Review of support plan - tick box in portal and get back to RAS electronically. The more information the better.

Sarah – Kallara Communities (name change)

Successful audit - benchmark standard. Rewarding and good result.

Tali - Anglicare

Rush on level 2 HCP prior to February changes. Recruiting new staff. Ongoing recruitment big focus. One case - initially assessed as a level 1-2 but only has cleaning. Placed in cue for level 2 and given upgrade to a 2 but doesn't want it but cannot refuse. All her funds will not be used. (Chris- 2 clients who had family advocating got packages 10 days after ACAT! ? National waitlist.....?Reallocating packages rather than to new consumers.....people who need a package need someone to advocate)

Julia – City of Mitcham

Customer satisfaction survey using the SCORE. Would like an orange light on the Portal...can do some things but not all things. Increasing need to tidy up referrals on Portal – open referral means must do it. Team wants to help and feel uncomfortable declining.

Bronwyn – ACH

Not many respite referrals. Well done ACAT and RAS assessors after Christmas. Lost 2 customers to other organisations. 800 HCP.

Margaret – Carer Support

Down turn in respite and registrations. Looking for reasons – customer survey – 400 back.

	<p>Survey looking at after-hours service – there is a huge increase in accessing services since doing it 'in-house'. Working really well. Completed film on caring in Aboriginal communities. To go onto DCSI website and Carer Support website. Real experiences...plus worksheet. Show at one of the meetings.</p>	
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Next meeting date: Monday 22 May 2017

Time: 2.00 - 4.00 pm

Venue: Cove Civic Centre - 1 Ragamuffin Dr, Hallett Cove