



SOUTHERN SERVICES
REFORM GROUP

SSRG Workgroup Meeting
Workgroup: Steering Committee
Date: 27 November 2017

Present: Sally Warnes – SSRG; Helen Carmichael – SSRG; Katrina Easton – Carers SA; Monica du Plessis – City of Holdfast Bay; Julia Overton – City of Mitcham; Janine Callegari – Care and Share; Jacqui Bowden – APM; Louise Bower – ACH Group; Chris Obrien – ECH; Rima Sallis – City of Marion; Lui DiVenuto – City of Onkaparinga; Margaret Potts – Carer Support; Carol Mathews – Resthaven; Tali Warnock – Anglicare SA; Michael Mauch – Dept. of Health; Roy Inglis – Dept. of Health.

Apologies:

Agenda Items	Discussion	Actions
Welcome and apologies	<ul style="list-style-type: none">welcome and apologies	
Introduction, previous minutes & business arising	<ul style="list-style-type: none">introductions were made around the tableprevious minutes accepted	
Guest Speakers: Roy Inglis and Michael Mauch – Australian	Update by Roy <ul style="list-style-type: none">Grandfathering will formally be clarified in December/January. Currently it is not imperative for grandfathered people to sign up to MAC because (1) we don't want to	

<p>Government, Department of Health</p>	<p>swamp MAC, (2) the group of grandfathered client's in SA is small compared to other states.</p> <ul style="list-style-type: none"> • Posting quality reviews on the Portal - waiting for definite response from the Department • Changes to contracts - being worked on at the moment and will be coming out early in the calendar year. (Currently all contacts end 30 June 2018) <ul style="list-style-type: none"> • Reminder of 80/20 rule – see below from Commonwealth Home Support Programme Programme Manual 2017 <i>Under flexibility provisions, service providers may deliver additional needed services within the same Sub-Programme using up to 20 per cent of funds (from activities they are currently funded for), provided they can demonstrate they are delivering value for money and there is client demand for these services.</i> <p><i>For example, where a service provider receives a large volume of referrals from My Aged Care for clients requiring Social Support, but less than the level of referrals expected for Personal Care, then a provider may use the flexibility provision. The provider can use up to 20 per cent of the funding it receives for Personal Care to deliver Social Support for a short period of time to meet the demand for Social Support services, noting that service providers must record their actual service delivery in the Data exchange in order to provide the department with visibility that they are utilising the flexibility provisions</i></p> <p><i>In such cases, within the Community and Home Support Sub-Programme and Care Relationships and Carer Support Sub-Programme:</i></p> <ul style="list-style-type: none"> • <i>Service providers must deliver 100 per cent of their agreed outputs; OR</i> • <i>Service providers must deliver 80 per cent of agreed outputs and deliver the remaining 20 per cent to another service type within the same Sub-Programme.</i> <p><i>Where service providers wish to use greater than 20 per cent flexibility, to manage an increased demand for services they are funded for, they must seek the Department's prior approval. It may be necessary to vary the Grant Agreement.</i></p> <ul style="list-style-type: none"> • If moving funds <i>within</i> sub-programs, don't delay to contact your grant manager, 	
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because if you're under in one service type, and over spent in another they will not automatically cancel each other out. The sub-programs are: *Assistance with Care and Housing, Care Relationships and Carer Support, Community and Home support*. Moving funds *between* sub-programs can be achieved but there is a much stricter process to gain permission.

- New Wellness and Reablement guidelines are coming – should be out in December 2017
- Guidelines for CHSP fees policy: should be out in December 2017. Due to the sensitive issues around fees it is being kept 'close to the chest'. One of the issues is that clients are very reluctant to apply full fees for levels 1 & 2 packages.
- DEX reporting - don't wait until the last day to load your DEX. Once it closes it will not open again. Organisations have been caught out as the closing date has fallen on a Sunday.
- There are many unavailable services in the southern region – programs are full.

Responses included:

- a) Some have a wait list, but we have to call them after a few months to say we won't be able to provide the service.
 - b) For City of Holdfast Bay things are the opposite - they are trying to generate work – which seems quite odd.
 - c) At times we get referrals that we can't do - it takes a lot of staff time to investigate these.
 - d) We have not had a growth round for ages.
 - e) Some people are waiting for a HCP and accessing CHSP services in the interim.
 - f) Sometimes a person may receive a package but want to continue with the CHSP service because there is not enough room in the package to cover their needs. (remember duty of care – services cannot just be stopped)
- The 2 year extension is about getting things ready for the next stage – incorporating CHSP and HCP (if it happens at all). Grant funding to individualised funding will create some problems, particularly for services reliant on volunteers.
 - Feedback is important – either direct to the Department or through Sally (SSRG). If there is a consultation following the release of the 2 year extension, please put your responses in as providers in SA and through Sally (Collaborative Projects). SA has been very good at giving feedback.

	<p>Group Discussion</p> <ul style="list-style-type: none"> • The RAS organisations find that clients can be very definite about what they want but the active assessment that is currently being trialled is working really well- the assessors get to see what the person can actually do. • In the assessment there is a lot of repetition of information, it is difficult when you are trying to have a conversation, and fill in the screen. The ANZAP is being reviewed, so during an assessment questions could be pre-populated, so the assessor does not have to continually add the same information over and over. • Local government subsidises the CHSP services. Some LGA's have been putting it in their reports so the Department of Health are aware. (It has been noticed) • What is working well? The SSRG – Sector Support and Development. • CHSP is entry level but the terms 'entry level' and 'short term' are not defined in the manual. • A good communication strategy is important. 	
<p>Top Three priorities for SSRG needs to focus on for 2018.</p>	<p>Small group discussion: top 3 priorities for 2018</p> <p>Green: Wellness and Reablement Purple: Carers Red: Collaboration Blue: Smart technologies</p> <p>1) Making 'Re-ablement' meaningful to/for clients</p> <ul style="list-style-type: none"> • How • What – would it look like? Would it mean/result? • Time – realistic, not forever • Benefits – self, society, socially included <p>2) Wellness and reablement</p> <ul style="list-style-type: none"> • How do we bring clients along • What is best practice? • Cross functional collaboration • The role of carers and other family members 	

	<p>3) Wellness</p> <ul style="list-style-type: none"> • What is wellness? • What does it mean for the client? • What does it mean for the provider? • Best practice and training <p>4) Carers and Wellness</p> <p>5) Empowerment and Encouragement</p> <ul style="list-style-type: none"> • Setting goals / hopes / dreams • Supporting reconnection to past abilities / skills and experiences • Continuing to implement 'Because I Can' <p>6) Wellbeing and Resilience</p> <p>7) Focus on Carers</p> <ul style="list-style-type: none"> • Enhancing carer inclusion in CHSP services • Ensuring carer voice is heard • Including carers in the wellness approach <p>8) Collaboration and Cooperation</p> <ul style="list-style-type: none"> • We need to move away from competition to cooperation <p>9) Practical Collaboration</p> <ul style="list-style-type: none"> • More opportunities to share information and resources between agencies to achieve better outcomes for customers • Is everyone at the table? <p>10) Smart technologies</p> <ul style="list-style-type: none"> • Client and service providers • What is out there? 	
Project Officer update	<p>Activity Report</p> <ul style="list-style-type: none"> • The progress report was submitted to the Department 31 October 2017. • It will be re-submitted by the end of December using the new SSD reporting template (as requested). <p>Aged Care Pathways Workgroup</p> <ul style="list-style-type: none"> • The main focus of this group has been to continue monitoring and discussing the reform 	

process to support its implementation, plus we have almost finished a vulnerable client's resource by adding southern content to the work done by the Eastern Collaborative Project.

- During these meetings, we have delivered content from the Because I Can program with a focus on wellness and promoting consumer independence and confidence.

Dementia Workgroup

- Two co-production workshops have been delivered so far – a third is scheduled for Tuesday 28 November. During these workshops there has been a focus on developing relationships, defining and exploring wellness and identifying strengths. In the third workshop respite will be the main topic discussed while ensuring a close a link to wellness and building on strengths is maintained.
- The focus of the project is to identify what a valued respite experience is for people with dementia and how the experience can increase wellbeing (or wellness of both the carer and person with dementia).

Ageing and Technology Workgroup

- The micro web-site which has been developed for the on-line training package 'Technology for Wellbeing' is going through final checks by the Ageing and Technology workgroup.
- The project is a partnership arrangement with St John Flourishing Lives Program and due to additional funding received from City of Onkaparinga 3 logos will appear on the site – St John, City of Onkaparinga and SSRG.
- A launch for the project will be planned for next year.

State-wide Collaborative Projects

- **Celebrate and Collaborate** Sector Support and Development Workshop is scheduled for 28 November to explore the benefits and outcomes of collaborating more broadly with all SSD funded programs and identify who is doing what, where the gaps are and how we can better work together.
- To continue on from the 'No one should have no one' Symposium the SSRG in collaboration with Western Linkages are supporting the BPP workshop Keeping

Connected which was delivered on 16 November 2017. Attendees: 29

South Australia Self-Management Alliance (SASMA)

- The 4th SASMA Symposium titled 'Find your power, look within' was held in conjunction with the Disability, Ageing and Lifestyle Expo on Friday 27 October. Attendees: 35

Wellbeing and Resilience Workshops

- A partnership project between the City of Marion, Holdfast Bay, Onkaparinga and SSRG delivering the SAHMRI course to older people has completed 3 eight week programs at Hallett Cove and Alwyndor (Hove). Attendees:49
- The program will continue in 2018, one course to be delivered per quarter, in the southern Metropolitan region. City of Mitcham will also be joining the network.

Mary Larkin: CAREN

- Mary Larkin from the UK delivered a seminar about the Carer-Related Knowledge Exchange Network (CAREN) she has developed on Tuesday 3 October, 2:00 to 4:00pm at Marion Sports and Community Club. The SSRG project officer also delivered a presentation about co-production. Attendees:22

Community Achievement Awards

- The SSRG was a finalist in the Alzheimer's Australia SA Dementia Care Excellence Award.
- The Dementia Workgroup attended the Gala Presentation Dinner Friday 17 November at Hilton Adelaide.

The following is an excerpt from the Community Awards media release.

**'MEDIA RELEASE MEDIA RELEASE MEDIA RELEASE
SOUTHERN SERVICES REFORM GROUP PRESENTED AT STATE AWARDS**

Southern Services Reform Group was presented as a Finalist in the prestigious Dementia Australia Dementia Care Excellence Award by Rajiv Chand, Manager Community Services, Dementia Australia – SA Division at the 2017 Community Achievement Awards Presentation ceremony held at the Hilton Adelaide on Friday 17th November.

	<p>The Awards were hosted by Jessica Adamson, Seven News Weekend Presenter and 480 guests gathered from across the State including official guest, The Honourable Zoe Bettison MP, Minister for Communities and Social Inclusion, to celebrate South Australia's high achievers and community contributors.</p> <p>Southern Services Reform Group of Southern Metropolitan Adelaide supports the development of dementia services in Adelaide's southern region. Since 2010 they have provided dementia forums and targeted dementia training. Some projects include a suite of driving and dementia films and carer campaigns and resources. The group created an innovative Library Memory Hub within the Noarlunga Library, the first in Australia which is now being replicated in other libraries.'</p> <p>'The South Australian Community Achievement Awards began in 2010, with the intention of recognising individuals, organisations and groups who are making a difference within their local communities and state. These awards provide the opportunity to acknowledge those who work tirelessly to develop and improve in their chosen field of endeavour.'</p>	
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Next meeting date: 22 January 2018

Time: 2.00 - 4.00 pm

Venue: TBC