



SOUTHERN SERVICES  
REFORM GROUP

**SSRG Workgroup Meeting**  
**Workgroup:**  
**Date: September 2013**

Present: Maria Johns, student, Carole Matthews, Jen Day, Marie Noble, Mark Leibich, Sharyn Johnson, Sue Green, Mandy ToczekMcPeake, Anna Howard

Apologies: Bronwyn Harding, Donna Brownsea, Jenny Hughes, Jenny Sandow, Monica du Plessis, Ollie Peters, Sharon Brokensha, Bev Bannister,

Agenda Items	Discussion	Actions
Welcome and apologies	<ul style="list-style-type: none"><li>• welcome and apologies introductions</li><li>•</li></ul>	
Previous minutes & business arising	<ul style="list-style-type: none"><li>• previous minutes accepted</li><li>• Discussion about membership of the Executive and electing a new chairperson. Anna has been the chair for over 2 years and has decided to step down. The process involves re-electing the Executive Committee and from those people a chairperson is voted in.</li></ul>	Sally to send email to all Steering Committee members asking for nominations for the

		Executive and Chairperson.
Project Officer Report	<p>Annual Report</p> <ul style="list-style-type: none"> <li>• Draft report – to be submitted to Department of Health and Ageing 30 September 2013</li> </ul> <p>Carer issues Workgroup</p> <ul style="list-style-type: none"> <li>• Commenced project on relinquished carers</li> <li>• Establishing a resource web page</li> <li>• Recognised as a gap in services</li> <li>• Useful resource – ‘Past Caring’ by Audrey Jenkinson</li> </ul> <p>In Home Services Workgroup</p> <ul style="list-style-type: none"> <li>• Continuing to market Southern Seniors Services Directory</li> <li>• Presentation to Flinders Hospital Social Work Department</li> <li>• Disability and Ageing Expo</li> <li>• Completion of project report</li> <li>• Do we duplicate the resource for android mobile phones? – (yes)</li> <li>• Feedback indicating all regions should be included</li> <li>• Gerontology Conference in October</li> </ul> <p>Dementia Workgroup</p> <ul style="list-style-type: none"> <li>• World of Creativity workshop successful</li> <li>• Currently 17 enrolled for the Dementia Care Essentials Cert 1V</li> <li>• The library memory hub concept has been included in a funding application completed by Seniors Information Service</li> </ul> <p>Social Inclusion Workgroup</p> <ul style="list-style-type: none"> <li>• Phase 3 of reaching the Unreachable – digital photo display, plus postcard</li> <li>• Greater focus on changing attitudes, expectations, giving options, motivation</li> </ul> <p>SASMA / Self-Management</p>	

	<ul style="list-style-type: none"> <li>• At a meeting this month have decided to organise a self-management conference for 2014</li> <li>• Broader concepts of self-management – not focusing just on chronic disease</li> <li>• Require a consumer group that would be interested in trialling the ‘I Can (t)’ workshops</li> </ul> <p>Self-Management Conference</p> <ul style="list-style-type: none"> <li>• Confirms that self-management principles are being applied more widely</li> </ul> <p>Diploma of Population health</p> <ul style="list-style-type: none"> <li>• 14 units completed, 7 units to be finished by December</li> </ul>	
Aged Care Reforms - Discussion	<ul style="list-style-type: none"> <li>• CDC packages – budget for level 3 is \$30,000, and for level 4 \$45,000 ...the supplement is 10% extra....plus administration costs</li> <li>• CDC will bring a more open market....consumers will be able to purchase from anywhere</li> <li>• Administration will be a fixed amount or elements are fixed....there is no Government directive as yet...the process will be transparent</li> <li>• The cap for administration....over 5/6 yr is up to \$60,000</li> <li>• Consumers can choose level of self-management they require</li> <li>• MAC....9 October 2013 – panel consultation re CDC</li> <li>• It seems that Coordinators will need different skill sets</li> <li>• The money cannot be given direct to consumers, however they can send in receipts to be paid</li> <li>• Work being done on a Client portal....data base</li> <li>• fee 17.5 % of Aged Care Pension but negotiable, however will have less buying power and can supplement package by paying more</li> <li>• Disability Care...there is more freedom....older people will ask why aged care is not being treated in the same way</li> <li>• Still seems very complicated</li> </ul>	Maria to send out
Guest – Maria Vlachoulis	<ul style="list-style-type: none"> <li>• Maria spoke about the draft report ‘Draft South Australian Strategy for Safeguarding Older People 2014-2021’.</li> <li>• Prior to this report: ARAS and Uni SA report titled ‘Closing the Gaps’ – can be found at <a href="http://www.sa.gov.au/upload/franchise/Seniors/Office%20for%20the%20Ageing%20-%20Publications/Publications/Protection%20of%20Vulnerable%20Adults%20%E2%80%93%20Closing%20the%20Gaps.pdf">http://www.sa.gov.au/upload/franchise/Seniors/Office%20for%20the%20Ageing%20-%20Publications/Publications/Protection%20of%20Vulnerable%20Adults%20%E2%80%93%20Closing%20the%20Gaps.pdf</a></li> </ul>	

- Most members not aware of this report
- The document's content involved information re 'doing things'.....alliance for the prevention of elder abuse between 6 agencies
- different organisations are in different places re dealing effectively with elder abuse
- Definitions and descriptions needed to broaden the issues...
- Older people will say internet scams, scamming sales people, credit card fraud are types of abuse but are outside the traditional definition of elder abuse.
- We require a continuum model, using a population health approach
- Strategies need to be put in place before getting to an abusive state which could end in criminal prosecutions. Best dealt with by organisations early.
- At present not able to police it as no legislation
- The stress of caring may develop into behaviours which could be described as abusive - educate carers. Aged care organisations can play an important role in the first instance.
- police not always the best way to handle it in the first place.....look at continuum
- The older person needs to want to disclose and give their consent
- Can step in if people do not have capacity
- Can talk about it in terms of rights being violated
- Start using mediation approach
- Information sharing guidelines which are available for children and people with disabilities - suggestion that these should apply to older people
- People want to preserve the family but want the abuse to stop
- Brokered service – where do we stand? If abuse...duty of care provisions apply
- If abusive family member very complex...how to approach it with the aim of resolving it
- domestic violence...could have been happening for a very long time
  - Intervention Orders (Prevention of Abuse) Act 2009 – includes older people. Can be found at [http://www.legislation.sa.gov.au/LZ/C/A/INTERVENTION%20ORDERS%20\(PREVENTION%20OF%20ABUSE\)%20ACT%202009/CURRENT/2009.85.UN.PDF](http://www.legislation.sa.gov.au/LZ/C/A/INTERVENTION%20ORDERS%20(PREVENTION%20OF%20ABUSE)%20ACT%202009/CURRENT/2009.85.UN.PDF)
- Important to translate the act into something doable
- many older people don't receive any services....service uses are protected to some degree under the act....in hospitals they are also covered
- We need a central place to phone should an intervention need to happen...perhaps an elder abuse hot line?

	<ul style="list-style-type: none"> <li>• The strategy is trying to empower agencies...</li> <li>• In financial abuse situations...best to collaborate with banks</li> <li>• We need more community awareness...The SA charter should start changing attitudes</li> <li>• Hairdressers, bankers, rental property managers could be used to identify incidences of abuse</li> <li>• Learn to safe guard...eg how to use the internet safely, educate about fraudulent phone calls. Empower people. When people become more vulnerable more safeguarding is required</li> <li>• Will this be Australia wide? - possible – they may use the SA model as it has a preventative approach...the other states are now looking at ours</li> <li>• What about solicitors?- more needs to be done in that sector</li> <li>• More education required around enduring power of attorney</li> <li>• Who determines when you lose capacity?</li> <li>• Ideally - prevention and early intervention</li> <li>• needs some targeted education</li> </ul> <p>Sue - feedback</p> <ul style="list-style-type: none"> <li>• Suggested the need for more examples, red flag triggers and a process to follow</li> </ul>	
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**Next meeting date: 18 November 2013**  
**Time: 12:30 to 2:30pm Lunch Meeting**  
**Venue: Marion Hotel**