



SOUTHERN SERVICES  
REFORM GROUP

**SSRG Workgroup Meeting**  
**Workgroup: Steering**  
**Date: 15 July 2013**

Present: Anna Howard (Chair), Alison Bowden, Sharon Brokensha, Sue Green, Jenny Hughes, Jen Day, Carole Matthews, Jenny Sandow, Mandy ToczecMcPeake, Bronwyn Harding, Peta Braendler, Louise Fuller, Sally Warnes (Project Officer), Bev Bannister (minutes)

Apologies: Maria Johns, Monica du Plessis, Marie Noble, Sharon Tentye, Sharyn Johnson

Agenda Items	Discussion	Actions
Welcome and apologies	<ul style="list-style-type: none"> <li>• welcome and apologies</li> <li>• members were given packs containing –               <ul style="list-style-type: none"> <li>• agenda</li> <li>• previous minutes</li> <li>• Health and Community Informed Choices Project Report</li> <li>• SSRG Project Officer Report</li> <li>• Dementia Workgroup Library Memory Loss Hub Project Plan</li> <li>• Social Inclusion Workgroup Valuing Older People Project Plan</li> <li>• list of questions and answers put to Roy Inglis and Liz Edwards from DoHA at the Collaborative Project Officers Meeting June 2013</li> </ul> </li> </ul>	
Previous minutes & business arising	<ul style="list-style-type: none"> <li>• previous minutes accepted</li> <li>• action from previous minutes not completed – Bev to check acronym</li> </ul>	<ul style="list-style-type: none"> <li>• Bev to look up acronym lists</li> </ul>

	list at MAC and Centre for Cultural Diversity in Victoria - carry action over	
Health and Community Informed Choices Project report	<ul style="list-style-type: none"> <li>• large copy of the pocket pal was shown to members</li> <li>• the advertorial and postcards were given out</li> </ul> <p><b>Report March to July 2013</b></p> <p><b>Resource Design and Content</b></p> <p>Finalised resource design and content</p> <ul style="list-style-type: none"> <li>• Titled the Seniors Southern Services Directory</li> <li>• Consists of a number of interrelated resources <ul style="list-style-type: none"> <li>➢ Paper-based pocket directory</li> <li>➢ Apps for iPhone and iPad</li> <li>➢ Web based information on the Southern Services Reform Group website <a href="http://www.ssrq.org.au">www.ssrq.org.au</a></li> </ul> </li> <li>• iPhone and iPad apps now available to download from the App store</li> <li>• Promotional material completed - advertorial and postcards</li> <li>• Downloaded , general information, fact sheets and copy of pocket directory information to SSRG website – SSSD has a dedicated page</li> <li>• The pocket directory will be available before the end of July to distribute</li> </ul> <p><b>Promotion</b></p> <ul style="list-style-type: none"> <li>• Completed and mailed out Advertorial</li> <li>• Developed a generic PowerPoint to assist Workgroup members</li> <li>• Distributed Postcards at Workgroups and meetings</li> <li>• Presentations – Acute Community Information Network Meeting, Community Programs, PAWS, Disability Network Meeting, SSRG Workgroup meetings, Noarlunga Library</li> <li>• Article and photo in the next Onkaparinga News, as well as other council publications</li> <li>• Apps to be used in iPad training at Onkaparinga Library and SIS</li> <li>• Promoted resource to TAFE Coordinators at Noarlunga Campus</li> <li>• Mail outs - SSRG Newsletter, service providers and peak bodies, Flinders University – Public Health, Palliative Care, Nursing and</li> </ul>	

	<p>Midwifery <b>Work in Progress</b></p> <ul style="list-style-type: none"> <li>• To complete report on the Health and Community Informed Choices Project</li> <li>• Presentation with FMC Social Workers</li> <li>• Information stand on the Disability and Ageing Expo</li> <li>• Information Stand at the Gerontology Conference</li> </ul>	
<p>Guest speaker – Peta Braendler – Aged Care reforms / The Gateway</p>	<ul style="list-style-type: none"> <li>• Peta was welcomed to the meeting</li> <li>• HACC funding for service types 2 and 4 has been extended until June 2015</li> <li>• the new My Aged Care website <a href="http://www.myagedcare.gov.au/">http://www.myagedcare.gov.au/</a> has received positive feedback about the look and feel of the website but the database needs some work</li> <li>• having some problems dealing effectively with calls – staff education continuing</li> <li>• it is early days yet and changes will be made...</li> <li>• to update information on the website use the email address on the website</li> <li>• the form being used to describe service information is not appropriate for all service types/providers – one form does not fit all</li> <li>• in time, service providers will be given access to a portal and they can update their own information</li> <li>• feedback given to Peta, will be fed back to the Gateway</li> <li>• the contact centre contract was won by Stellar Asia Pacific – they are addressing issues as they arise – a large proportion of the staff are experienced in aged care and there are CALD and bi-lingual staff</li> <li>• feedback from other states is similar to South Australia</li> <li>• timeline – <ul style="list-style-type: none"> <li>➤ to Dec 2013 - enquiries, information, client details collected, referral out through A2HC</li> <li>➤ Jan – July 2013 – capacity for consumer to do online self-</li> </ul> </li> </ul>	

	<p>screening, assessment for level 1 and 2</p> <ul style="list-style-type: none"> <li>➤ March 2014 – Level 1 assessments commence</li> <li>➤ 30 June 2014 – A2HC ceases</li> <li>➤ July 2015 – HACC Program will transition into the Commonwealth Home Support Program</li> </ul> <ul style="list-style-type: none"> <li>• Discussion on Levels 1 – 4: two different programs <ul style="list-style-type: none"> <li>➤ Home Support program - <ul style="list-style-type: none"> <li>➤ level 1 - 2 – home support, respite, eligibility, HACC</li> <li>➤ level 3 – comprehensive - ACAT</li> </ul> </li> <li>➤ Home Care program - <ul style="list-style-type: none"> <li>➤ level 1- 4 packages</li> </ul> </li> </ul> </li> <li>• is Seniors Information Service still holding the vacancies list? – it is being negotiated</li> <li>• capacity and waiting lists are being discussed by the Gateway</li> <li>• waiting lists are difficult for the Gateway to take on</li> <li>• the Gateway are currently using existing access points</li> <li>• it is a requirement for the Gateway to put ACAT referrals through A2HC</li> <li>• if a service provider gets a referral do they have to inform the Gateway that the client accepted the service? – it is desirable to have the clients records for assessment history and service provision history – capacity for service providers to update records - the information is needed for KPIs. Hopefully there will be opportunity for service providers to detail their own capacity so referrals are appropriate</li> <li>• all providers on the Carelink database have had police screening</li> <li>• is there a process to identify carers and carees? the Gateway does have an assessment tool to identify carer or caree</li> <li>• how will Stellar know what service providers do/provide? - the quality of the database will help them determine this - the call centre can only work within the training they have been given and the correct information provided to them</li> <li>• will the staff at the call centre have the skills to illicit the required information? – the aim is with help from the assessment tool and</li> </ul>	
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	<p>training provided they can gain this information – the tool is continuing to be refined to reflect this</p> <ul style="list-style-type: none"> <li>• NDIS – some clients get massive support others don't</li> <li>• NDIS – will be means tested, some clients will have to pay – capacity to pay - individualised assessment</li> <li>• clients will have a choice to remain on disability and not move over to the aged care sector when reaching the required age</li> <li>• there will be equity around the fees</li> <li>• Home Care packages will have a base fee of 17.5% for all clients and a means tested care fee for part pensioners and self-funded retirees which is to be collected by service providers</li> <li>• Centrelink will do the assets and means testing and report to DoHA who will then look at the subsidy to providers and if a person has capacity to pay then work out what their co-contribution should be and will reduce the subsidy – scheduled to commence 1 July 2014</li> <li>• there will be a hardship process necessary to waive fees</li> </ul>	
Project Officer report	<p><b>1. Workgroups</b>  Carers –  Post-evaluations of the two hats...too hard resource trial are beginning. Once all post evaluations are collated and analysed a report will be produced.  The new project that the group are interested in pursuing is focusing on 'relinquished carers'. Caring can be viewed in stages – first there is shock, then reality, acceptance and then there is life after caring. 'When much of your time and emotional energy have been focussed on caring for someone, often for many years, you may feel 'lost' when the caring role ends.' (Signpost, Stockport for Carers) The project aims to support relinquished carers to connect with their community and find a way to manage life after caring. Discussions have been about developing a u-tube clip and a web page on the SSRG website connecting relinquished carers to useful information and sites.  <b>Discussion</b> - on what Carer Support does – models within SA – for</p>	

	<p>relinquished carers</p> <p><b>Dementia –</b> The group are focusing on developing dementia expertise in the southern region. The Dementia Training and Study Centre delivered the Cert 1V Dementia training to the workgroup, specifically tailored for community. Apparently this course has not been delivered in this format previously – it has always focused on the residential experience. The feedback from the course was outstanding and the workgroup would like to offer the course more widely in the southern region – if possible in late September. The group have also organised training with Alzheimer’s Australia SA about presenting and developing activities for people with dementia based on the Montessori approach – titled World of Creativity.</p> <p>The group are also exploring the idea of setting up a Memory Hub in one of the Onkaparinga libraries. We are collaborating with Noarlunga library staff and they are enthusiastic about implementing the project.</p> <p><b>Social Inclusion –</b> Discussion and planning continue about ‘phase 3’ of the postcard concept. In the most recent meeting the group discussed the possibility of developing a series of photographs of older people engaged in activities within our community – the southern region. These would be supported by appropriate quotes and could be exhibited across the region in a digital display – they would be complemented by a third postcard to include all southern council contact details.</p> <p><b>Discussion</b> - re digital display of photographs – available photographs of people with disabilities – themed. Organisation in Victoria have made TV adverts – for example... “So what, I’m 76 years old, I can do this!”</p> <p><b>In Home Services –</b> Seniors Southern Services Directory resource update – please see Louise’s report.</p> <p><b>Consumer –</b></p>	<ul style="list-style-type: none"> <li>• Mandy to send link of TV adds to Sally</li> </ul>
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At the recent consumer workgroup meeting feedback was obtained about having a memory loss hub situated in a library and Jo Maiden from the CPN discussed transport issues – exploring options for community transport.

## **2. Budget**

The budget is on target

## **3. Training & Workshops**

- **Advocacy in Action: Upholding Service Users Rights** – presented by ARAS. Wednesday 24 July 2013 (Onkaparinga) 10:00 to 12:00pm
- **Consumer Directed Care** – presented by Better Practice Project. Tuesday 30 July (Marion Hotel) – (2 sessions because of the overwhelming response) and Wednesday 31 July (Onkaparinga).
- **World of Creativity** – presented by Alzheimer’s Australia SA Thursday 29 August, City of Marion 1:30 to 4:30pm

**4. Electronic Newsletter** – Electronic newsletter scheduled for distribution this month – any suggestions or feedback welcome.

**5. I Can (t) workshops** – The self-management workshops targeted at consumers to ‘get them ready’ for consumer directed care have been completed and the first trial was scheduled for July with consumers that already had an understanding of self-management, however not enough participants registered. We will probably open the first trial up to all interested older people. These workshops have been developed in partnership with the Eastern Collaborative Project.

**Discussion** – suggestion to deliver it to consumer groups from each organisation.

Carer Support will be running focus group session at the end of the month on self-managed funds and \*how can carer support help you as a carer and \* transitioning into disability and self-managing your funds.

	<p><b>6. Collaborative Project officers</b> from all the regions have been meeting monthly to discuss issues that affect all, particularly the aged care reforms and cross regional training. The Commonwealth Government, Department of Health and Ageing attended the meeting in June – please see the collation of information they shared.</p> <p><b>7. Southern Regional Alliance</b> launched the completed conference report, ‘Future Directions and Priorities in Southern Adelaide’ on Wednesday 10 July. Sally presented on the ‘Seniors Southern Services Directory’ at the launch – an example of a project that was developed from a collaborative process and met some of the recommendations established in the report.</p>	
Information sharing	<p>Bronwyn Harding – ACH</p> <ul style="list-style-type: none"> <li>• Health Workforce Australia Population Health project - ACH and Domiciliary Care - national evaluators looking at functional decline and complex care - training modules, train the trainer with staff across the organisations – tool that is evidence based and used by support workers to report back to co-ordinators when they have identified changes in clients – hope to present to the steering meeting</li> </ul> <p>Jenny Sandow – City of Mitcham</p> <ul style="list-style-type: none"> <li>• Local Government Association Awareness Campaign of what local government do – leading up to the referendum – new TV ads – utube clips – ageing – go to Local government website to find more information and clips</li> <li>• Mitcham now have a you tube clip focusing on the ‘over 50s’</li> <li>• promotion of local council initiatives on you tube – worth looking at Sue Green – ECH</li> <li>• have new packages everywhere but in the south</li> </ul> <p>Mandy ToczekMcPeake – Carer Support</p> <ul style="list-style-type: none"> <li>• the new southern centre is doing well and is about to take over the whole building</li> </ul>	



	<p>Jen Day – City of Onkaparinga</p> <ul style="list-style-type: none"><li>• the Disability Care Australia Engagement team will be presenting at a Regional Disability Network Information Session at Onkaparinga in August</li><li>• attended a consultation about disability and the justice system – main theme was that at every level of the justice system more training is needed</li></ul>	
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**Next meeting date: 16 September 2013**

**Time: 2.00 - 4.00 pm**

**Venue: Mayors Parlour, City of Marion**