



SOUTHERN SERVICES
REFORM GROUP

SSRG Workgroup Meeting
Workgroup: Carer Issues Workgroup
Date: Tuesday 21 February 2012

Present: Jen Day (Chair), Julie Haselgrove, Andrea Stent, Filomena Occhiodoro, Sharron Irwin, Brenda Johnson, Maria Chabrel, Sally Warnes (Project Officer), Bev Bannister (Minutes)

Apologies: Carole Matthews

| Agenda Items | Discussion | Actions |
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| Welcome and apologies | <ul style="list-style-type: none">• Welcome and apologies noted• Members were given the final copy of working carers booklet, the business plan and some evaluation information• Introductions and information was shared around the table (see end of minutes for information round) | |
| Previous minutes / business arising | <p>Minutes approved</p> <p>Business arising –</p> <ul style="list-style-type: none">- Tasks completed- Andrea's feedback to be discussed in item 3 on agenda- Sally talked to Alison re evaluators | |

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| <p>Working Carers Project</p> | <p>General Discussion about the project:</p> <ul style="list-style-type: none"> • Recap of project for Maria as she is new to the group • Could have a link on Safe Work website to our project / link on our SSRG website • No response from original publisher, VIA Media – send to other publishers for quote and ideas – Toucan suggested • ECH, Resthaven and possibly City of Onkaparinga to trial the project • Looking at late March or early April for the trial • What is it that we want to evaluate on the project? What information do we want? <ul style="list-style-type: none"> • Is the resource usable – does it work? • Is it creating more awareness in the work place? Are carers/colleges getting something out of it? • Picking up hidden carers • Making others in the workplace aware of who carers are • What are employers thinking about working carers and are they willing to change? • Do the carers feel at risk if they identify as a carer? • The objectives in the project proposal should tell us what we want to measure <p>A member of our team, Paul, has evaluation background and would be happy to talk with Sally about the process</p> <ul style="list-style-type: none"> • HACC Service Principles Evaluation Strategies and Draft Framework Project Summary handed out – useful information on evaluation methodology. • Pre-survey and/or interview - talking to staff before the trial of resources to have a baseline to be able to measure awareness etc before and after • Survey monkey could be used • Keep pre survey questions to a minimum • At start of survey have definition of a carer • Brenda's husband has done a lot of work on setting up surveys, maybe he could set one up for us • Suggested that co-workers are also surveyed prior to the trial as well as employers and employees. | <ul style="list-style-type: none"> • Sally to send to Toucan • Sally to approach City of Onkaparinga officially re trial • Sally to ask Paul about evaluation • Brenda to ask her husband about the survey |
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| <p>Project Officer report</p> | <p>Workgroups:</p> <ul style="list-style-type: none"> • Dementia Workgroup: is currently planning a project focusing on the reported gaps in dementia training experienced by care workers. Care workers have been surveyed to help identify what training could be useful. The next stage is to plan the sessions and invite feedback from workers at each stage of the process. • Social Inclusion Workgroup: The group want to produce a postcard to reach socially isolated people in the community and educate them as to what social services are available for them to attend. The aim is to design a postcard that reduces the stigma attached to loneliness and creates an atmosphere of acceptance by using appropriate graphics and wording to help individuals feel comfortable in contacting a service provider for assistance. It is expected that the post card will reach individuals that are socially isolated by being available at targeted places, for example medical clinics, pharmacies, Centrelink etc. • The In Home Services Workgroup: the group are keen to focus on the link between the health sector and community sector particularly in relationship to discharge planners in hospitals, to promote a clearer understanding of how the community sector operates. Smooth transition for consumers from acute care to community care has been identified as an area that requires innovative improvement to ultimately add value to the existing services. Development of a resource aimed for use by the health sector is being investigated by this group. Lyndall Gerrard will be attending the meeting tomorrow to further discuss how the implementation of A2HC has been going. • Consumer Workgroup: during their discussions about training needs of care workers it has been decided that it could be beneficial to collect personal stories, put together in a structured framework to demonstrate issues that have arisen and possible solutions to those issues. They feel these stories could be presented to educators of community services workers. This project is still in the early stages – the framework has been established and the stories will be written during the next month. <p>The Consumer Empowerment Survey report has been completed and includes a short analysis comparing the consumer empowerment principles with the HACC service principles.</p> <p>Forums: HACC Service Principles Consultation – the south and west organised the sessions which were held at the Morphettville Junction 20th February, 9:30 to 12:00.</p> | |
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| | <p>Website: A new website is being developed. It has a different look and will be much easier to use. Currently there are some difficulties with editing issues. We hope to have it resolved and up and running soon.</p> <p>Gaps and Needs Survey: The southern region gaps and needs survey has been distributed to the region. The survey will eventually be disseminated to all metropolitan regions (the eastern and southern have been the first). The results will be collated to demonstrate both regional differences and common issues experienced by all. The aim is to leave the survey 'live' until late March.</p> <p>TACSI: The Australian Centre for Social Innovation are working on a Caring Project. The project has been looking at what great living looks like late in adulthood and the challenges and stressors that get in the way. On 8 February there was an event at Victoria Square where they shared what they have learnt and started a conversation around opportunities to get more people to great living. Sally was invited to be part of this event. The next phase of the project will be to go back into people's homes to co-design and prototype solutions.</p> | |
| Information Round | <ul style="list-style-type: none"> • Brenda – busy as always <ul style="list-style-type: none"> • Have had about 28 referrals from A2HC most for cleaning – mixed experiences with the process. • Karen Twining is retiring and Frances will take her place at City of Mitcham. • Manual has also left City of Mitcham. • Brenda will be away for six weeks. • Tenders for regional contractors gone out today in conjunction with Marion and Holdfast Bay Councils. • Julie – <ul style="list-style-type: none"> • Baby boomers project in conjunction with Flinders University, have had a good response to the survey. The SSRG is interested in 'piggy backing' onto the baby boomer project if possible - Sally to talk with Monica. • Innovative funding project is developing a training package for contract care workers in conjunction with Mitcham and Marion councils. • Had some surplus funds in the carer's budget so sent a letter to clients offering | |

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| | <p>three hours of respite to use as they wish and a free signed copy of 'Little Book of Care'.</p> <ul style="list-style-type: none"> • Maria – <ul style="list-style-type: none"> • Coordinates respite and carer support using a consumer directed (CDC) model within City of Unley, Marion, Mitcham and Holdfast Bay for Helping Hand. • Andrea – <ul style="list-style-type: none"> • Carer Support in process of being HACC audited. • Received HACC funding for a retreats coordinator. • Waiting to hear on funding for an ATSI worker • Applied for funding to set up an Onkaparinga outreach centre. • Sharron – <ul style="list-style-type: none"> • Re-funded for next two years for NRCP programs • Had two Aboriginal clients referred to ACH for Community Options • Working on Intergenerational Easter egg hunt with the Porlis Pulgi kindergarten • Dementia educational officer working with the Nurunderi on the Murray Mallee/Coorong on a project for Aboriginal elders to plan the future. • Filomena – <ul style="list-style-type: none"> • Business as usual • Staff development day – main topic of the day was work life balance and flexibility in work places • Contact from a working carer wanting to know her rights in the workplace – directed her to the Working Carers Gateway, Fair Work SA plus others. • Counselling program going strong • Jen – <ul style="list-style-type: none"> • Collaborating with Carer Support re conference on 30 November and 1 December at South Adelaide Football Club – maybe work together using Jen's Regional Disability Network contacts to put an expo on at the conference. | |
| Gap identification | <ul style="list-style-type: none"> • Younger onset Dementia • Older people caring for 50-65 year old children – what happens to my child when I die? • Accommodation for needy | |

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| Next meeting: | Tuesday 20 March 2012. 2:00 to 4:00 pm, Venue : Committee Room, City of Mitcham |
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