



SOUTHERN SERVICES
REFORM GROUP

**SSRG Steering Committee Meeting
29 November 2021**

Chair: Carole Philp (Resthaven)

Location: Marion Hotel & Online

Present: Maria Shialis (SSRG), Lui Di Venuto (City of Onkaparinga), Rima Sallis (City of Marion), Janine Callegari (Care and Share), Tania Robertson (ACNA), Tali Warnock (Anglicare), Joanna Golaszewska (Multicultural Aged Care), Sadie Goddard-Wrighton (City of Mitcham), Sarah Nicholas (ARAS), Kate Strauss (Kalyra Communities), Roy Inglis (Dept of Health), Danny McAteer (Dept of Health), Jacqui Bowden (GOCSA),

Apologies: Monica Du Plessis (City of Holdfast Bay), Cathy Wiseman (City of Marion), Katrina Head (City of Mitcham), Prue Newman (Life Care), Carly Hamilton (Baptist Care), Carol Linder (Catalyst Foundation), Mel Olsson (NVTN), Anne Higginson (Life Care), Kelly Quinlan (ACH), Jayne Eckermann (Camden Community Care), Tania Westwood (Southern Adelaide Local Health Network), Lynne Hosking (APM), Molly Salt (Alwyndor), Grant Edwards (Aged Care Alternatives)

Agenda Items	Discussion	Actions
1. Welcome and apologies	Welcome and apologies	
2. Introductions and review of previous minutes	Introductions were made Previous minutes reviewed and accepted	
3. 2021 Highlights	The group shared highlights throughout the year. Congratulated and thanked Carole Philp for her contribution to SSRG over the years.	

<p>4. What's coming up?</p>	<p>a. SSRG in 2022</p> <ul style="list-style-type: none"> • Dates set for Exec and Steering meeting • Hot Topic Save the Dates have been sent out • Workgroups dates set <p>b. Transition to Payment in Arrears webinar, Northern Collaborative Project</p> <p>The Northern Collaborative Project (NCP) holding a webinar “Transition to Payment in Arrears: Lessons Learned From Home Care” facilitated by PricewaterhouseCoopers (PwC), on Thursday 2 December, 9.30 – 10.30am. NCP has extended the event invite to the SSRG network.</p>	
<p>5. SSRG Project Officer Update 29 Nov 2021</p>	<p>COVID-19</p> <ul style="list-style-type: none"> • A number of our face-to-face workgroups have been modified (delivered online or through hybrid format – online and face-to-face) or postponed following government recommendations. For more information, contact the Coronavirus Health Information line on 1800 020 080 or go to sahealth.sa.gov.au/COVID2019 • Information sharing with networks, including but not limited to government updates, webinars, service provider updates, linking service providers to appropriate avenues. <p>SSRG Website</p> <ul style="list-style-type: none"> • Maintaining website <p>Hot Topic Interactive Webinar</p> <ul style="list-style-type: none"> • Hosted by SSRG and the Hills Positive Ageing Project, delivered via Zoom. • “Hot or Not?!? Licorice All Sorts” held Thursday 18 November, 10-11am, via Zoom. Attendees: 15 	

	<p>Dementia Carers Co-Production Workgroup</p> <ul style="list-style-type: none"> • City of Onkaparinga Wellness for Carers (Respite Program) and City of Mitcham working with the workgroup to co-design a resource to give to new carers joining the respite program. The carers are exploring a wellness approach. <p>Social Programs Workgroup</p> <ul style="list-style-type: none"> • The Social Programs Workgroup has participants (n=25) attending from Southern metro region (and a few from the East). Average attendees per meeting: 11. • Information sharing format, focusing on sharing different social program models and activities, COVID-19 and impact on programs. • Meetings will be held face-to-face, according to COVID-19 restrictions. In the event of tightened restrictions, meetings will be held online. <p>Ageing and Technology Workgroup</p> <ul style="list-style-type: none"> • The group is exploring how the Tech for Wellbeing site can potentially compliment and support the training that is delivered to older people in the libraries. There is interest by the four southern metro libraries to potentially use the training for their staff and volunteers. • It is anticipated that training sessions will occur in the coming months – an email has been sent to prompt stakeholders to nominate training dates. <i>*Postponed until further notice, due to COVID-19</i> <p>Quad-Council Initiatives</p> <p>2022 Calendar</p> <ul style="list-style-type: none"> • SSRG working in partnerships with cities of Holdfast Bay, Marion, Mitcham and Onkaparinga, and in collaboration with community members, to deliver 2022 Calendar. Estimated publish/distribution date: early December. 	
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	<p>New Wellbeing Program</p> <ul style="list-style-type: none"> Supporting the quad-council collaboration with a new wellbeing program <p>Moving Towards Wellness</p> <ul style="list-style-type: none"> Workshops postponed until further notice, due to capacity and COVID. <p>SA Collaborative Projects</p> <p>Let's Dive Into... Workforce Forum</p> <ul style="list-style-type: none"> SSRG, Hills Positive Ageing Project, Riverland Mallee Coorong Taskforce and Southern Fleurieu & Kangaroo Island Positive Ageing Taskforce have partnered to deliver forum on Friday 22 October, 9.30am – 3.30pm at Chiton Rocks SLSC, Hayborough. Attendees: 52 <p>CHSP online Community of Practice</p> <ul style="list-style-type: none"> DoH official launch in late November. 25 Moderators across 17 organisations in Australia. 	
<p>6. Guest Speaker</p>	<p>a. Danny McAteer, Director Roy Inglis, Senior Project Officer Adelaide Regional Team, Department of Health</p> <p>One of the recommendations of the Royal Commission into Aged Care Quality and Safety was to develop a local network of Department of Health aged care staff to focus on improving senior Australians' local experience of aged care services, and ensure that national planning and policy development is informed by an understanding of local issues and needs. An initial rollout phase of eight regional offices across the country has commenced, with one being established in the Adelaide region (graphically based upon the Adelaide Primary Health Network region).</p> <p>For further information, click on the link - https://www.health.gov.au/resources/publications/governance-pillar-5-of-the-royal-commission-response-strengthening-regional-stewardship-of-aged-care</p>	

The Department is interested to hear from providers regarding what are the major issues facing the broader aged care system in the Adelaide region – this could be from the viewpoint of consumers and/or providers.

Please feel free to provide feedback/comments to the Department's Adelaide Regional Team (ART) directly by sending an email to:

Danny McAteer (Director): Danny.McAteer@health.gov.au

Anthony Cameron (Assistant Director): Anthony.CAMERON@health.gov.au

Roy Inglis (Senior Project Officer): Roy.INGLIS@health.gov.au

Otherwise, feedback can be given to SSRG Project Officer to forward on to ART.

Discussion regarding some of the issues arising include (in no particular order):

- If someone is on a Level 3 Package and they require a Level 4 Package – ACAT will not come out to re-assess unless the person has spent these funds. There are issues around putting people at risk and the red tape that goes along with it.
- Responsiveness of providers restricted by red tape.
- There are consumers on the system through 'informed fear' rather than 'informed decision'. Meaning people are scared they won't have access to services they require when they need them, and accept services that they potentially do not need.
- Misinformation and misunderstanding of the system.
- The system is complicated.
- Better flexibility of the system is required.
- Not enough staff.
- Issues around recruiting staff/workforce, such as the right fit, loss of potential workforce through initial stages of recruitment and months from commencement of employment, etc.
- Consumer centric but not consumer directive. i.e. cleaning or personal care offered between a window of 9am-12pm.
- Do not turn Aged Care into NDIS.

	<ul style="list-style-type: none"> The name “aged care” – this should be called something else for community/CHSP. <p>Meeting with the DoH Adelaide Regional Team and the other metro Collaborative Projects in December to discuss further.</p>	
7. Information sharing	The group had a general discuss.	

Next Meeting: Monday 28 March 2022
Time: 2.00 - 4.00 pm (Exec meets 1.30 – 2.00pm)
Venue: City of Marion