



SOUTHERN SERVICES
REFORM GROUP

SSRG Steering Committee

Date: 23/11/2020

Present: Maria Shialis (SSRG), Rima Sallis (City of Marion), Carole Matthews (Resthaven), Lui Di Venuto (City of Onkaparinga), Janine Callegari (Care and Share), Molly Salt (Alwyndor), Sadie Goddard-Wrighton (City of Mitcham), Roy Inglis (Dept of Health), Prue Newman (Life Care), Sarah Nicholas (Kalyra Communities), Jacqui Bowden (Assured Home Care), Carol Linder (Catalyst Foundation)

Apologies: Tali Warnock (Anglicare), Tania Robertson (ACNA), Monica Du Plessis (City of Holdfast Bay), Mel Olsson (Anglicare), Carly Hamilton (Baptist Care), Grant Edwards (Aged Care Alternatives), Anne Higginson (Life Care), Kelly Quinlan (ACH), Katrina Head (City of Mitcham), Jayne Eckermann (Camden Community Care), Tania Westwood (Southern Adelaide Local Health Network), Dev Vasumathy (Baptist Care), Carol Linder (Catalyst Foundation), Joanna Golaszewska (Multicultural Aged Care), Lynne Hosking (APM)

Agenda Items	Discussion	Actions
Welcome and apologies	Welcome and apologies	
Introductions and review of previous minutes	Introductions were made Previous minutes reviewed and accepted	
2020 Highlights	SSRG shared with the group its 2020 highlights through an interactive PowerPoint. Highlights included: <ul style="list-style-type: none">• Hot Topics: COVID-19 and Aged Care Quality Standards, Volunteering and Volunteering Take 2• Information sharing: COVID updates, CPO project• Workgroups: Social Programs, Dementia Carers Co-Production, Quad-Council (2021 calendar)• Workshop: Moving Towards Wellness, Wellness and Reablement in Practice Training x4	

	<p>Attendees were invited to share their 2020 highlights – both professionally and personally (only the professional highlights were recorded)</p> <ul style="list-style-type: none"> • Heart warming with positive feedback from residents • Cohesiveness of team, supporting each other • Fantastic staff, clients and their carers being so understanding and accommodating • Working together and teamwork • Resilience of people and committed to making a difference • Grow and responding to situations • Glad it's over 😊 	
<p>Hot Topic session: Volunteering & the Impact of COVID-19</p>	<p>The final Hot Topic session for 2020 is Tuesday 1 December, via Zoom. This is a Take 2 session from the previous one held, due to great interest in the topic.</p> <p>Possible topics could include:</p> <ul style="list-style-type: none"> • How did volunteers feel during COVID? • Mental health and wellbeing of volunteers • SA wide impact of their wellbeing in particular for chronic health conditions • The impacts on CHSP programs • Diminishing volunteer numbers • Coming back, what will volunteering look like? 	
<p>SSRG Website</p>	<p>Working with City of Onkaparinga to develop website and launch early next year.</p> <p>Discussion included:</p> <ol style="list-style-type: none"> 1. the font style and making it user friendly 2. including images of people from our community 	
<p>Discussion</p>	<p>a. CHSP online Community in Practice</p> <ul style="list-style-type: none"> • Officially launched 19 November 2020 • 25 moderators across 17 organisations across Australia • South Australia is represented by four organisations: Catalyst Foundation, City of Victor Harbour, City of Onkaparinga and SSRG • Great platform to share ideas, knowledge and support organisations, in particular when doing the Wellness report. 	

	<p>b. CHSP First Aid Training</p> <ul style="list-style-type: none"> • 2020-2022 new CHSP manual had an update regarding staff in direct care requiring First Aid Training. • CPOs requesting clarification from the Department, and other CHSP organisations • Three key issues being addressed: Clarification around “all”; Cost implications; and impact on volunteers. Waiting on clarification. <p>c. South Australian Ageing Well Plan</p> <ul style="list-style-type: none"> • Event held on Monday 9 November • Online workshops held on setting the bar. • Face-to-face focus group with older people held at the City of Onkaparinga had to be cancelled due to restrictions of lockdown 	
<p>Information Sharing</p>	<p>Janine Callegari (Care and Share)</p> <ul style="list-style-type: none"> • Business as usual. • Working on reviews and general business of the day. • Looking forward to Christmas and hoping the celebrations will continue to happen. • Due for an audit next year. <p>Sarah Nicholas (Kalyra Communities)</p> <ul style="list-style-type: none"> • Kalyra undergoing a restructure, people in acting positions. <p>Carol Linder (Catalyst Foundation)</p> <ul style="list-style-type: none"> • Working from home, office is closed until further notice. • Face-to-face sessions moving to online. • Launch of Rainbow Directory cancelled (due to COVID snap lockdown) and will be rescheduled. <p>Lui Di Venuto (City of Onkaparinga)</p> <ul style="list-style-type: none"> • Everything back on track, Friday was targeted at getting programs back. • Volunteers are back on board but struggling, providing support. • Organisation supportive of what we do. • Team celebration coming up. 	

	<p>Jacqui Bowden (Assured Home Care)</p> <ul style="list-style-type: none"> • Change in management, portfolio has increased. • Working with 700-1000 clients across two departments, very busy in response to COVID, supporting people with a disability and providers that they support with services and staff. <p>Sadie Goddard-Wrighton (City of Mitcham)</p> <ul style="list-style-type: none"> • Bringing programs back and accommodating to COVID restrictions. • Volunteers have been fantastic, and roles became diverse. • Due to snap lockdown, bus service cancelled, only doing meals and setting an example of staff wearing masks. <p>Molly Salt (Alwyndor)</p> <ul style="list-style-type: none"> • Currently going through the audit process and compliance ops. • Alwyndor took over the grant funding. <p>Carole Matthews (Resthaven)</p> <ul style="list-style-type: none"> • Being flexible, with the lockdown. • Essential services only or if in real need they would go ahead. Alternative services provided. • Things going mainly back to normal in the following week. Groups to start again. • Centre-based respite will recommence. On their third COVID-safe plans for the respite cottages and following guidelines. • Making sure staff are aware of updates and hot spots. <p>Roy Inglis (Dept of Health)</p> <ul style="list-style-type: none"> • Reforms to bring in a single unified home care system, once the Royal Commission report will come out the Dept will consider a response to this. New reform will be effective once the CHSP funding agreement ends on 30 June 2022. Consultation and finalisation will be during 2021-2022. <p>Rima Sallis (City of Marion)</p> <ul style="list-style-type: none"> • Programs suspended until further notice. • Residents missing having a meal together and socialising. • Shopping and transport continued but in a COVID-safe way. • Lots of planning ahead for 2021 and completing Wellness Report. 	
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<p>SSRG Project Officer Update – 23 November 2020</p>	<p>SSRG Staffing Update</p> <ul style="list-style-type: none"> • Maria Shialis recruited for SSRG Project Officer role (effective 19 October 2020) <p>COVID-19</p> <ul style="list-style-type: none"> • A number of our face-to-face workgroups have been postponed following government recommendations. We are currently looking at different ways to keep these groups active. 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"> • Working with City of Onkaparinga to develop website. <p>Hot Topic</p> <ul style="list-style-type: none"> • “Volunteering and the impacts of COVID-19” Hot Topic Interactive Webinar held for 21 October, 10-11am. Presenters: David Jacquier, Volunteering SA&NT; Mike Fesczack, City of Onkaparinga; two volunteers, lived experience from Volunteering SA&NT. Attendees: 18. • “Volunteering – Take II” Hot Topic Interactive Webinar scheduled for Tuesday 1 December, 3-4pm. Presenters: David Jacquier and Mike Fesczack. <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 handout to give a 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 attending (n=18) from both Southern and Eastern metro regions. Number of people attended: 8 • There has been a focus on sharing different social program models and activities. Discussed COVID-19 and impact on programs, and re-commencement of programs. Due to current circumstances, the group now meets monthly. Meetings held via Zoom since March. 	
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Ageing and Technology Workgroup

- 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.
**Postponed until further notice, due to COVID-19*

Because I Can Online

- Discussions with In White Space regarding proposed idea.
- Workgroup to meet in 2021.
**Postponed until further notice, due to COVID-19*

Moving Towards Wellness

- Due to COVID-19 and workshops postponed until further notice.

Quad-Council Initiatives**2021 Calendar**

- Co-design (staff, champions and residents) 2021 Calendar, incorporating Aged Care Quality Standards, wellness and reablement principles, wellness tips, etc.
- Currently in print. Distributing in December 2020.

Suite of Wellbeing Workshops

**Postponed until further notice, due to COVID-19*

South Australian Collaborative Projects**WELLx Forum**

- Planning a State-wide CPO forum for service providers. Scheduled for 5 February 2021, Apex Park Community Facility, 100 people face-to-face.

CHSP Mandatory First Aid Training

- CPOs coordinated a survey for service providers to complete. Result shared with the DoH.

CHSP online Community of Practice

- Training undertaken in October.
- DoH official launch in late November. 25 Moderators across 17 organisations in Australia.

Next Meeting: Monday 29 March 2021
Time: 2.00 - 4.00 pm
Venue: Mayor's Parlour, City of Marion