



SOUTHERN SERVICES
REFORM GROUP

SSRG Steering Committee

Date: 28/9/2020

Present: Maria Shialis (acting SSRG, City of Onkaparinga), Tali Warnock (Anglicare), Carole Matthews (Resthaven), Lui Di Venuto (City of Onkaparinga), Michelle Young (City of Marion), Tania Robertson (ACNA), Sarah Nicholas (Kalyra Communities), Carol Linder (Catalyst Foundation), Prue Newman (Life Care), Jacqui Bowden (Assured Home Care), Dev Vasumathy (Baptist Care), Grant Edwards (Aged Care Alternatives), Joanna Golaszewska (Multicultural Aged Care)

Apologies: Janine Callegari (Care and Share), Rima Sallis (City of Marion), Monica Du Plessis (City of Holdfast Bay), Cathy Wiseman (City of Marion), Roy Inglis (Dept of Health), Mel Olsson (Anglicare), Carly Hamilton (Baptist Care), Anne Higginson (Life Care), Molly Salt (Alwyndor), Kelly Quinlan (ACH), Katrina Head (City of Mitcham), Jayne Eckermann (Camden Community Care), Tania Westwood (Southern Adelaide Local Health Network), 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	
Discussion	a. CHSP online Community in Practice <ul style="list-style-type: none">• Online platform developed by DoH, designed to share case studies, experiences, information sharing based on Wellness and Reablement• Targeting CHSP service providers/organisations across Australia• Moderator training to be held in the coming weeks before launching to the sector in November• SSRG will be a moderator	

	<p>b. Royal Commission into Aged Care Quality and Safety</p> <ul style="list-style-type: none"> • Identified that consumers are not utilising all their funds because they are waiting for a rainy day • Discussion around the proposal of having Care Finders, similar to LACs in NDIS • Recommended for service providers to familiarise with recommendations and to provide feedback when the time comes <p>c. ACSA: Excellence in Home & Community Care Online Symposium 2020</p> <ul style="list-style-type: none"> • Online symposium held over three days, interesting presentations • Discussion around presentations <p>d. SSRG Service Review</p> <ul style="list-style-type: none"> • SurveyMonkey link open for two weeks, 13 people completed the survey • Collaboration and facilitation of SSRG was identified by 77% of respondents to be extremely important, 15% very important, and 8% somewhat important • Some of the best outcomes identified: collaboration, building strong and productive partnerships, sharing resources, information and ideas • Respondents gave really positive feedback and the benefits/value of SSRG 	
<p>Information Sharing</p>	<p>Carole Matthews (Resthaven)</p> <ul style="list-style-type: none"> • Challenges in recruiting home support workers • Inundated with domestic support referrals • Head office looking at implementing new systems - community services <p>Grant Edwards (Aged Care Alternatives – RAS)</p> <ul style="list-style-type: none"> • Business as usual • Not many green lights for services across SA • Southern region running hot, more than the other regions <p>Lui Di Venuto (City of Onkaparinga)</p> <ul style="list-style-type: none"> • Business as usual - all services are back, doubled on some due to restrictions • Social programs full but taking on more. Transport going well • Home assist services, domestic assistance, home maintenance and home modifications are at capacity • New Community Care program for starting in early 2021 for people under 65 who are not eligible for NDIS, tender will be out in October 	

	<p>Michelle Young (City of Marion)</p> <ul style="list-style-type: none"> • Similar to City of Onkaparinga. Social programs mostly back to normal • Home assist on red light • Accepting referrals from existing clients, not taking on new clients <p>Tania Robertson (ACNA – RAS)</p> <ul style="list-style-type: none"> • Business as usual • Finding out more about groups and options, e.g. volunteers wanting to know about groups happening in their local area <p>Jacqui Bowden (Assured Home Care)</p> <ul style="list-style-type: none"> • Social and home care very busy • Collaborating with CHSP service providers • Creating bespoke software program • Support plans and discussing with providers on working with clients to make the most of care plans <p>Sarah Nicholas (Kalyra Communities)</p> <ul style="list-style-type: none"> • Business as usual • Green light on CHSP social support and transport • Looking for people in the cities of Holdfast Bay and Marion area <p>Carole Lindner (Catalyst Foundation)</p> <ul style="list-style-type: none"> • Community learning programs and developing a suite of programs online and face-to-face according to consumer views • Seeing people wanting one-on-one services • Veterans digital literacy program heading out to Larges Bay with a small group of volunteers • Finding a balance between online and face-to-face groups • Housing directory being updated <p>Dev Vasumathy (Baptist Care)</p> <ul style="list-style-type: none"> • Almost back to normal • Social groups started for over 65, based on case by case risk assessment • Transport and meals have picked up • Aboriginal clients coming through with additional referrals • Waiting for the tender to come out 	
--	--	--

	<p>Prue Newman (Life Care)</p> <ul style="list-style-type: none"> • CHSP domestic and social support individual at capacity • CHSP nursing on green light, plenty of capacity • Cottage respite (Norman House) challenges due to demand by carers and restricting numbers because of COVID • Social support groups resumed and capacity to develop more, with a new consultant involved • Difficulty in recruiting staff <p>Joanna Golaszewska (Multicultural Aged Care)</p> <ul style="list-style-type: none"> • CEO retired • Business as usual • Sending newsletters, activity packs, drive byes, phone calls • Organising outdoor and indoor activities <p>Tali Warnock (Anglicare)</p> <ul style="list-style-type: none"> • Challenges recruiting care workers in the southern region 	
<p>SSRG Project Officer Update – 28 September 2020</p>	<p>SSRG Staffing Update</p> <ul style="list-style-type: none"> • Maria Shialis acting in the SSRG Project Officer role • Currently in process of recruiting SSRG Project Officer position <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>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. 	

	<ul style="list-style-type: none"> • 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>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. • Social movement/campaign “Eat Together” project, using food as a social medium to bring people together, workgroup members decided to postpone till next year due the uncertainty with COVID. <p>Dementia Carers Co-Production Workgroup</p> <ul style="list-style-type: none"> • Dementia Friendly Communities Action Plan opportunities: Workgroup are exploring the idea of Wellness Café group for carers. Influenced by their time during COVID-19 and the importance of keeping a wellness focus. • City of Onkaparinga Wellness for Carers (Respite Program) working with the workgroup to co-design a handout to give a new carers joining the respite program. <p>State-wide Collaborative Projects</p> <p>WELLx Forum</p> <ul style="list-style-type: none"> • Planning a State-wide CPO forum for service providers. Scheduled for 5 February 2021, Apex Park Community Facility, 100 people face-to-face. <p>Hot Topic</p> <ul style="list-style-type: none"> • “Volunteering and the impacts of COVID-19” Hot Topic Interactive Webinar scheduled for 21 October, 10-11am. Presenters: David Jacquier, Volunteering SA&NT; Mike Fesczack, City of Onkaparinga; two volunteers, lived experience from Volunteering SA&NT. <p>Information Session</p> <ul style="list-style-type: none"> • Carers Gateway Services presented by Carers SA, held on 24 September, 10-10.30am, via zoom. Participants: 29. 	
--	--	--

	<p>Moving Towards Wellness</p> <ul style="list-style-type: none"> • Due to COVID-19 and workshops postponed until further notice. <p>Because I Can Online</p> <ul style="list-style-type: none"> • Discussions with In White Space regarding proposed idea • Workgroup to meet <i>*Postponed until further notice, due to COVID-19</i> <p>Quad-Council Initiatives</p> <p>2021 Calendar</p> <ul style="list-style-type: none"> • Co-design (staff, champions and residents) 2021 Calendar, incorporating Aged Care Quality Standards, wellness and reablement principles, wellness tips, etc. • Aimed for distributing in November 2020. <p>Suite of Wellbeing Workshops <i>*Postponed until further notice, due to COVID-19</i></p> <p>Taster Workshops</p> <ul style="list-style-type: none"> • Exploring the possibility of running Wellbeing Taster workshops. 	
--	--	--

Next meeting date: Monday 23 November 2020

Time: 2.00 - 4.00 pm

Venue: TBA closer to the date