



SOUTHERN SERVICES
REFORM GROUP

Summary information for busy CHSP providers. This edition features a number of quick access resources for providers.

WORKFORCE WINS

A series of short, recorded presentations, including practical steps.



[Watch it here](#)

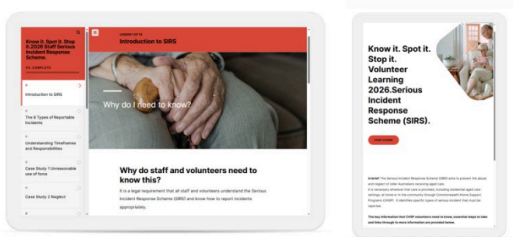
This episode discusses the importance of cultural intelligence when recruiting and retaining a diverse workforce, and is presented by George Gouzounis, Aged Care Sector Support Coordinator, Multicultural Communities Council of SA.

What you'll gain by watching:

- Brief outline of the challenges in recruitment and retention
- How to move beyond awareness
- 5 actions to start on immediately
- Links to experts in the field.

Face-to-face training to build upon this foundation is available to CHSP providers. The next session is on June 24 organised by the Murray Mallee Collaborative.

SIRS TRAINING



[Effective Documentation](#)

[SIRS for Volunteers](#)

[SIRS for STAFF](#)

Short, easy to access interactive online learning modules that can be accessed via the direct links. The link may be sent via SMS and the product right sizes to the e-device in use (phone/tablet/PC). Individual's will need to provide an email address to register and access the modules.

What you'll gain from the training:

- Engaging training on necessary topics
- Real-world scenarios tailored to CHSP delivery
- Tiered training suitable for staff and volunteers
- Links to effective documentation skills that are essential for incident notation.

For organisations wishing to integrate the training into their own LMS (Learning Management System) SCORM files may be supplied upon request to track completion, maintain audit trails for compliance and quality assurance. Any queries or to request the SCORM files contact SSRG on info@ssrg.org.au or call 0403 659 996.

PROVIDER EXPERIENCES



[Service Agreements](#)

[Associated Providers](#)

[Feedback and Complaints](#)

Discover what frontline providers are really thinking as Australia moves toward the new Aged Care Act. This curated playlist features short, powerful segments from a film recorded in March 2026 and premiered at the Regional Reform Forum (11 May 2026).

Hear directly from four Commonwealth Home Support Programme (CHSP) organisations, spanning CALD services, Social Support, Respite, and Transport as they unpack how they're navigating key legislative changes.

What you'll gain by watching:

- Practical insights into implementing new requirements under the Aged Care Act
- Real-world experiences with Service Agreements and Associated Providers
- Provider perspectives on Feedback and Complaints processes
- Lessons learned, challenges faced, and strategies that are working on the ground

These short films were made possible through the collaboration of Southern Fleurieu Positive Ageing Taskforce, Hills Positive Ageing Project, CO.AS.IT.SA, and the Southern Services Reform Group, with Sector Support and Development funded by the Australian Government Department of Health, Disability and Ageing.

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