



SOUTHERN SERVICES
REFORM GROUP

SSRG Workgroup Meeting
Workgroup: Consumer
Date: 19 March 2012

Present: Jean, David, Carole, Michael, Sally, Bev

Apologies: Geraldine, Andrea

Agenda Items	Discussion	Actions
Welcome and apologies	<ul style="list-style-type: none">• Sally welcomed everyone to the meeting.• Carole and Michael's birthdays were celebrated with a cake and small gift.• Sally thanked members for their stories. We are still waiting on two.• Dementia workgroup went to see Kate Swaffer who was diagnosed at 48 years old with early onset dementia. It was a very moving show.• Sally gave a brief run through of the last minutes.• Members were given<ul style="list-style-type: none">• A summary of the consumer stories• Medical heating and cooling concession scheme flyer	
Previous minutes	Previous minutes were accepted.	
Business arising	<ul style="list-style-type: none">• Companion card – discussion held on personal case scenarios	

<p>from previous minutes/discussion</p>	<ul style="list-style-type: none"> • Discussion on medical heating and cooling concession scheme criteria • Discussion on incontinence items – supply, costs and needs/criteria to obtain items with government assistance. • A2HC one stop shop update – they have many referrals coming in and have struggled with ensuring workers are trained adequately – Commonwealth are keen to keep the ‘one stop shop’. • There seems to be a lack of communication in some services e.g. Telstra and aids to help with disabilities. • Navigating websites for services and some councils is difficult – articles, forms etc. are not in logical places. They do not seem to be designed for older people or people with disabilities. • Priority phone maintenance is available to disabled persons for priority repairs/maintenance to keep the phone working correctly at all times in case of emergencies. 	
<p>Project discussion</p>	<ul style="list-style-type: none"> • Jeans story – is about her son Nicholas. She gave a brief rundown of the story titled ‘Falling through the gaps’ <p>Issues –</p> <ul style="list-style-type: none"> - No central point of information containing his history / no central database - Fragmented service - One size does not fit all - Not just state-wide – the central database needs to be Australia wide <p>David will now look further at the story and ‘pick’ out issues and possible solutions.</p> <p>The stories are to have main points/issues highlighted and made into a powerpoint presentation to present to a targeted audience – consumers to be available to elaborate on stories if required.</p> <ul style="list-style-type: none"> • David – when attending a book launch or the like there are no facilities/technology made available for hearing or visually impaired people to view the books before purchase. • How do you assess whether a worker has ‘the heart’? They may have training but do they have the heart, compassion, empathy and understanding. • Depression is a relevant point/issue coming from the stories. There is 	

	<p>a close line between pain, grief, loss and depression, they can all appear the same to an outsider but they can be very different.</p> <ul style="list-style-type: none"> • Sally and David to look at brainstorming/solutions and get back to the group for feedback. 	<ul style="list-style-type: none"> • Sally and David to get together
Other	Volunteer day movie tickets are available if wanted.	Sally to arrange tickets for members
Next Meeting		

Next meeting date: Monday 25 June 2012

Time: 1:30 to 3:30 pm

Place: Onkaparinga Council, meeting room 1 (will meet everyone in the Council foyer, near reception)