

## Northern Collaborative Project (NCP)

### REGIONAL STEERING COMMITTEE MEETING MINUTES

<b>DATE:</b> Thursday 9 <sup>th</sup> February 2012 2.30 pm.	
<b>VENUE:</b> City of Salisbury, John Harvey Gallery	
<b>CHAIR:</b> Heather Lane	
<b>PRESENT:</b> Amy Weckert (DAC) Arana Hokianga (Greek Orthodox Community) Di Grocock (Red Cross) Heather Franchini (UCWB) Heather Lane (City of Tea Tree Gully) Helen Christie (Town of Gawler) Jan Gaskin (DAC) Jason Standen (Southern Cross) Jenny Hughes (SIS) June Waller (consumer rep) Kate Sweet (Domiciliary Care) Leanne Davis-King (City Port Adelaide Enfield) Leslie Wightman (City of Salisbury) Melanie Dining (Access2Home Care) Noel Fay (City of Playford) Pam Pindral (City of Salisbury) Sue Leckie (NCP) Tania Thompson (ACH) Terry Hernen (OPMHS) Tom Greenwell (UCWB) Wendy Simmons (LMH)	<b>APOLOGIES:</b> Anne Higginson (ACH) Bev Brooker (City of Salisbury) Helen Radoslovich (Helping Hand) Jeanette Crowe (Helping Hand Aged Care) Jill Marton (Anglicare) Jill Schutz (Resthaven) Lucy McFadyen (CHAP) Pauline Lewis (St John Community Care) Penny Hickman (Southern Cross) Sue Phillis (TAFE) Susan Chessman (Anglicare)  <b>GUEST:</b> Julie Harrison – Service Manager, Older Persons Mental Health Services Adelaide Metro Mental Health Directorate
<b>AGENDA ITEM</b>	
<b><u>GUEST: Julie Harrison</u></b> The Adelaide Metro Mental Health Directorate includes Adult Mental Health Services and Older People Mental Health Services (OPMHS). Julie is Service Manager for OPMHS for the northern, central and western regions. Terry Hernen is the Team Leader for OPMHS in the northern region. Northern region OPMHS has recently changed catchment boundaries to include Port Adelaide Enfield. The Gawler region is now being serviced through Inner North Country Health.  OPMHS has not had any increase in community mental health services funding for many years. Its role is to provide specialized mental health services to older people 65years+ living in the community (comprehensive assessment and triage, case management etc). Following the release of the Social Inclusion Board’s Report changes to mental health services have enabled approximately 40 people in mental health ‘beds’ (at Glenside) to be transitioned into residential aged care beds with Helping Hand Aged Care. This will support additional resources to be directed towards community mental health services. Over the next 5 years nine additional staff (with a focus on nurse practitioners and clinical psychologists) will be recruited to northern OPMHS. It is hoped that a Community Development Officer will also be appointed, specifically to enhance the mental health/aged care networks and relationships.  The priority for OPMHS is to support people who have acute mental health issues, decrease	

presentations to hospital A&E departments and support older people with mental health issues to remain in their current homes (residential care and community). Terry advised that all referrals are triaged according to need, with OPMHS staff available to provide information and advice to community aged care providers. It was suggested that any providers who have difficulties accessing advice/support for community clients (with mental health issues) are asked to contact **Terry Hernen directly at [terry.hernen@health.sa.gov.au](mailto:terry.hernen@health.sa.gov.au) .phone 8282 2500 mobile 0414 802 211.**

The OPMHS community team has re-located to 30 Gawler Street, Salisbury.

Service providers can also contact **Julie Harrison at [Julie.harrison@health.sa.gov.au](mailto:Julie.harrison@health.sa.gov.au). phone 8282 0444** for further information on OPMHS in the Adelaide Metro area.

Clients with dementia should be referred to their GP's and/or the northern Dementia Link Worker, Deb Stone at [deb@alzheimerssa.asn.au](mailto:deb@alzheimerssa.asn.au). phone 8372 2100.

## **1. Minutes from Previous Meeting (October 2011) and business arising:**

### **1.1 Social Connectivity Charter**

The NCP Social Connectivity Charter will be launched on **Friday 16<sup>th</sup> March from 10-12.30 pm at the city of Tea Tree Gully.**(see attached flyer)

The Social Connectivity Charter is the culmination of the last 5 years work in the region around developing a regional, coordinated response to the issue of social isolation for older people living in the community. It was developed in response to extensive input from regional stakeholders (consumers, carers and providers), and outlines the regional principles, practices and strategies for working together to support social connectivity in the northern region.

We are fortunate to have Davis Kelly (deputy CEO of the Australian Institute of Social Innovation – TACSI), Ronda Held (consultant) and Joyleen Thomas (Better Practice Project) as guest speakers on the day. All Steering Committee members are invited to join us in celebrating this regional achievement.

### **The NCP Regional Social Connectivity Strategies**

- i) Agencies will work collaboratively in the northern metropolitan region to enhance social connectivity for older people living in the community. This includes working together to:
  - identify gaps in services and supports
  - identify barriers to participation
  - plan for the future utilisation of regional social support funding
  - develop linkages and relationships with community groups and clubs
  - maximise access to resources and opportunities for individual older people
- ii) Agencies will review their HACC funded social support services in line with the Social Connectivity Principles and Practices to:
  - identify opportunities for improved practice – with a focus on benefits for the older person
  - share the outcomes of the review process with the sector
  - build on and expand what's working well
- iii) Agencies will share best practice and learnings around enhanced practice and approaches through the Northern Collaborative Project structures. This includes:
  - regular participation in NCP Steering Committee and Work Group Meetings
  - supporting regional pilots and initiatives
  - participating and contributing to regional planning activities
- iv) Agencies will support staff and volunteers to participate in training that builds the knowledge and community development skills required to implement new approaches to social connectivity. This includes opportunities to:
  - attend Better Practice Project training
  - participate in regional forums and workshops
  - practice and support new ways of working

## 1.2 NCP Annual Regional Planning Forum

The Annual Planning Forum will now be held on **Friday 13<sup>th</sup> April from 9.30 -12.30 pm at the City of Playford**. This event will be utilized to explore the future role of the collaborative projects over the next few years, and specifically what northern regional stakeholders see as priorities for this region and the NCP. Flyers for the event will be distributed in March.

*Please put this date in your diaries now.*

## **2. Business**

### 2.1 HACC Innovative Projects

At the NCP Executive meeting in February 2012 members discussed how best to share and explore the learnings that will come out of the SA HACC Innovative Projects. It was suggested that agencies with Innovative Project funding be invited to showcase their projects at Steering Committee Meetings.

Amy Weckert and JanGaskin (HACC Development Team, DAC) reminded providers of the HACC website which will enable all providers statewide to access information on the Innovate Projects.

A statewide HACC forum will also be held on **Tuesday June 12<sup>th</sup> at the Adelaide Convention Centre**. This will showcase the Innovative Projects, the Better Practice Project and the HACC Collaborative Projects.

Leslie Wightman, Project Officer with City of Salisbury's 'Principles into Practice' Innovative Project provided an overview of her project activities and findings to date. (please see the attached presentation summary). The 'Principles into Practice' Project aims to:

- develop, pilot and evaluate a new assessment approach for use with Salisbury HACC Services underpinned by the HACC Service Principles
- strengthen and build on opportunities for consumers of Salisbury's HACC programs to participate at all levels of decision making. This will range from facilitating increased participation and control at the individual service level through to increased opportunities to actively participate in service planning design, implementation and evaluation.

Providers are welcome to contact Leslie directly for more information at

[lwightman@salisbury.sa.gov.au](mailto:lwightman@salisbury.sa.gov.au)

Two additional Innovative Projects:

- Consumer Participation and Engagement
- Evaluation

are also being undertaken by Ronda Held and Associates. Providers have been invited to a consultation around draft consumer participation and evaluation frameworks on **Tuesday 21<sup>st</sup> February at the Prospect Town Hall from 9.30 am – 12 noon**. If you have not already registered please contact Lui Di Venuto at [lui.divenuto@dcsi.sa.gov.au](mailto:lui.divenuto@dcsi.sa.gov.au) ASAP. (and if you have registered and now can't attend, please let Lui know).

Consumers and carers are also being offered an opportunity to provide feedback. Their session is being held at the same venue on **Tuesday 21<sup>st</sup> February from 1-3 pm**. Agencies have been asked to support interested people to attend this consultation. Again RSVP's are to Lui.

### 2.2 Access2Home Care discussion

At the NCP Executive meeting in February 2012 members discussed how difficult it had been to access referrals from Access2Home Care for respite, dementia, social support and CaLD social support services. Melanie stated that Access2Home Care is now aware of this issue and has commenced information sessions for Intake Offers. Providers were also reminded of the importance of having accurate information (and an accurate description of services) on the Carelink database. This information is what the Intake Officers utilize for referrals.

Melanie has been regularly attending Low Level Service Work Group meetings and has been working closely with providers. The five northern Home Assist Team Leaders have developed a protocol for Home Assist Coordinators around agreed processes for Access2Home Care – Home Assist referrals.

### **3. Business – reports**

#### **3.1 Report from Disability Ageing and Carers (DAC)**

Amy Weckert provided a brief overview and advised providers that a full update from DAC would be available within the next few days. This report will be circulated to the region.

#### **3.2 NCP Project Officer Report**

Due to time constraints some of the following information wasn't tabled at the meeting.

- Uniting Care Wesley Adelaide has been successful in securing on-going funding for their HACC Homeshare program. This program matches older householders who are experiencing difficulty with some tasks of daily living, with another person (homesharer) who would live with them rent free, in exchange for an agreed number of hours assistance per week. Please contact **Kellie MacGillivray on 0419 151 779 for further information** about this program.
- ARAS is holding their World Elder Abuse Day Conference on **Thursday 14<sup>th</sup> June at the Adelaide Convention Centre**. A flyer for the event was tabled.
- A Fringe event not to be missed! Kate Swaffer a younger woman with early onset dementia has her very own Fringe event - sharing her personal journey of living with dementia. Kate is speaking at four sessions (please see attached flyer).

#### **NCP Work Group Reports**

Full Work Group reports will be tabled at the April NCP Steering Committee Meeting. Key information includes:

- Expansion of the Regional Consumer Reference Group. Two groups of consumers are now meeting regularly to enable new consumers and/or carers to join and participate in regional discussions. The second group – the RCRG planning strategy sub-committee – consists of seven very experienced consumer/carer representatives who will continue their work with the BPP, TAFE, regional projects etc.
- The CaLD Work Group is holding a regional CaLD Forum on **Friday 11<sup>th</sup> May at the City of Playford**.
- The Consumer Participation Work Group (CPWG) is asking all agencies who are signatories of the Regional Low level Service Principles to provide a representative at CPWG meetings in 2012. The CPWG members have been asked to 'champion' consumer participation and engagement within their own agencies, and the region. THE CPWG undertook a provider survey around consumer participation and engagement practices in 2011, with twelve agencies stating they now had consumer advisory groups. Nine of these agencies then participated in a confidential survey of consumers/carers attending these advisory groups, to seek feedback on their experience of being part of a consumer advisory group. Some valuable insights and feedback from thirty three consumers was received.

#### **3.3 Agency Reports**

##### **3.1 Seniors Information Service**

Ken Goodall has retired from SIS and Jenny Hughes is the new Chief Executive Officer. Jenny's contact details are [jenny@seniors.asn.au](mailto:jenny@seniors.asn.au) phone **8168 8705**.

##### **3.2 Red Cross**

Di tabled information on Red Cross programs. Contact Di for any further information at [dgrocock@redcrosssa.org.au](mailto:dgrocock@redcrosssa.org.au)

##### **3.3 City of Playford**

Noel tabled a flyer for Kaneksh'n (connection), a Fringe events being performed by older people. **Please phone 8256 0377** if interested in seeing an innovative approach by the City of

Playford in supporting older people to stay connected to their community.

### 3.4 N/W Carelink and Carer Respite Centre

The following numbers (free call except from mobile phones) will connect the caller with their local Commonwealth Respite and Carelink Centre (CRCC).

For queries about other regions the caller can be transferred to their local CRCC e.g. a family member living in Salisbury calls **1800 052 222** regarding services for an aged relative living on the Gold Coast. The call will be answered by staff in the North & West Metro Adelaide office and the call can be transferred directly to the local centre in the Gold Coast for regional specific information.

#### *Commonwealth Respite and Carelink Centres*

Centres provide a pathway to a wide range of community, aged care and support services available locally or anywhere in Australia. Centres provide information to anyone about services for older people and people with a disability. Centres also assist carers with options to take a break through short term and emergency respite services, based on assessed need and priority for services.

Calling any of these numbers will connect to the local CRCC around Australia

Commonwealth Respite and Carelink Centre	1800 052 222 (business hours and after hours for respite in a carer emergency/crisis)	for assessment, planning and co-ordination of carer respite services and information requests.
For Aged Care Information	1800 200 422	For information on aged care.
The Aged Care Information Line	1800 500 853	for information on fees, charges, programs and procedures for commonwealth funded residential and community aged care services.
Commonwealth Carer Respite Centre	1800 059 059	This is the old respite number, it is still operational but is not widely publicised and will eventually be withdrawn.

**Please contact Heather (8346 8329) at North & West Metro Adelaide CRCC if you require clarification or have any enquiries .**

**NEXT STEERING COMMITTEE MEETING: Thursday 12<sup>th</sup> April John Harvey Gallery – commencing at 2.30 pm**