



**Seniors Collaborative  
Action Project**

Barossa.Gawler.Light.Mallala

**MINUTES of the  
Consumer Engagement Working Group Meeting  
held Tuesday 18<sup>th</sup> June 2013  
2:00 – 3:30pm  
The Chat Room  
Tanunda Lutheran Home**

**PRESENT:** Annette Gilbert (Barossa Village), Cherri Bindley (Barossa Village), Deb Anderson (SCAP), Denise Maule (Gawler HACC), Eliza Huppatz (Light Regional Council), Graeme Ruwoldt (Uniting Communities), Lucy McFadyen (CHAP), Lynette Seccafien (District Council of Mallala), Marilyn Langley (Tanunda Lutheran Home),

**APOLOGIES:** Bianca Bindley (Uniting Communities), Julie Cartwright (CHAP), Kath Hampel (CHAP), Jo Parker-Phillips (Barossa Home Assist), Tracy Maynard (CNSA Medicare Local)

**1. OPEN**

Meeting opened at 2.10pm.

**2. MINUTES OF PREVIOUS MEETING**

Accepted with amendment: Graeme Ruwoldt was an apology not present.

**3. BUSINESS ARISING**

3.1 Meeting dates and venue: currently meeting monthly 3<sup>rd</sup> Tues of the month. To enable Lynette to attend it was agreed to change the meeting to the third Monday of the month 1:00 – 2:30pm. It was also agreed to change venues each meeting – to be decided month by month.

**4. ACTIVITY / WORK PLAN**

Discuss and agree on activities of the Working Group for the next 6 – 12 months, eg

**4.1 Sharing resources and information**

Denise described her situation where due to Council restructure, resources (template) for the Gawler HACC Consumer Newsletter, produced by the consumer reference group, are no longer available. Denise sought assistance with resolving this.

Lucy offered newsletter resources of CHAP subject to approval by CEO. (Interesting to note CHAP's newsletter goes to both clients and contractors).

Action: Lucy to seek approval and contact Denise re outcome.

Cherri enquired if the Medicare Local has a newsletter. At the CDC conference a rep from a Qld ML spoke about allocating a page of their newsletter to the local aged care sector.

Action: Deb to ask Tracy about this.

**4.2 Expo's**

A 'Regional Roadshow' of expo's was proposed, maybe brand them all the same eg Ageing in Style. Barossa Expo will take place during Seniors Week 25<sup>th</sup> – 28<sup>th</sup> October

Eliza considering one during Kapunda Farm Fair held in April 2014. Also would like to use an event like this to engage with older residents regarding the Social Plan. Lynette interested in one in Mallala Council area in future. Eliza considering using OT students to promote the Gateway in 2014.

Action: Deb to facilitate formation of Expo Regional Roadshow committee, including consumers.

### **4.3 Silver Beat the play and choir**

Deb spoke about Silver Beat - the rock choir in Playford comprised of 35 seniors with average age of 73. They are available to do concerts. Silver Beat the play is performed by the Vintage Theatre Company and is a play about the choir. It involves a local high school choir. Both are about highlighting the strengths and capabilities of the older person to the community. It was agreed that this group would explore opportunities to have some performances in the region.

Lynette indicated that Mallala Council may be able to subsidise ticket price for their residents if there was something held during Seniors Week or Volunteers Week.

Action: Deb to convene sub-committee/working party (Denise, Cherri, Eliza, Marilyn).

### **4.4 Consumer consultation ('Satisfaction Sam')**

Deb would like to attend existing consumer advisory groups, to observe in the first instance and to seek permission to attend a future meeting to undertake the 'Satisfaction Sam' exercise. Information will be fed back to service providers who must be willing to act on it. Any issues of a broader regional nature can be taken to the Home Support & Home Care Packages Working Group.

### **4.5 Establishment of consumer advisory groups and Regional Consumer Reference Group**

Coordinators of existing consumer advisory/reference groups to share information about their experiences with such groups, and lessons learnt, eg

- group needs tasks to have ownership
- takes time to establish
- combined HACC and CACP clients in the one group
- not too many members 8 – 12 optimal
- consumer reps on Boards of Management
- morning or afternoon tea essential!
- input into
  - fee reviews
  - re-branding
  - newsletter
  - contractor training
- ambassador program
- facilitate participation through providing free transport, tele-conferencing etc.

It is anticipated that a Regional Reference Group may evolve as a result of the activities of this Working Group – longer term goal.

### **4.6 Better Practice Project**

It was agreed that it would be good to have BPP involvement with the activities of SCAP and this Working Group, particularly working with contractors and consumer. BPP will be conducting the CDC Workshop in September.

Action: Deb to draft Work Plan for the Group

## **5. OTHER BUSINESS**

Three ARAS seminars being organised for contractors to be held 23<sup>rd</sup> and 24<sup>th</sup> September. Two day time and one evening session likely.

## **6. NEXT MEETING**

Monday 15<sup>th</sup> July at 1:00pm at a venue in Gawler to be advised

## **7. CLOSE**

Meeting closed 3:40pm