



## SENIORS SOCIAL ISOLATION PEAK SERVICES PROGRAM

### Seniors Social Isolation Provider Community of Practice (SSIP-CoP)

#### Minutes of Meeting No. 1 - 2025

<b>Date/Time</b>	<b>Wednesday 19 March 2025 (2.00pm – 3.00pm)</b>
<b>Topic</b>	<b>Social Isolation Best Practice Guide</b>
<b>Location</b>	MS Teams: Meeting ID: 480 372 477 480   Passcode: nC2yC33K
<b>Facilitator</b>	Karen Wilson, Executive Officer, Seniors Social Isolation Peak Services Program, Council on the Ageing (COTA) Queensland
<b>Admin Support</b>	Not available
<b>Guest Speaker</b>	Sarah Walker, Manager, Sector Development, QCOSS
<b>Recording</b>	<a href="https://www.youtube.com/watch?v=1YUEKtMQxMA">https://www.youtube.com/watch?v=1YUEKtMQxMA</a>
<b>Apologies</b>	No attendees from North Queensland

#### Attendees - Guests

- **Lockyer Valley Regional Council:** Neil Meiklejohn, Community Engagement Officer
- Julie Ubrich (tbc)

#### Attendees - SSI funded orgs (*n* = 12)

##### Far North Queensland

- **Torres Strait Older People Program Thursday Island:** Aletia Twist, Mura Kosker Sorority Inc, Chief Executive Office, Administration

##### Central Queensland

- **Barcaldine 60 & Better Program:** Jean Williams, Coordinator, Barcaldine Regional Council

##### South West Queensland

- **Elder Power Program:** Dionne Connolly, Programs Consultant, Goondir Health Services
- **Somerset Seniors Connect Program:** Carole Labran, Somerset Regional Council
- **South Burnett Stronger Together:** Kirsten Firman, Service Manager, Youth and Family Services, South Burnett Contributing to Community (CTC) Inc.

##### North Coast

- **Noosa Seniors Connect:** Kelly de Visser, Community Connection Manager (Acting), Noosa Shire Council
- **Pets for Life Program:** Shirley Hammill, Caloundra Community Centre
- **Senior Social Connections Program:** Jocelyn Courtney, Case Management and Community Engagement, Relationships Australia Queensland

##### SEQ & Brisbane

- **Acacia 50 & Better Program:** Anushka Abeyewarde, Inala Community House
- **Bribie Island Seniors Wellbeing Service:** Elissa Nelson, Community Development/Administration Worker, Bribie Island Neighbourhood Centre
- **Older Women's Network Queensland Inc:** Niura Martinez Casas, Coordinator
- **Positively Ageing Program (QPP):** Mark Doyle, Queensland Positive People

## Discussion, Key Points and Actions

	Topic and Key Discussions Points	Actions
1	<p><b>Welcome and Acknowledgements</b> – Karen Wilson, Executive Officer, Seniors Social Isolation Prevention Peak</p> <ul style="list-style-type: none"> <li>• Acknowledgement of Country</li> <li>• Karen welcomed attendees to the first 2025 COP and thanked everyone for their efforts during recent weather events.</li> <li>• She acknowledged the support helping communities stay well, connected, and resilient.</li> </ul>	
2	<p><b>SSIP Peak Updates</b></p> <ul style="list-style-type: none"> <li>• <b>Over 65 SSI providers</b> delivering services across Queensland.</li> <li>• <b>COTA Queensland</b> recognises existing strengths of SSI providers and aims to build capacity and capability.</li> <li>• <b>Support provided</b> through education, training, grant opportunities, best-practice sharing, reporting guidance, and network connections.</li> <li>• <b>Key 2025 activities:</b> <ul style="list-style-type: none"> <li>○ Promote community understanding of seniors’ social isolation.</li> <li>○ Review SSIP COP arrangements to improve engagement.</li> <li>○ Identify needs, gaps, and opportunities in SSIP programs.</li> <li>○ Deliver 3 x <i>Age Well Stay Connected</i> workshops: Brisbane (31/3/25) to raise awareness, share knowledge, and strengthen networks; 2 further workshops in regional/rural areas (e.g., Townsville, Longreach).</li> <li>○ Set up an online platform for SSI providers.</li> <li>○ Collate and disseminate research findings.</li> </ul> </li> </ul> <p><b>Age Well, Stay Connected Events</b></p> <ul style="list-style-type: none"> <li>• <b>Partnering</b> with ADA Australia and the Queensland Public Advocate.</li> <li>• First event: 31/3/25, Brisbane Multicultural Centre, targeting older adults, carers, and sector stakeholders.</li> <li>• <b>Focus:</b> urban social isolation; insights will inform regional and rural engagement.</li> <li>• <b>Program:</b> guest speakers, panel, workshops, connection activities, and focused discussions.</li> <li>• <b>Outcome:</b> summary report to capture insights and identify future collaboration opportunities.</li> <li>• <b>Note:</b> places filling fast.</li> </ul>	<p>Share Summary report with providers</p> <p>SSI Providers invited to reach out if they want to be involved.</p>
3	<p><b>Social Isolation: Best Practice Guide for Service Delivery</b> — Sarah Walker, Manager, Sector Development, QCOSS</p> <ul style="list-style-type: none"> <li>• Acknowledgement of Country.</li> <li>• QCOSS is the <b>Peak body for community services sector</b> in QLD.</li> <li>• Funded by the Department of Child Safety, Seniors and Disability Services in 2023 to develop an easy to understand, culturally inclusive practice guide and induction for workers and volunteers on how to recognise and respond to social isolation, including how to connect with other relevant providers and agencies.</li> </ul>	

Topic and Key Discussions Points	Actions
<ul style="list-style-type: none"> <li>• The <b>Guide is for SSI-providers in Qld</b> or those interested in setting up a service in their community. It was developed in consultation with SSI-providers, other seniors' orgs, incl. Neighbourhood Centres, Senior Citizens Clubs and older people who use these services.</li> <li>• QCOSS delivered <b>5-6 workshops across the state</b>, along with one-to-one interviews and a survey.</li> <li>• Sarah thanked those who provided insights to inform the Guide and provided an overview of the different sections.</li> <li>• Sarah <b>invited feedback</b> from the group, specifically from those who had used the guide (e.g., gaps, missing info, additional content for inclusion during the future review).</li> <li>• See p21 for information on <b>Risk Assessments</b></li> </ul>	<p><b>Download the Guide at:</b>  <a href="#">Resources for service providers   Department of Families, Seniors, Disability Services and Child Safety</a></p>
<p><b>4 Q&amp;A Session: Social Isolation Best Practice Guide</b></p> <ul style="list-style-type: none"> <li>• <b>Askizzy:</b> usage and listing process discussed.</li> <li>• <b>Hard-to-reach communities:</b> including queer and HIV-positive populations; stigma can limit access.</li> <li>• <b>Pharmacy collaboration:</b> QPP reported a local pharmacy willing to distribute collateral.</li> <li>• <b>Service directories:</b> Karen encouraged adding services to <a href="#">Ending Loneliness Together Directory</a>; COTA Qld launching refreshed website with <a href="#">SSI-specific page for programs, activities, and volunteers</a>.</li> <li>• <b>Lockyer Valley:</b> Neil noted social isolation affects all ages; only TOMNET currently serves older men; invited SSI providers to set up services. Niura (Older Women's Network) will connect with Neil.</li> <li>• <b>Additional resource:</b> Seniors Enquiry Line's Directory of Community Education providers highlighted.</li> </ul>	<p>QPP to provide update on Pharmacy mail out at future meeting.</p> <p>Niura (OWN) to connect with Neil from Lockyer Valley Regional Council</p> <p><a href="#">List of Community Education providers</a></p>
<p><b>5 Date of Next Meeting</b>  SSIP-COP No. 2 - <b>Wednesday 21 May, 2-3pm</b> via MS Teams.</p>	<p>Circulate Agenda &amp; Teams link</p>

**Prepared by**

Karen Wilson, Executive Officer, Seniors Social Isolation Peak Services Program Council on the Ageing Queensland.

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