



SENIOR SOCIAL ISOLATION PREVENTION PEAK

SSI-Provider Network: Minutes of Meeting 2024

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| Date | Wednesday 19 March 2025 (2.00pm – 3.00pm) |
| Title | SSI-Provider Network Community of Practice (Meeting No. 1) |
| Topic | Social Isolation Best Practice Guide |
| Platform | MS Teams: Meeting ID: 480 372 477 480 Passcode: nC2yC33K |
| Facilitator | Karen Wilson, Executive Officer, Seniors Social Isolation Peak Services Program |
| Guest Speaker | Sarah Walker, Manager, Sector Development, QCOSS |
| Recording | https://www.youtube.com/watch?v=1YUEKtMQxMA |

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

North Queensland

- No Attendees

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 |
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| 1 | <p>Welcome and Acknowledgements – Karen Wilson, Executive Officer, Seniors Social Isolation Prevention Peak</p> <ul style="list-style-type: none"> • Acknowledgement of Country • Karen extended a warm welcome to all attending the first COP for 2025 and expressed appreciation for the tireless efforts of both those present and those unable to attend in responding to recent weather events. • Karen acknowledged the support offered to communities, helping them stay well, socially connected, and resilient through these difficult times. | |
| 2 | <p>SSIP Peak Updates</p> <ul style="list-style-type: none"> • 65+ SSI-funded orgs delivering services across the State. • COTA Queensland recognises the existing strengths and expertise within the SSI-Network and aims to help build capacity and capability. • We will provide support through education, training, identifying grant opportunities, sharing best practices, offering reporting guidance, and connecting you with our networks and expertise. • Key activities in our 2025 workplan <ul style="list-style-type: none"> ○ Promoting community understanding of seniors' social isolation. ○ Reviewing Community of Practice arrangements to improve engagement. ○ Engaging with the SSI-Network to better understand the needs, gaps and challenges and identify opportunities. ○ Delivering 3 workshops, first in Brisbane on 31/3/25 with the aim to: <ul style="list-style-type: none"> ➤ Raise awareness of the impact of social isolation on seniors ➤ Encourage knowledge sharing and collaboration ➤ Strengthen networks and partnerships ○ 2 additional workshops in regional, rural and remote Qld (engaging with SSI orgs) – e.g., Townsville and Longreach ○ Set-up Online Platform for SSI-Network ○ Research collation and dissemination <p>Age Well, Stay Connected Events</p> <ul style="list-style-type: none"> • Partnering with ADA Australia and the Queensland Public Advocate. • First event in Brisbane (31/3/25) at Queensland Multicultural Centre. • Focus on urban-specific social isolation challenges and key insights will guide our engagement in regional and rural areas. • Target audience older adults, carers and sector stakeholders from Brisbane and surrounding areas. • The program will feature guest speakers, panel discussion, interactive workshops, connection activities and focused conversations. • A summary report will capture place-based insights and opportunities to address social isolation, helping identify potential projects for future collaboration and innovation. • Places are filling up fast. | <p>Share Summary report with the SSI-Network</p> <p>SSI-Network members invited to reach out if they want to be involved.</p> |

| Topic and Key Discussions Points | Actions |
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| <p>3 Social Isolation: Best Practice Guide for Service Delivery — Sarah Walker, Manager, Sector Development, QCOSS</p> <ul style="list-style-type: none"> • Acknowledgement of Country. • QCOSS is the Peak body for community services sector in QLD. • 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. • The Guide is for SSI-providers in Qld 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. • QCOSS delivered 5-6 workshops across the state, along with one-to-one interviews and a survey. • Sarah thanked those who provided insights to inform the Guide and provided an overview of the different sections. • Sarah invited feedback from the group, specifically from those who had used the guide (e.g., gaps, missing info, additional content for inclusion during the future review). See p21 for information on Risk Assessments | <p>Download the Guide at: Resources for service providers Department of Families, Seniors, Disability Services and Child Safety</p> |
| <p>4 Q&A Session: Social Isolation Best Practice Guide</p> <ul style="list-style-type: none"> ➤ Are people using AskIzzy and how do you get listed. ➤ Discussion on hard-to-reach communities, including the queer community and people who are HIV positive, acknowledging stigma often prevents people from reaching out. ➤ QPP reported they've been talking to a Pharmacy who mails medication, who would be prepared to add collateral. ➤ Karen mentioned the <i>Ending Loneliness Together</i> Service Directory and encouraged people to add their service. ➤ COTA Queensland launching refreshed website in the next few weeks and there'll be a page specifically for Seniors Social Isolation. SSI-funded orgs to showcase their programs, activities and volunteers. ➤ Neil from Lockyer Valley Regional Council commented that he looked forward to having other agencies in the Lockyer Valley use the Guide. He said social isolation issues are experienced by all ages in the region and those who are vulnerable experienced challenges in preparing for the recent disaster (i.e., TC Alfred). ➤ Neil commented that TOMNET (the Older Mens Network) is the only SSI-service in the region currently, and women and couples are missing out. He invited anyone in the network interested in setting up services to reach out. Niura from the Older Women's Network accepted this invitation and will connect with Neil to discuss further. ➤ Karen mentioned the Seniors Enquiry Line 'Directory of Community Education providers' on the Seniors Enquiry line website. | <p>Ask Izzy</p> <p>QPP to provide update on Pharmacy mail out at future meeting.</p> <p>ELT Service Directory</p> <p>COTA Qld SSIP page</p> <p>Niura from OWN to connect with Neil from Lockyer Vallery Regional Council</p> <p>List of Community Education providers</p> |

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| 5 | <p>Date of Next Meeting</p> <p>Community of Practice (COP) No. 2 to be held on Wednesday 21 May, 2-3pm via MS Teams.</p> <p>Join the meeting Meeting ID: 414 237 017 82 Passcode: JA2Uo6iG</p> <p>Topic: <i>“Health and Wellbeing in Later Life”</i></p> <p>Guest presenters sharing insights from their research at the Manna Institute for rural mental health.</p> <ul style="list-style-type: none"> ➤ Associate Professor Belinda Cash, School of Social Work and Arts, Charles Sturt University and University Lead Manna Institute ➤ Dr Daniel Wadsworth, Senior Lecturer, School of Health, University of the Sunshine Coast and Postdoctoral Fellow at Manna Institute for rural and regional mental health | |

Prepared by

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