

Seniors Social Isolation Provider Network: Community of Practice

1. Background

The [Parliamentary Inquiry into Social Isolation and Loneliness in Queensland \(2021\)](#) identified the need for coordinated, community-based responses to support people at greater risk of isolation, with stakeholder evidence highlighting vulnerability among older people, First Nations peoples, people with disability, culturally and linguistically diverse (CALD) communities, LGBTIQ+ communities, and those in regional, rural and remote communities.

In response, the Queensland Government funds over 60 organisations statewide to deliver services that reduce social isolation and improve wellbeing for people aged 60+ and First Nations peoples aged 50+. Programs such as *60 & Better*, the *Older Persons Action Program*, and other funded initiatives contribute to this work by strengthening social connection, wellbeing activities, and locally tailored supports for older Queenslanders.

The *Seniors Social Isolation Prevention Peak*, led by Council on the Ageing (COTA) Queensland, provides leadership and capability building across the sector.

2. Purpose

The *Seniors Social Isolation Provider Network Community of Practice*, hereafter referred to as the *SSI-CoP*, brings together [Queensland Government-funded Seniors Social Isolation Services](#) from across the state to connect, share knowledge, and strengthen services for all communities, including First Nations peoples and Elders, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, gender diverse communities, those with intersecting identities and those living in regional, rural and remote communities.

The SSI-CoP will:

- Promote connection and collaboration across approximately 60 funded organisations
- Share resources, tools, and evidence-based approaches
- Identify emerging trends, challenges, and opportunities
- Build workforce capability and sector leadership
- Support improved outcomes for older Queenslanders

3. Scope

The SSI-CoP will focus on:

- Issues relevant to funded organisations and their service delivery
- System-level improvements and shared challenges
- Capacity building and professional development
- Opportunities for partnership and collaboration

The SSI-CoP is not a decision-making or compliance body but may provide advice and recommendations to stakeholders, including the Queensland Government, to inform sector practice and policy.

4. Membership

Membership includes:

- Representatives from Queensland Government-funded seniors social isolation services across the state
- Queensland Government representatives, as appropriate
- Invited subject matter experts or partners, as needed

Member responsibilities:

- Actively participate in SSI-CoP meetings, workshops, and activities
- Share knowledge, insights, and best practice to strengthen sector outcomes
- Represent their organisation and communicate SSI-CoP learnings internally
- Contribute to a collaborative, inclusive, and respectful network

5. Governance

The SSI-CoP will be supported by:

- **Chair/Facilitator:** Responsible for guiding meetings and ensuring objectives are met
- **Secretariat/Coordinator:** Provides administrative and logistical support
- **Working Groups (optional):** Established for specific priority areas

Governance will remain light touch to encourage open collaboration while maintaining alignment with funding expectations.

6. Meetings

The SSI-CoP meetings are:

- **Held bi-monthly via Zoom** on the third Wednesday, 2:00 pm – 3:00 pm and recorded.
- **Facilitated by Karen Wilson**, Executive Officer, Seniors Social Isolation Peak Services Program, starting with an Acknowledgement of Country.
- **Themed to align with COTA Queensland's 2026 Social Media Plan**, offering members opportunities to showcase their services and share inspirational stories via social media and the quarterly newsletter.
- **Structured for peer learning, best practice sharing, and capability building**, drawing on members' expertise, cultural knowledge, and lived experience. Members are encouraged to contribute through co-facilitating, presenting, and sharing practices with the network.



7. Guiding Principles and Decision-Making

The SSI-CoP fosters open, respectful, and constructive communication. Members are encouraged to:

- Listen actively and with openness
- Respect diverse perspectives and experiences
- Communicate calmly and professionally
- Focus on shared goals
- Raise concerns early and appropriately
- Use agreed processes for mediation when needed

The SSI-CoP operates using a collaborative decision-making model. Consensus guides shared priorities, actions, and recommendations, helping to maintain trust, transparency, and mutual respect across the network.

8. Communication

- A central platform, the **Seniors Social Isolation Prevention Hub (SSIP Hub)**, will support ongoing communication, collaboration, and resource sharing. The platform is managed by the Seniors Social Isolation Services Program Executive Officer and complies with COTA Queensland's Privacy Policy: <http://cotaqld.org.au/privacy>
- Meeting summaries and key insights will be circulated to members **within two weeks** of each meeting.
- Recordings of meetings will be made available to members via the online SSIP Hub.

9. Reporting and Evaluation

The Seniors Social Isolation Peak Services Program will:

- Track participation and engagement
- Document key themes, insights, and outcomes
- Provide quarterly updates to the Queensland Government
- Review effectiveness annually

10. Confidentiality

Members agree to respect the confidentiality of information shared within SSI-CoP meetings, the SSIP Hub and associated discussion forums. While the SSIP Hub and forums may be accessible to other providers, all sensitive or identifiable information must be handled responsibly and ethically, in accordance with privacy principles and organisational policies. Please refer to [COTA Queensland Privacy Policy](#) for more information.

Members should **seek permission before sharing any confidential or identifiable organisational information** outside the SSI-CoP or with external parties.



11. Review

This Terms of Reference will be reviewed annually to ensure it remains relevant and effective.

12. Endorsement

This is a draft Terms of Reference for review and discussion. It has not yet been formally endorsed by the SSI-CoP members or the Queensland Government.

Document Control

Date of last review: 25 February 2026

Next review due: 25 February 2027

Contact

For further information about the SSI-CoP or the SSIP Hub, please contact:

Karen Wilson

Executive Officer, Seniors Social Isolation Peak Services Program

Email: karen.wilson@cotaqld.org.au

Phone: 0484 023 614

Status: Draft – pending endorsement by the SSI-CoP Members and the Queensland Government.

