



## SENIORS SOCIAL ISOLATION PEAK SERVICES PROGRAM

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### Seniors Social Isolation Provider Community of Practice (SSIP-COP) – Terms of Reference

#### 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 funded 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 Peoples 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](#) is led by Council on the Ageing (COTA) Queensland and provides leadership and capability building across the sector.

#### 2. Purpose

The SSIP-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 older peoples and Elders, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+ and gender diverse communities, those with intersecting identities, and those living in regional, rural and remote communities.

The SSIP-COP will:

- Promote connection and collaboration across over 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. Objectives

The SSIP-COP aims to:

- Enhance service quality and implement best-practice approaches
- Facilitate peer learning, knowledge exchange, and innovation
- Provide practical, targeted training and learning opportunities
- Support sector-wide collaboration, continuous improvement, and shared reflection

## 4. Membership

- Membership is open to all Queensland Government-funded Seniors Social Isolation Services
- Participation is voluntary but actively encouraged
- Members are invited to contribute by:
  - Presenting experiences, innovations, or best practice
  - Participating in discussions and collaborative activities
  - Engaging with resources and discussions on the SSIP Hub between sessions

## 5. Facilitation & Roles

- **Facilitator:** Karen Wilson, Executive Officer, Seniors Social Isolation Peak Services Program, Council on the Ageing (COTA) Queensland.
- **Responsibilities of Facilitator:**
  - Plan and coordinate sessions
  - Ensure sessions begin with an Acknowledgement of Country
  - Record sessions and upload to the SSIP Hub
  - Share session notes to support reflection and ongoing collaboration.
- **Guest Speakers / Presenters:** Invited or volunteer members may present topics aligned with sector priorities.

## 6. Activities

The SSIP-CoP supports learning and collaboration through:

### Community of Practice (CoP)

- Facilitate collaborative problem-solving and innovation across the sector.
- Feature invited speakers sharing insights, evidence, and practical guidance on sector priorities
- Encourage sharing of experiences, case studies, and best practice approaches to support peer learning and continuous improvement.

### Lunch and Learn

- Short, focused sessions based on provider-identified topics.
- Provide practical insights and targeted training to strengthen service delivery.

### Connect and Share

- Interactive sessions to facilitate peer learning, knowledge exchange, and the sharing of ideas to support innovation.

### Training Sessions

- Organised by COTA Queensland.
- Designed to build skills, share knowledge, and promote best practice in working with older people and communities.



## 7. Meeting Arrangements

### COP Sessions

- **Frequency:** Bi-monthly, on the third Wednesday of the month.
- **Time:** 2:00–3:00 pm via Zoom.
- **Additional Sessions:** Thursdays, 12:00–1:00 pm for additional learning opportunities.
- **Accessibility:** Sessions are recorded and made available on the SSIP Hub within a month, with brief notes to support reflection and discussion.

### Connect & Share and Lunch & Learn Sessions

- Held on Thursdays from 12:00-1:00 pm throughout the year
- Designed to provide additional learning and practical insights

## 7. Communication

- Ongoing collaboration and resource sharing occur via the **SSIP Hub**.
- Members are encouraged to engage, share resources, and discuss sector topics between sessions.
- Opportunities to **contribute as a guest speaker** or share a **Good News Story** are welcomed.

**Contact for involvement:** [karen.wilson@cotaqld.org.au](mailto:karen.wilson@cotaqld.org.au)

## 8. Review

- These Terms of Reference will be reviewed annually to ensure relevance, alignment with sector priorities, and continuous improvement of the CoP.

