



SENIORS SOCIAL ISOLATION PEAK SERVICES PROGRAM

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

Minutes of Meeting SSIP-COP No. 2 – April 2026

Date/Time	Wednesday 15 April 2026 (2–3pm)
Topic	Reporting 101 (delivered by the Department)
Location	Online via Zoom: Meeting ID: 871 6844 9773 Passcode: 311223
Facilitator	Karen Wilson , Executive Officer, Seniors Social Isolation Peak Services Program, Council on the Ageing (COTA) Queensland
Admin Support	Matthew Strachan , Admin Assistant/Program Support
Guest Speaker	Jo McKelvey , Principal Advisor, Strategy and Reform Senior and Carers, Commissioning, Department of Families, Seniors, Disability Services and Child Safety
Recording	YouTube: https://youtu.be/3g-LMvf58oM (no password required)
Attendees	<p>COTA Queensland (n = 1)</p> <ul style="list-style-type: none"> Lisa Rusten, Director of Services <p>SSI Providers (n = 26)</p> <p><i>Far North Queensland</i></p> <ul style="list-style-type: none"> Port Douglas Neighbourhood Centre - Belinda Fischer and Coleen Forester <p><i>North Queensland</i></p> <ul style="list-style-type: none"> The Neighbourhood Hub Mackay - Alex Whippy Whitsunday Regional Council, Seniors Social Program – Sue Evans Atherton and Elouise Lamb <p><i>Central Queensland</i></p> <ul style="list-style-type: none"> Barcaldine 60 & Better - Jean Williams Yeppoon Social Connection Program, Mercy Community Services - Rosie McCullough <p><i>South West Queensland</i></p> <ul style="list-style-type: none"> Care Balonne Active Seniors Program, St George - Tienielle Jennings Ipswich 60 & Better - Kerri Anne Lynch Ipswich Thriving Seniors - Karmen Howard South Burnett Stronger Together - Deb Melville The Older Men's Network (TOMNET) - Shannon Wade & Anthony Hegarty

	<p><i>North Coast</i></p> <ul style="list-style-type: none"> • Bidgerdii Elders Social Engagement Program (BESEP) Rockhampton – Lauren Noller and Marissa Smith (<i>read.ai meeting notes</i>) • Hervey Bay 60 & Better - Sherie Riley and Jenny (Admin Officer) • Senior Relationships Social Isolation Program, Maroochydore, Relationships Australia Queensland - Toni Meehan <p><i>Brisbane</i></p> <ul style="list-style-type: none"> • Better Connect + (QPP) - Gregory McGuirk • Encircle Redcliffe Older People's Action Program - Jenni Reid • Older Women's Network - Naira Martinez Casas • Queensland Mens Shed Association - Frank Pearce • Wynnum 60 & Better - Wendy Stewart <p><i>South East Queensland</i></p> <ul style="list-style-type: none"> • Older Persons Action Program, Slacks Creek (KENG) – Katherine • Southern Gold Coast 60 & Better Program Inc - Sheree Fleming • TMC Ageing Gracefully - Krystal He <p>Regional Contract Officers (n = 15) See Appendix A for details</p>
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Discussion, Key Points and Actions

	Topic and Key Discussions Points	Actions
1	WELCOME AND ACKNOWLEDGEMENTS	
1.1	<p>Acknowledgement of Country</p> <p>The facilitator acknowledged the Traditional Custodians and paid respects to Elders past, present and emerging, and to Aboriginal and Torres Strait Islander participants attending the meeting.</p> <p>Lived Experience Acknowledgement</p> <p>The meeting acknowledged the value of participants' lived experience and diverse perspectives.</p> <p>All new members were welcomed.</p>	
1.2	<p>Housekeeping</p> <ul style="list-style-type: none"> • Providers were asked to add their name, organisation, program and contact details in the chat for attendance recording. • Providers were advised the meeting would be recorded and shared on the SSIP Hub, with the option to turn cameras off. 	Providers to confirm their attendance
1.3	<p>Why are we here today?</p> <p>The aim of the session was to explore the purpose and importance of reporting, provide practical insights into accurate data collection, and improve understanding of how to measure and report outcomes correctly.</p>	
1.4	<p>Confirm Previous Minutes and Actions</p> <p>The Minutes of SSIP-CoP 1 held on 18 February were approved.</p>	Download on the SSIP-Hub

Topic and Key Discussions Points	Actions
<p>Counting rules</p> <ul style="list-style-type: none"> • Refer to examples provided in PPT slides and recording • Round hours to whole numbers (round up) <p>What is <u>NOT</u> counted</p> <ul style="list-style-type: none"> • Network meetings, travel to a planned activity, data entry • Refer to examples provided in PPT slides and recording <p>What <u>IS</u> counted (including on behalf of clients)</p> <ul style="list-style-type: none"> • Refer to examples provided in PPT slides and recording • Direct service delivery (individual or group support) • Planning and preparation directly linked to client activities • Service promotion (e.g. website updates) • Newsletters and client-facing communications • Training directly supporting client service delivery • Volunteer hours (must be identified separately in comments) <p>Important clarification about My Aged Care</p> <p>My Aged Care is a federally funded program and is separate from services delivered under the Seniors Social Isolation (SSI) funding, which focuses on improving social connection for older people. Assistance with My Aged Care falls outside SSI-funded service delivery. Providers are funded to support referrals, not to deliver standalone referral services.</p> <p>For guidance refer to the QCOSS Best Practice Guidelines.</p> <p>Quantity vs Quality</p> <ul style="list-style-type: none"> • Value for money is what delivers best outcome for older people <p>Value for money principle</p> <ul style="list-style-type: none"> • Balanced consideration of cost, quality, and quantity • Low cost alone does not indicate good service outcomes • Emphasis on meaningful impact for older people <p>Count instances</p> <ul style="list-style-type: none"> • Count each instance of service delivery, whether it is provided to the same older person or to different individuals. • The reported data reflects the total number of services delivered within the reporting period. • Record every occasion a client attends an activity during that period as a separate service instance. • See examples in PPT slides and Recording <p>Counting Demographic data of Service Users</p> <ul style="list-style-type: none"> • Captures characteristics of service users (e.g. age, gender, Aboriginal and Torres Strait Islander status) • Used to assess inclusion, reach, and equity of services • Helps identify gaps in service access and emerging community needs • Not about compliance, but improving service design and responsiveness 	<p>Download Best Practice Guide (Page 32)</p>

	Topic and Key Discussions Points	Actions
	<p>Counting Outcomes</p> <ul style="list-style-type: none"> • Measure the change or benefit experienced by clients • Evidence includes surveys, feedback, observations, and attendance records • Examples: increased engagement, improved confidence, sustained attendance • Focus is on impact and social connection outcomes <p>Key reporting principles</p> <ul style="list-style-type: none"> • Only report data linked to funded service activities • Do not mix data across funding streams • Count all eligible service users regardless of location • Ensure clarity on primary activity when multiple supports occur <p>Final tips</p> <ul style="list-style-type: none"> • Reporting is about accurately reflecting service delivery and outcomes • Focus on client impact, consistency, and transparency rather than just volume of activity 	
3	Q&A DISCUSSION	Recording starts 58:48 mins
3.1	Providers participated in an active Q&A session following the presentation. Jo thanked providers for their work supporting older people in local communities, encouraged ongoing engagement with COTA and Contract Officers, and acknowledged participants for attending and sharing learnings through the Community of Practice.	See Appendix B for transcript
4	CLOSE & DATE OF NEXT MEETING	Recording starts 1:04:52 mins
4.1	<p>Karen thanked Jo and participants for their contributions. Meeting notes, Q&A, and the recording will be uploaded to the SSIP Hub, and participants were invited to submit any further questions. The next CoP session will focus on data collection and reporting in practice.</p> <p>Date of Next Meeting: Thursday 30 April 2026 (12-1pm). Connect & Share - Data Collection and Reporting in Practice</p>	Download Agenda from SSIP Hub (pdf)

Minutes drafted by Matthew Strachan and reviewed and finalised by Karen Wilson. Please email any revisions or comments to: Karen Wilson, Executive Officer, Seniors Social Isolation Peak Services Program, Council on the Ageing Queensland at: karen.wilson@cotaql.org.au

Appendix A – Contract Officers

Green = Attended Red = Apologies

Funded Organisation	Service Outlet	Regional Contact	
Fraser Coast Regional Council	Seniors in Focus service	Aletia	Driscoll
Hervey Bay Sixty and Better Healthy Ageing Program Inc.	Hervey Bay 60 and Better		
Northern Peninsula Area Regional Council	NPARC Seniors Social Isolation Service	Alicia	Mole
Charters Towers Warringnu Aboriginal and Torres Strait Islanders Corporation	Charters Towers Warringnu 60 and Better Program	Amy	Reeves
Flinders Shire Council	Healthy Active Ageing in Flinders		
Hinchinbrook Community Support Centre Inc.	Hinchinbrook Community Support Centre - Seniors Service		
A & V Meyers Pty Ltd	Dovida Beaudesert Seniors Service	Angela	Caruso
Donald Simpson Community Centre Ltd	Donald Simpson Community Centre		
Multicultural Communities Council - Gold Coast Limited	Multicultural Seniors Program - Gold Coast		
Southern Gold Coast 60 & Better Program Inc	Southern Gold Coast 60 and Better Program		
The Migrant Centre Organisation Inc.	Ageing Gracefully - Gold Coast		
UnitingCare Queensland Limited	Redland Positive Ageing Service	Belinda	Wallace
Mutkin Residential and Community Care Indigenous Corporation	Older Persons Action Program	Bridget	Kelly
Cooktown District Community Centre Limited	Cooktown District Community Centre 60 & Better		
Port Douglas Community Service Network Inc.	Port Douglas Neighbourhood Centre	Elizabeth	Hamingja
Burdekin Community Association Inc.	BCA Older People's Action Program		
Life Without Barriers	LWB - Older People Experiencing Social Isolation - Townsville	Emma	Robinson
Older Women's Network (Queensland) Inc.	Older Women's Network	Francesca	Troxell
George Street Neighbourhood Centre Association Inc.	The Neighbourhood Hub	Helen	Murray
Bidgerdii Aboriginal and Torres Strait Islanders Corporation Community Health Service Central Queensland Region	Bidgerdii Elders Social Engagement Program (BESEP)		
Rockhampton 60 & Better Program Inc.	Rockhampton 60 & Better Program		

Funded Organisation	Service Outlet	Regional Contact	
Rockhampton 60 & Better Program Inc.	Rockhampton 60 & Better Program	Julie	Irwin
Mura Kosker Sorority Inc.	Torres Strait Older People Programs	Jade	Morris
Ipswich 60 and Better Program Inc.	Ipswich 60 and Better Program	Jennie	Brett
Seniornet Association Incorporated	SeniorNet		
Y-Care (South East Queensland) Inc.	Ipswich Thriving Seniors		
YMCA of Bundaberg Limited	Bundaberg 60 and Better Service	Julie	Bailey
Barcaldine Regional Council	Barcaldine 60 & Better Program	Julie	Irwin
Wowan Dululu Community Volunteer Group Inc	Wowan/Dululu Multi-Purpose Centre		
Inala Community House	ICH - Acacia Ridge 50 & Better Program	Karen	MacGillivray ##
Inala Community House	ICH - Skylarkers 60 & Better Program Inala		
Multicultural Community Centre Ltd	Multicultural Community Centre		
Queensland Men's Shed Association Inc.	Men's Shed		
Queensland Positive People Incorporated	Better Connect +		
The Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane	Centacare - Seniors - Active Lifestyles	Kathryn	Burrows
The Maryborough and District Committee On The Ageing Inc.	Well Aged Service	Kay	Hoskins
Mackay 50 & Better Programme Inc	Mackay 50 and Better	Lara	Manuel-Issacs
Whitsunday Regional Council	Social Seniors Whitsundays		
Active 60 & Better Inc	Active 60 and Better	Maree	O'Brien
Bribie Island and District Neighbourhood Centre Association Inc.	Bribie Island Seniors Wellbeing Service		
Encircle Community Services Ltd	Redcliffe Older Peoples Action Program		
Greek Orthodox Community of St George Brisbane	Greek Community 60 and Better Program		
Wynnum 60 and Better Programme Inc.	Wynnum 60 and Better Program		
Y-Care (South East Queensland) Inc.	YMCA Cannon Hill Seniors	Meghan	Peacock
Churches of Christ in Queensland	Blackall 60 and Better Service		
Mercy Community Services SEQ Limited	Yeppoon Social Connection Program		

Funded Organisation	Service Outlet	Regional Contact	
Winton Shire Council	Winton 60 & Better Service		
Ravenshoe Rural & Remote Aged & Disabled Care (RADCARE) Inc.	Tablelands Seniors Program	Melanie	Tunstead
Transitcare Limited	TransitCare Social Support		
Caloundra Community Centre Inc.	Live Life Program	Mikhaila	Juchau
Noosa Shire Council	Noosa Seniors Connect		
Relationships Australia (Qld) Limited	Senior Relationships Social Isolation Program		
Marlin Coast Neighbourhood Centre Inc	Safe and Confident Living Program	Patimah	Singe
Community Touch Ltd	Cairns Senior Friendship Circle	Rachelle	Cooper
Goondir Aboriginal and Torres Strait Islanders Corporation for Health Services	Elder POWER	Rebecca	Simpson
South West Hospital and Health Service	Charleville and District Healthy Ageing Program		
Tara and District Family Support Committee Incorporated	Tara 60 & Better Program		
South Burnett C.T.C. Inc.	South Burnett Stronger Together	Sarah	Russell
Older Men Unlimited Hervey Bay Inc.	Older Men Unlimited Hervey Bay Service	Shawn	Foley
Mapoon Aboriginal Shire Council	Mapoon - Connecting Elders (Transport)	Simon	Cosgriff
STAR Community Services Ltd	Connecting Seniors in the Southern Downs and Lockyer Valley	Stacey	Appleyard
Kingston East Neighbourhood Group Inc	Older People Action Program	Tanya	Scott
Kingston East Neighbourhood Group Inc	Older People Action Program	Steffi	Schneider
Care Balonne Association Inc.	Care Balonne Reducing Social Isolation Program	Teresa	Binoka ^^
Darling Downs Hospital and Health Service	Inglewood 60 and Better		
East Creek Community Centre Incorporated	East Creek Older People's Action Program		
Somerset Regional Council	Somerset Seniors Connect		
The Older Mens Network Inc.	The Older Men's Network		

- ^^ Teresa Binoka works with Stacey and Ingrid, and reports to Ingrid.
- ## Karen MacGillivray is on Maree O'Brien's team
- ** Linda Eggert is Principal Contract Officer for Brisbane and Moreton Bay Region. Works with Karen MacGillivray, Maree O'Brien, Kathryn Burrows and Carla Venning.
- Ingrid Powderham, Acting Manager of the South West Team manages Teresa, Stacey and Rebecca.

Appendix B: Q& A Transcript

Wendy Stewart: We have a few things that we do. One example is a carers support group. We have a qualified counsellor who volunteers for that, and we have a group of seniors who are also carers, usually for their partner. They meet once a month for a few hours, and I just don't know if that's regarded as a referral service, which would be supplied by a volunteer, not by myself.

Jo McKelvey: Okay, the first question for you is: what service types are you funded under?

Wendy Stewart: We're funded under both the referral service and social isolation.

Jo McKelvey: So, community support and information, advice and referral?

Wendy Stewart: Yes.

Jo McKelvey: Yes, I would see that as community support. While information, advice and referral is more of a reactive response, someone comes to you seeking advice, information, or a referral from your service as the expert, or because you're the only service in your local community. So it's a reactive process. Community support, on the other hand, is proactive. You're actively out in the community delivering services to achieve an outcome.

Wendy Stewart: Okay. What about when people come and want tech support to learn how to use their mobile phones and that sort of thing? We also get a volunteer here who provides one-on-one help, showing them how to use their mobile phones, for example.

Jo McKelvey: So first of all, you've planned an activity for that to happen. So yes, absolutely. From the first interaction, someone is seeking information and advice, but as a service you identify an opportunity to support them. So you plan the activity to provide that support.

Wendy Stewart: Yep. And the volunteer comes to my office and provides that here. Is that counted as a referral service, social service, or community support service?

Jo McKelvey: That's community support. It doesn't matter who delivers the service—it's about the service activity itself. So whether it's a guest speaker, yourself delivering it, or a volunteer, it's still the same. Even today, like inviting me to the department—although I'm delivering the content, you've planned the activity. Does that make sense?

Wendy Stewart: I don't know, it's really hard to understand. Also, we have another volunteer who provides one-on-one help for My Aged Care—people who are registered and having trouble accessing services. She helps them. Is that again community support rather than a referral? I would have thought it was a referral.

Jo McKelvey: Really good question, I'm glad you raised it. My Aged Care is federally funded; it's not part of our service delivery. In terms of social isolation funding, the objective is to socially connect older people and improve their social connections. Helping someone with My Aged Care is a different program.

Wendy Stewart: And it's not a referral service that we're providing?

Jo McKelvey: When it comes to information, advice and referral, a referral is a "warm referral." For example, someone comes to you needing help, and you identify they may need additional support—such as health advice—and you encourage them to seek that support. You might assist them to connect with that service. That is a referral. We don't fund referral services—we fund you to do referrals. Does that make it clearer?

Jenny Reid: If a client comes in wanting to access social groups, but their barrier is transport, and you know they could get transport through their aged care package to access those groups—how does that fit?

Jo McKelvey: That's probably something we need to discuss further outside of this. It's a big grey area. We're seeing increasing demand from services around My Aged Care, especially as systems are stretched. If someone comes seeking information, advice and referral, you would provide guidance and refer them to the appropriate service. That would fall under community support. I think we need to look more closely at this, as it's becoming increasingly complex. I'll take that on notice and ensure we include clearer examples in future guidelines around My Aged Care what is included and what isn't.

Kerri Anne Lynch: Yes, sorry, because what you were just talking about... I have to ask it now. My interpretation is, this is doing my head in.

Jo McKelvey: I agree.

Kerri Anne Lynch: So, for example, I'll use three different names, no one in particular: Fred, Mary, and Joe. Fred might come this week and has attended table tennis once, indoor bowling once, and then come into the office for a chat about some concerns he has had. So it's the same person attending different activities. Do we count the hours he has received across those activities, or do we count the occasions he has come in, or do we separate them out?

Jo McKelvey: That's a good question. I don't need to ask what you're trying to do because I know your service and contract. So, hours are hours—no matter what. When you count hours, they are the total hours delivered, whether by staff or volunteers. In terms of service outputs and service use, you count each occasion. So if Fred attends on three separate occasions, that's three service occasions. So he is counted three times for service use. However, when you count client characteristics, you only count him once.

Kerri Anne Lynch: Yes, which is what I'm doing now.

Jo McKelvey: Yes. I apologise if that wasn't clear, but a good way to think about it is this: some services use sophisticated client management systems, others use clickers or Excel spreadsheets. The principle is the same. If you're using a clicker, every time someone walks in, you click. If you're using a spreadsheet, each attendance is recorded across rows or columns depending on your system. You mentioned you use attendance sheets—that's effectively the same as a clicker. You're

counting each attendance. So for demographic data, you count each unique client once, because we want to understand the population representation. For example, ABS data is based on unique individuals, not repeated attendances.

Sue Evans-Atherton: I've had a few people in our local community lately who are not in the 60-plus age range. They're a little bit younger, in the 50s, but they're socialising with people who are in their 60s and 70s, 80s, etc. And they're retired, usually due to a disability. And I'm just wondering, because they keep asking can they come along to the sessions? It's not many, it's just a few, but I was wondering about capturing those people and reporting back, that there's those situations where people might not fit that demographic, but are obviously requiring that service.

Jo McKelvey: You're going to have people with disabilities that actually may even be in an aged care home. And so it shouldn't exclude them. You know, I think that's what we really talk about when we talked about outcomes and demographics, is about excluding people. Yeah, can you confirm volunteer hours spent preparing? I believe that has been agreed, that you can count volunteer hours. In terms of the social isolation service. I just really, really want to be mindful and bring you back to that *quality versus quantity*, because services right across the social services sector use volunteers, and honestly, we wouldn't have services without volunteers. Our costing relates to paid workers, that's how our costing model is worked on. That's how value for money is associated with, is you know, a worker. So, absolutely, you're allowed to count volunteer hours, but I think it's a nice balance to ensure that it does reflect the service delivery and not because I know some services have a coordinator, and they might have 10 volunteers as well, so it's really finding that balance.

OWN Qld: Jo, just in relation to those volunteer hours. So, in the GM, what is that? 116 report? Yeah, one... yes, the GM, the qualitative reporting. I've generally put a table and put those volunteer hours there. But are you suggesting we put those, in the actual P2I, those, that quantitative, in those quantitative, sections?

Jo McKelvey: I'm not. My preference is that business as usual. Don't change the way you're counting. It has come up where some of our lower funded services actually don't use paid workers, so that's where the volunteering question has arisen, is where there is, that the level of funding doesn't, there's not enough funding in this contract to employ a person. So, or their choice is not to employ a person. So, that's where the volunteers are coming into it, so that's where that balance is. So, please, I keep doing what you're doing. Your contract officers will be the first people to, you know, to discuss that further with you. But yeah, definitely important in terms of data collection and analyzing data. Apples with apples, oranges with oranges, when you start changing the way you count, without, I suppose, having a discussion with us first, it can misrepresent your... the data, so... yeah.

OWN Qld: Great, thank you.

End of transcript