



## SENIORS SOCIAL ISOLATION PEAK SERVICES PROGRAM

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

#### Minutes of Meeting SSIP-COP No. 3 – June 2026

<b>Date/Time</b>	Wednesday 17 June 2026 (2–3.15pm)
<b>Topic</b>	Safety, Rights and Respect
<b>Location</b>	<b>Online via Zoom:</b> Meeting ID: 889 3792 1594   Passcode: 572848
<b>Facilitator</b>	<b>Karen Wilson</b> , Executive Officer, Seniors Social Isolation Peak Services Program, Council on the Ageing (COTA) Queensland
<b>Admin Support</b>	<b>Matthew Strachan</b> , Admin Assistant/Program Support
<b>Guest Speaker</b>	<ul style="list-style-type: none"> <li>• <b>Aged and Disability Advocacy: Supporting Rights &amp; Choice:</b> Scott Green, Community Development Officer, <a href="#">ADA Australia</a></li> <li>• <b>Dementia Awareness: Reducing Risk &amp; Finding Support</b> Kara Crompton, Community Engagement Officer, <a href="#">Dementia Australia</a></li> <li>• <b>Scams and Elder Abuse Awareness</b> Emily Gould, Community Resource Officer and Colleagues, <a href="#">UnitingCare Older People's Programs</a></li> <li>• <b>Healthy Ageing in Action: Building Kitchen Confidence and Independence</b> - Chloe Carroll, APD (BHumNut, MNutrDietPrac), OzHarvest, <a href="#">QLD NEST (Nutrition Education and Skills Training)</a> Team Lead</li> </ul>
<b>Recording</b>	<a href="https://www.youtube.com/watch?v=oHshR27Dkwc&amp;feature=youtu.be">https://www.youtube.com/watch?v=oHshR27Dkwc&amp;feature=youtu.be</a>
<b>Attendees</b>	<p><b>COTA Queensland</b></p> <ul style="list-style-type: none"> <li>• Jocelyn Green, Project Lead, Suicide Prevention &amp; Harm Reduction Resources for Seniors in Queensland</li> </ul> <p><b>Department of Families, Seniors, Disability Services and Child Safety</b></p> <ul style="list-style-type: none"> <li>• Jean Lagan, Principal Policy Officer, Strategy and Reform</li> <li>• Angela Caruso, Contract Officer, Seniors Social Isolation Services</li> </ul> <p><b>SSI Providers (n = 11) As per Zoom Chat</b></p> <ul style="list-style-type: none"> <li>• Christine Harkins, Team Leader, Community Engagement, Inala Community House</li> <li>• Fern Miles, Blackall 60 &amp; Better, Churches of Christ.</li> <li>• Janine Smith, Community Programs Officer - Lockyer Valley, Connecting Seniors in the Southern Downs and Lockyer Valley, Star Community Services</li> <li>• Jean Williams, Barcaldine 60 and Better-</li> <li>• Kerri Lynch, Coordinator, Ipswich 60 &amp; Better</li> </ul>

	<ul style="list-style-type: none"> <li>• Netra Bahadur Bhattarai and Krishna Bhattarai, Cairn's Seniors Friendship Circle, Community Touch</li> <li>• Niura Martinez Casas, Coordinator, Older Women's Network QLD Inc</li> <li>• Philippa Hall, Metro South Community Engagement Lead, Blue Care</li> <li>• Ping Aspinall, Multicultural Communities Council Gold Coast (MCCGC)</li> <li>• Sherree Fleming, Manager, Southern Gold Coast 60 &amp; Better</li> <li>• Shirley Hammill, Pets for Life Program, Caloundra Community Centre</li> </ul>
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## Discussion, Key Points and Actions

	Topic and Key Discussions Points	Actions
<b>1</b>	<b>WELCOME AND ACKNOWLEDGEMENTS</b>	
<b>1.1</b>	<p><b>Acknowledgement of Country</b></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><b>Lived Experience Acknowledgement</b></p> <p>The meeting acknowledged the value of participants' lived experience and diverse perspectives.</p> <p>All <b>members</b> were welcomed.</p>	
<b>1.2</b>	<p><b>Housekeeping</b></p> <ul style="list-style-type: none"> <li>• Providers were asked to add their name, organisation, program and location in the chat for attendance recording.</li> <li>• Providers were advised the meeting would be <b>recorded</b> and the link shared on the <a href="#">SSIP Hub</a>, with the option to turn cameras off.</li> </ul>	<b>Please confirm attendance if you are not listed above</b>
<b>1.3</b>	<p><b>Why are we here today?</b></p> <ul style="list-style-type: none"> <li>• Hear from an engaging line-up of guest speakers</li> <li>• Gain practical insights and resources to support your work</li> <li>• Learn from the experiences of others across Queensland</li> <li>• Ask questions and participate in live discussion</li> <li>• Connect with fellow providers and share ideas</li> </ul>	
<b>1.4</b>	<p><b>Confirm Previous Minutes and Actions</b></p> <p>The Minutes of SSIP-CoP Lunch &amp; Learn held for National Volunteering Week on 21 May were approved.</p>	<a href="#">Download on the SSIP-Hub</a>
<b>1.5</b>	<p><b>SSIP Peak Updates</b></p> <p>Karen provided a brief update on the SSIP peak activities, including the ADA Aged Care Conversations in Maleny, Gympie and Kingaroy in May, and the Dementia Friendly Somerset Launch event.</p> <p><b>Download Insights from Aged Care Conversations:</b>  <a href="#">20260601-ADA-Conversation-Insights-May.pdf</a></p> <p>Karen will be attending the <b>Gatton ADA Aged Care Conversation on 30 June</b>, with TOMNET and Star Community Services.</p> <p>Karen reminded attendees that the <a href="#">SSIP Hub</a> is available as an online engagement tool and offered support in using it.</p>	Explore the <a href="#">SSIP Hub</a>

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<b>2</b>	<b>GUEST SPEAKERS</b>	
<b>2.1</b>	<p><b>Scott Green, Community Development Officer, ADA Australia</b></p> <p>Scott described ADA Australia as a community-based independent, not-for-profit with about 35 years of history. They provide free, confidential aged-care advocacy services, including in-home outreach, remote phone/video support, and specialist advocates for priority communities. ADA runs a <b>free aged-care advocacy line (1-800-700-600)</b>, provides legal assistance for guardianship and enduring powers of attorney, and has seen demand more than double since the Support at Home changes.</p> <p><b>Waiting Times</b></p> <ul style="list-style-type: none"> <li>• Intake responses may take a few days</li> <li>• Complex advocate visits can take roughly four to eight weeks, with triage for urgent elder-abuse cases.</li> </ul> <p>ADA Australia offers free advocacy education and information sessions for community groups and service providers across Queensland.</p> <p><b>Contact Details</b>  E. <a href="mailto:scott.green@adaaustralia.com.au">scott.green@adaaustralia.com.au</a>  W. <a href="https://adaaustralia.com.au/">https://adaaustralia.com.au/</a></p>	<p><b>Recording starts 0:07:47 mins</b></p> <p>Listen to Scott's Presentation</p> <p>Book an information session for your community group</p> <p>Contact Scott for more info or visit their website</p>
<b>2.2</b>	<p><b>Kara Crompton, Community Engagement Officer, Dementia Australia</b></p> <p>Kara outlined Dementia Australia's free programs: a 24/7 information and advice line, webinars, a large resource library, post-diagnostic support pathways, counselling, carer coaching and peer programs.</p> <p>Post-diagnostic support wait-times commonly average about six weeks (range three to nine weeks). Referrals require client consent, and the helpline can provide interim follow-up calls for people on waitlists.</p> <p>Kara promoted <a href="#">Dementia Australia's Hold the Moment podcast</a> and lived experience emphasis. Dementia Australia provides a range of dementia information and education sessions, workshops, and webinars for people living with dementia, families, carers, and the broader community.</p> <p><b>Contact Details</b>  E. <a href="mailto:kara.crompton@dementia.org.au">kara.crompton@dementia.org.au</a>  W. <a href="https://www.dementia.org.au/">https://www.dementia.org.au/</a></p>	<p><b>Recording starts 0:31:17 mins</b></p> <p>Listen to Kara's presentation.</p> <p>Contact Kara for more info or visit their website</p>
<b>2.3</b>	<p><b>Emily Gould, Older People's Programs, UnitingCare</b>  <b>Deanne Lawrie, Resource and Community Support Officer, Elder Abuse Prevention Unit, UnitingCare</b></p> <p>The Seniors Enquiry Line is a free, statewide information and referral service for Queensland seniors, families, friends, grandparents and carers. Emily described providing community education focused on scams, online safety, and digital legacy. She outlined how callers can verify suspected scams, request follow-up.</p> <p>Emily delivers presentations and tailored resources to support affected communities. Contact Emily to arrange a presentation for your group.</p> <p>See: <a href="#">Directory of Community Education Providers - Seniors Enquiry Line</a></p>	<p><b>Recording starts 0:47:25 mins</b></p> <p>Listen to Emily and Deanne's presentation.</p>

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	<p>Deanne outlined the <b>Elder Abuse Helpline's</b> confidential, anonymous, statewide service focusing mainly on family-perpetrated mistreatment (financial, psychological, neglect, social restrictions).</p> <p>The Elder Abuse Helpline operates <b>Monday–Friday 9–5</b>, generally returns messages same day when possible, and navigates complex matters involving capacity, enduring powers of attorney, Public Guardian, QCAT or police referrals.</p> <p><b>Contact Details</b>  E. emily.gould@ucommunity.org.au  E. deanne.lawrie@ucommunity.org.au  W. <a href="https://ucommunity.org.au/">https://ucommunity.org.au/</a></p>	<p>Contact Emily or Deanna for more info or visit their website</p> <p><a href="#">World Elder Abuse Awareness Day   COTA Queensland</a></p>
2.4	<p><b>Chloe Carroll, PD (BHumNut, MNutrDietPrac), Oz Harvest, QLD NEST Program Team Lead.</b></p> <p>Chloe presented an overview of the NEST (Nutrition Education Skills Training) program. The program runs with small groups of 6-15 participants over six weeks in a safe, non-judgmental setting. The aim is to build cooking skills, confidence, and relationships. Oz Harvest supplies equipment, food, and educational materials while partner sites provide basic kitchen access. NEST has reached nearly 15,000 people nationally, male participation is low (15%), and organisers welcome partner hosts and referrals.</p> <p>Note! Ipswich Thriving Seniors (SSI Program) have recently completed their first NEST program and will be running another in October.</p> <p>If you'd like to run this program please contact Chloe for more details.</p> <p><b>Contact Details</b>  E. <a href="mailto:chloe.carroll@ozharvest.org">chloe.carroll@ozharvest.org</a>  W. <a href="https://www.ozharvest.org/">https://www.ozharvest.org/</a></p>	<p><b>Recording starts 1:00:41 mins</b></p> <p>Listen to Chloe's presentation.</p> <p>Contact Chloe for more info or visit their website</p>
<b>3</b>	<b>Q&amp;A SESSION</b>	<b>Recording starts 1:09:11 mins</b>
3.1	<p>Providers engaged in a Q&amp;A discussion following the presentations. Karen and Chloe discussed gender participation for the NEST Program, with Chloe stating males make up about 15% of participants and expressing openness to suggestions to increase male engagement.</p>	
<b>4</b>	<b>CLOSE &amp; DATE OF NEXT MEETING</b>	<b>Recording starts 1:13:53 mins</b>
4.1	<p>Karen thanked presenters for their contributions and advised providers that meeting minutes and the recording would be available on the SSIP Hub within the next fortnight.</p> <p><b>Date of Next Meeting: Thursday 16 July, 12-1pm.</b> Lunch &amp; Learn. Theme - Sharing Knowledge to Strengthen Community Outcomes (<a href="#">Agenda</a>)</p>	

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@cotaqld.org.au](mailto:karen.wilson@cotaqld.org.au)