



SENIORS SOCIAL ISOLATION PEAK SERVICES PROGRAM

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

Minutes of Meeting for SSIP Lunch & Learn #3 - July 2026

Date/Time	Thursday 16 July 2026 (12-1pm)
Topic	Sharing Knowledge to Strengthen Community Outcomes
Location	Join Zoom Meeting Meeting ID: 819 5643 1478 Passcode: 729187
Facilitator	Stephanie Power , Senior Policy and Research Officer, Council on the Ageing (COTA) Queensland
Guest Speakers	• Coralie Traynor, Service Integration Lead, Maroochydore / Gympie QLD, Carer Gateway, Wellways Australia • Carolina Leyton Zamora, Manager Sector Development, Sector Planning Workforce Development, QCOSS
Recording	YouTube: https://youtu.be/FcMH_fjOLFQ
Attendees	COTA Queensland • Lisa Rusten, Director of Services Department of Families, Seniors, Disability Services and Child Safety • Jenny Brett, Contract Officer for Ipswich 60 & Better and Ipswich Thriving Seniors • Angela Caruso, Contract Officer for Ageing Gracefully, Gold Coast SSI Providers (n = 11) As per Zoom Chat • Clare Bayliss, East Creek Community Centre (Older People's Action Program) Toowoomba • Jean Williams, Barcaldine 60 and Better Program • Karmen Howard, Ipswich Thriving Seniors, YMCA. • Netra Bahadur Bhattarai, Cairn's Seniors Friendship Circle, Community Touch • Ping Aspinall, Asian Women Association Gold Coast / Multicultural Communities Council Gold Coast (MCCGC) If your name did not appear in the Zoom Chat, you have not been included in the above list. Any providers not listed are asked to confirm their attendance so the record can be updated accordingly.

Discussion, Key Points and Actions

	Topic and Key Discussions Points	Actions
1	WELCOME AND ACKNOWLEDGEMENTS	
1.1	Acknowledgement of Country 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.	
1.2	Housekeeping - Participants were invited to introduce themselves via the chat and acknowledge the land from which they are joining. - Participants were reminded to keep microphone muted, advised that the meeting was being recorded (with the recording to be shared on the SSIP Hub), and informed that cameras could be turned off if preferred. - A Q&A session was scheduled to follow the presentations	Please confirm attendance if you are not listed above
1.3	Why are we here today? - To share knowledge to strengthen community outcomes, highlighting the importance of bringing people together to exchange ideas and build strong and coordinated responses in the sector. - Stephanie welcomed guest speakers, Coralie and Carolina, who bring collective expertise and work which greatly contributes to strengthening capability and sustainability of the community services sector.	
2	GUEST SPEAKERS	
2.1	Wellways Carer Gateway Coralie Trainor is an experienced learning and development professional. She's the Service Integration Lead for Maroochydore and Gympie, with Carers Gateway and Wellways Australia. Coralie began her presentation by sharing her personal journey as a carer and initial involvement in the Carer Gateway. Wellways Carer Gateway support unpaid carers, but people can be receiving a carer payment or a carer allowance to access their services for free. Coralie provided information about services, supports and eligibility for Wellways Carer Gateway, including: ☐ Intake and Registration Process ☐ Carer Gateway Hub ☐ Counselling ☐ In Person Peer Support	Recording starts at 2 mins, 30 seconds Contact details Coralie Traynor Service Integration Lead Maroochydore / Gympie QLD Carer Gateway Wellways Australia ctraynor@wellways.org M. 0466 226 720 wellways.org T. 1800 422 737

	Topic and Key Discussions Points	Actions
	☐ Facilitated Coaching ☐ Benefits of Seeking Support ☐ Work in partnership with other organisations ☐ Intergenerational relationships and young carers Coralie also advised participants to check Eventbrite for Wellways Carer Gateway events	
2.2	Queensland Council of Social Services (QCOSS) Carolina Leyton Zamora leads strategic initiatives that build sector capability. She is the Manager of Sector Development and Sector Planning Workforce Development with the Queensland Council of Social Services, or QCOSS. Carolina's presentation covered a range of topics, including: ☐ An introduction to QCOSS ☐ Understanding Community Services Sector ☐ Research and what the data says about our community ☐ Joining Networks ☐ Free Community Door E-learning Courses The new Community Door E-Learning modules are designed for people working or entering the community services sector, and cover a range of foundational practice and sector knowledge areas. Participants receive a certificate on completion. Courses are free and open access here: https://elearning.qcoss.org.au There are 13 modules in total on a range of topics, including workplace culture, psychosocial wellbeing, community skills, professional boundaries. Carolina encouraged everyone to register for the free e-learning modules, including experienced workers and volunteers. Start by selecting a topic that's most relevant to your current role or work. These self-paced modules are designed to build your knowledge and boost your confidence at a time that suits you. QCOSS are inviting early career workers (up to 5 years in the sector) to take part in a short project evaluation (2 surveys), with a chance to win a \$600 gift card voucher. Contact Carolina for more details.	Recording starts at 25 mins, 51 seconds Access the link: www.communitydoor.org.au Join a Network Reach out if you have questions Contact Details Carolina Leyton Zamora Manager Sector Development Sector Planning Workforce Development T. 07 3004 6900 M. 0435 880 910 E. carolinal@qcoss.org.au w. QCOSS
3	Q&A SESSION	
3.1	Coralie's talk and Q&A It was noted that care is increasingly being shared across families, with children, siblings and adult children often taking on significant caring responsibilities, not just spouses or partners. This is particularly evident in Aboriginal communities, where care is often provided collectively through kinship networks. Work is underway to tailor supports that better reflect these cultural approaches to caring.	

	Topic and Key Discussions Points	Actions
	Carolina's talk and Q&A Networks: Flagged there is a Social Isolation Community of Practice Network quarterly. July topic was intergenerational programs. Visit QCOSS YouTube channel and subscribe to their mailing list. Next meeting September. Free Community Door E-Learning: is open to volunteers as well as experienced community workers and those new to the sector. It can be completed in your own time, not just one sitting. https://communitydoor.org.au/elearning	Go to QCOSS YouTube Channel for access to past Social Isolation CoP Webinars Join A Network Stay updated on policy and advocacy Subscribe to Mailing List Follow QCOSS on LinkedIn for published events
4	CLOSE & DATE OF NEXT MEETING	
4.1	Stephanie thanked presenters for their contributions and advised participants that meeting minutes and the recording would be available on the SSIP Hub. Date of Next Meeting: Wednesday 23 September 2026 (2.00pm-3.00pm). Community of Practice #4 - <i>Mental Health and Dementia Awareness</i>	Karen to upload Minutes/Recording to the SSI Hub and finalise Agenda for CoP4 (September) Providers to contact Karen if they'd like to present at the September CoP

Please email any revisions or comments about the Minutes to:

Karen Wilson, Executive Officer, Seniors Social Isolation Peak Services Program, Council on the Ageing Queensland at: karen.wilson@cotaqld.org.au