Organisation Name	City of Onkaparinga ABN: 97 047 258 128
Activity Name:	Southern Services Reform Group – Commonwealth HACC Program – Service System Development
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Periodic report: (*Specify bi-annual or annual*)	Annual report: 1 July 2014 – 30 June 2015

Activity Aim (As per detail in the Program Schedule): Sector Support and Development - To build the capacity of the sector to meet the needs of the clients; incorporate the outcomes of the evaluations; and develop best practice.

Objectives for the Activity (As per Part B of the Program Schedule):

a) Build the capacity and competency of Commonwealth HACC service providers to deliver consumer/carer responsive services through the Commonwealth HACC Program.
b) Demonstrate leadership and facilitate service system reform and improved, innovative practice to organisations funded under the Commonwealth HACC Program.
c) Initiate and promote co-operative collaborations and partnerships that facilitate the ongoing development of organisations funded under the Commonwealth HACC Program to be more efficient, effective, integrated and outcomes-focussed.
d) Undertake needs identification and planning at a regional level to address service gaps and to develop resources that contribute to increasing the effectiveness and sustainability of organisations funded under the Commonwealth HACC Program.

Executive Summary

This year the Southern Services Reform Group (SSRG) has maintained sector relationships, and focused on supporting aged care service providers through the transition into the Commonwealth Home Support Programme. The SSRG has been integral in providing training, facilitating shared problem solving, developing innovative approaches and sharing knowledge. There was a period when it was unclear whether the Collaborative Projects would continue in their current format, creating some uncertainty and impacting some-what on the projects' outcomes.

The SSRG email network reaches 218 people in the southern region who then share with their networks and receive regular information and updates relevant to the aged care sector. Face to face meetings occur regularly through the Steering Committee and workgroups; this involves 107 individuals who deliver programs for older people in the south. The outcomes achieved by the workgroups have been significant over the last 4 years, focusing on a range of sector issues. These projects support aged care providers and older people, promoting an environment of wellness and reablement.

To complement the post carers on-line resource which was completed last year, an animated film was created to tell the story of a post carer's experience and delivers a clear message that there is light at the end of the tunnel. The film is aptly titled 'Life after caring' and can be viewed on the SSRG you-tube channel. Images of kites are used in the animation and symbolically represent a new phase or experience - reviewing the past and moving towards a new life perspective.

The Memory Hub at the Noarlunga Library, developed in partnership with the SSRG Dementia Workgroup, City of Onkaparinga and Alzheimer's Australia SA has been open to the public for 10 months. Consumers can borrow activities suitable for people with dementia, books about brain health and dementia and access information about available services and supports. The number of loans total 320. It also won a Local Government Association Professional Leadership Excellence Award in the category of Aged Friendly Communities. The Memory Hub is being re-created in 2 regional libraries – Port Lincoln and Port Augusta.

The I Can(t) Workshops, developed by the SSRG and Eastern Collaborative Project have been delivered 8 times over the past 3 years using an action research model. Work is almost completed on a train the trainer package and further trials and evaluations are scheduled to provide further evidence of the impact the workshops could have in the sector – that is, to address the issue of motivation and confidence, ensuring older people are well equipped to set meaningful goals and make decisions related to living life well. A number of presentations have been made about the program, including at the Ageing in a Foreign Land Conference (Flinders University) and the Cultural Diversity Engaging in Healthy and Active Ageing Forum (Adelaide G-TRAC Centre and The University of Adelaide).

The hero project of 2014/15 was 'War against loneliness – what's stopping you?' It was developed under the broad theme of loneliness and included information from all previous projects developed by the SSRG in the last 4 years. All projects, had in some way, promoted reducing social isolation and loneliness. 2000 motivating, inspirational and informative calendars were produced and distributed in the south. It has generated an awareness of loneliness and provided solutions and opportunities – a reablement approach.

The Seniors Southern Services Directory App has been updated to ensure the information is in line with the changes to aged care and the reforms. Total App usage is 6,832 sessions with a total of 996 users.

A highlight of the year was the Symposium, 'Living Well in a Complex Life' which the SSRG played a significant role in organising and supporting. It was attended by many providers from the south and presented some new ways to embed wellness into practice.

Strategy 1		
Enhance the capacity for service users* to engage, participate and influence services at an organizational, regional and state level.		
*service users refers to consumers and carers of the Commonwealth HACC Program		
Performance Indicator	**Targets for the Performance indicator**	**Progress in delivering the Performance indicator and targets**
1.1 Maintain consumer involvement and participation within the region to inform organisations funded under the Commonwealth HACC Program.	1.1 Meet with Commonwealth HACC Program funded consumer groups or other relevant community groups / individuals in the southern region six times per annum.	Consumer meetings with individual consumers occurred on 3 occasions – 15/7/14, 22/7/14 & 7/8/14 Interaction with groups of consumers occurred on 2 occasions: St Johns Circle of Friends Program, Dementia Pamper Day at South Adelaide Football Club (Carer support) A consumer consultant attended the Australian Gerontology Association Conference and provided valuable insight into many of the topics discussed.
1.2 Establish a process to access service user feedback to inform organisations funded under the Commonwealth HACC program.	1.2 One consumer focused project distributed throughout the region annually and posted on the SSRG website.	Consumer focused project: I Can(t) Workshop The group was from Adelaide G-TRAC Centre. The program focus was on wellness and developing confidence to make good life choices. Evaluations were obtained from the participants. The session was 3.5 hours Number of participants: 8

Strategy 2		
Ensure robust project infrastructure and governance is in place to facilitate effective regional collaboration, service improvement and reform.		
Performance Indicator	**Targets for the Performance indicator**	**Progress in delivering the Performance indicator and targets**
2.1 Create an environment where 'learnings' are	2.1 One partnership or shared arrangement established with one or more Collaborative Projects per quarter.	Continuing partnership between the Eastern Collaborative Project and the SSRG trialling the I Can Workshops 3X – Adelaide G-TRAC Centre (8 consumers), Seniors

shared between all collaborative projects to meet the needs of organisations funded under the Commonwealth HACC Program.	2.1 Cross regional collaborative project officer meetings six times per annum.	Information Service (10 staff) and City of Onkaparinga (10 staff) Collaboration with Far North Collaborative Project to support the development of a Port Augusta Library Memory Hub Collaborative Project officer meetings occurred on 11 occasions
2.2 Meet the needs of organisations funded by the Commonwealth HACC Program in the southern region by improving, reconstructing and adapting innovative project activities	2.2 Development of four projects annually in response to the regions priorities as determined though the workgroups – Dementia, Carer Issues, In-Home Services and Social Inclusion.	**1. Dementia Workgroup**: **Memory Hub** The Launch of the Memory Hub took place 20/10/14. Attendees: 35 (consumers and service providers) The Memory Hub was a partnership project between the SSRG, City of Onkaparinga and Alzheimer's Australia SA to develop a collection within a library to include activities appropriate for people with dementia, educational information about dementia and brain health and material about available services and supports for people with dementia. **2. Carer Issues Workgroup: Post Caring** This project was based on an identified gap. Post caring refers to a time when a loved one has gone into permanent care or has passed away. It can be a time when individuals experience a loss of identity, isolation, employment concerns, health issues and possibly financial disadvantage. The workgroup developed an on-line resource which was completed in the last reporting period. To further support post carers and ensure there is a better understanding of their experience a short animated film was developed, with support from the City of Onkaparinga, and was available to the region in November 2014. The you-tube film can be viewed at the following link: https://www.youtube.com/channel/UChvrwVjenjPo0ohgU6lbDfg/feed

The intended outcome of the project is to re-connect post carers' into 'life' and the community and create awareness within the aged care community and beyond.

3. In Home Services Workgroup: Seniors Southern Services Directory Application

The aim of the App is to connect consumers and providers to the multitude of aged care information and services available in the southern region and beyond. It also has a section which gives definitions of the many services plus a range of fact sheets inspired by Dan Buettner which reflect living life with a wellness approach. Work on updating the App occurred between January and August 2015 and aims to ensure that the information matches and reflects the aged care reforms. Links made to the My Aged Care website feature predominantly in the upgrade.

4. Social Inclusion Workgroup: Ignite your spark - What's stopping you?

In 2013/14 the Ignite your spark project was launched and focused on changing attitudes and motivating and inspiring older people to engage positively with life and connect socially. During 2014/15 the film 'Ignite your spark' continues to be used by providers in the south at gatherings and presentations. Ignite your spark banners are displayed at southern councils on a rotation basis. The you-tube film can be viewed at the following link:
https://www.youtube.com/channel/UChvrwVjenjPo0ohgU6lbDfg/feed
The Social Inclusion Workgroup inspired the development of the next project titled 'War against loneliness – what's stopping you?' which was also about inspiring and motivating older people but also gave information about how to engage socially and ultimately maintain and/or increase wellbeing.

		5. Umbrella Workgroup: War against loneliness – what's stopping you? A separate workgroup was engaged to collaborate on this project. As previously stated it was about inspiring and motivating older people. An information loaded financial year calendar was produced and included facts about all the major projects that the SSRG has completed in the last 4 years – Ignite your spark, Seniors Southern Services App, Two hats…too hard (working carers), Life after caring, Memory Hub and I Can(t). The project, supported by the City of Onkaparinga, used umbrellas as a marketing tool which were covered with a 'wordle'…words like connect, motivate, community and social and were distributed with calendars across the southern region.
2.3 Present accurate, timely and regional specific information to government through a variety of mediums.	2.3 One formal meeting per year. 2.3 Planning and reporting documents completed annually.	The Collaborative Project officers met with staff from the Department of Social Services on one occasion. The Activity Work Plan has not been submitted for the following year due to the uncertainty about the future of the projects and the transition period. The Annual Progress Report submitted 30/9/14
2.4 Provide evidence indicating the achievement of project outcomes to organisations funded by the Commonwealth HACC Program.	2.4 Provide project evaluations for the four projects annually.	**1. Library Memory Hub –** The project won a Local Government Association Professional Leadership Excellence Award in the category of Aged Friendly Communities. The process included submitting a detailed evaluation of the project followed by an interview. The Award was presented at a celebration on 17/4/15. Attendees: 200 There are 154 items available for loan. Number of items borrowed between September 2014 and June 2015: 320 The Memory Hub is being re-created in 2 regional libraries – Port Lincoln and Port Augusta. A focus group is being organised to evaluate the Memory Hub and to recommend any improvements that could be implemented.

		2. Post Carers on-line resource and film – the on-line resource has currently received a total of 1617 reads on the website. The film can be accessed from the home page – 18,802 reads The film has been viewed 377 times. **3. Seniors Southern Services Directory Application:** App page on the SSRG website – 2146 reads Total App usage: 6832 sessions Number of users: Apple Devices: 863 Android Devices: 133 **4. Ignite your spark** – The Ignite your spark film has been viewed on you tube a total of 449 times, 149 more than previously reported. There has been 18,802 reads on the SSRG Home page where the information about Ignite your spark is situated. Presentations using the Ignite your spark film have occurred on 3 occasions. **5. War against loneliness: what's stopping you?** The resources were completed mid-June – 2000 calendars and 1000 umbrellas. The project was launched with a 'flash mob' umbrella dance in Ramsay Place in July 2015. Rehearsals in June have included both consumers and service providers – total number engaged in the project at that time: 30
2.5 Provide opportunities for the Steering Committee to direct and make decisions about governance and systems for project initiation and	2.5 Steering Committee to approve at least four major projects annually. 2.5 One planning session per annum.	The Steering Committee have approved, followed the progress of and given valuable feedback regarding all major projects. Due to the uncertain future of the SSRG there were less new projects being developed in this period and more of a focus on transitioning to the Commonwealth Home Support Programme. The SSRG Steering Committee planning session was held

management.		19/1/15. Priority areas identified included Workforce Issues, Risk of Gaps, Viability and Sector Connectedness. It also explored how to keep collaboration alive in the South if the SSRG no longer received funding post June 2015. Actions reflected readiness for the CHSP reform. Attendees: 15

Strategy 3 **Develop regional structures that provide sustainable, ongoing strategies for bringing stakeholders together to identify and address regional priorities, and to facilitate regional planning.**		
Performance Indicator	**Targets for the Performance indicator**	**Progress in delivering the Performance indicator and targets**
3.1 Support organisations funded by the Commonwealth HACC Program to work collaboratively together, increasing networks, partnerships and opportunities.	3.1 Steering Committee meetings – six per annum.	**The Steering Committee** has met bi-monthly – July, September, November 2014 and January, March and May 2015. The Executive Committee has met prior to the Steering Committee on each occasion. Members of the Executive = 6 Members of the Steering Committee = 17
	3.1 Workgroup meetings – Carer Issues, Dementia, Social Inclusion and In Home Services – ten per annum of each.	**Carer Issues Workgroup meetings** = Met 8 times. The final meeting of the group was in April 2015 as no new projects were planned. Members = 17 **Dementia Workgroup meetings** = Met 9 times. The January 2015 meeting was cancelled. The group has continued to meet during this time to support the 'Umbrella' Project. Members = 16 **In Home Services Workgroup** = Met 7 times. The final meeting of the group was in April 2015 as no new projects were planned. Members =27

		Social Inclusion Workgroup = Met 8 times. The final meeting of the group was in April 2015 as no new projects were planned. Members = 19
		Umbrella Workgroup = Met 2 times. Members = 8
	3.1 Attendance at regional network meetings quarterly.	Acute/Community Information Group: (Noarlunga Hospital) 2/8/14, 19/2/15, 21/5/15
		Southern Regional Alliance: 29/9/14, 27/10/14, 2/3/15, 20/4/15
		South Australian Self-Management Alliance: 7/8/14, 4/9/14, 2/10/14, 5/3/15, 24/3/15, 16/4/15, 14/5/15
		Southern Aged Care Services Forum 25/8/15
		Creative Ways to Care reference group (Carers SA): 27/8/14
	3.1 Support and deliver one regional forum per annum.	Steering Committee planning day 19/1/15 Attendees = 15
		'Living Well in a Complex Life' Symposium, in collaboration with the Eastern Collaborative Project and South Australia Self-Management Alliance (SASMA). The focus of the Symposium was innovative and inspirational ways to promote wellness and enablement. 17/9/14 Attendees: 110
3.2 Identify areas for service development and work collaboratively with organisations funded by the Commonwealth HACC Program to	3.2 Collate identified areas of service development as an ongoing process. Link to projects, training or workgroup discussions in at least 4 areas per annum	The Steering Committee planning workshop priority areas were directly linked to areas identified for service development. Activities implemented in response to discussions included LGBTI training, Advanced Care Directive training, War against loneliness resource and planning of a second SASMA Symposium titled 'Living my life, my way'

aid reform and innovation where appropriate.	3.2 Conduct a regional and cross-regional needs survey annually.	A formal needs survey was not conducted in this reporting period due to transitioning to the new Commonwealth Home Support Programme.
3.3 Promote a better understanding of the activities undertaken by the SSRG to organisations funded by the Commonwealth HACC Program and provide information about wider innovative projects and issues.	3.3 Regional information sent out to the SSRG network four times per month/ forty-eight times annually. 3.3 SSRG website (news and project information) updated two times per month/ twenty-four times annually. 3.3 SSRG presentations, both formal and informal delivered six times annually.	A variety of regional information was sent out 60 times to the SSRG network The SSRG Website has been updated 24 times – minutes, project information, links and news items SSRG information was presented at: Disability and Lifestyle Expo (7/11/14) Australian Association of Gerontology Conference (25-27/11/14), Domiciliary Care (30/10/14) Ageing in a Foreign Land Conference (25/6/15) Cultural Diversity Engaging in Healthy and Active Ageing (Adelaide G-TRAC Centre and The University of Adelaide – 12/6/15)

Strategy 4 **Undertake information, education and training initiatives with organisations funded under the Commonwealth HACC Program to build the capacity and competency of the sector.**		
Performance Indicator 4.1 Provide information, education and training initiatives identified by the organisations funded by the Commonwealth HACC Program in the region.	**Targets for the Performance indicator** 4.1 At least four initiatives annually including training delivered by the Dementia Training and Study Centre and the Better Practice Project.	**Progress in delivering the Performance indicator and targets** Advanced Care Directives: 19/2/14 and 17/6/15 Attendees: 21 LGBTI workshop: 31/3/15 Attendees: 17 Planning Ahead 17/6/15 Attendees: 17 Regional Assessment Services Information Day 25/6/15 Attendees: 65 RAS 'speed-dating' session with service providers in the metropolitan area: 29/6/15 Attendees: 181

		Reablement, Recovery and Wellbeing Workshop (Better Practice Project) 2/10/14 Attendees: 16
4.2 Provide support to the region to better understand and implement reablement and wellness.	4.2 Provide three training sessions to better understand reablement and wellness, plus a collaborative symposium with the South Australian Self-management Alliance.	I Can Workshops: Adelaide G-TRAC Centre (8 consumers) 19/3/15 Seniors Information Service (10 staff) 4/3/15 City of Onkaparinga (10 staff) 19/6/15 Collaborative Symposium 'Living Well in a Complex Life' Symposium 17/9/14
4.3 Provide support and training to the region to be better equipped to evaluate programs using tools such as Results Based Accountability (RBA).	4.3 Deliver one RBA training session to explore the key questions: How much did we do? How well did we do it? Is anyone better off?	RBA and Collective Impact training delivered to the Steering Committee 15/9/15 Attendees: 15

Strategy 5 Provide support to organisations funded under the Commonwealth HACC Program in the southern region through the transition to the Commonwealth Home Support Program.		
Performance Indicator	**Targets for the Performance indicator**	**Progress in delivering the Performance indicator and targets**
5.1 Identify support needs to achieve practice that demonstrates the successful transition to the Commonwealth	5.1 Meet six times annually with the Steering Committee to identify support needs.	The Steering Committee met 6 times. At all meetings updates and discussions about the reform process were included. In response to the needs of providers, a Regional Assessment Service (RAS) representative presented at one of the meetings.
	5.1 One training initiative and one regional forum annually.	Training / information initiatives supporting the transition to

Home Support Program and other aged care reforms.		the Commonwealth Home Support Program: 2 sessions with RAS representatives 1 session organised on behalf of DSS representatives regarding new funding agreements
5.2 Establish key working relationships with Commonwealth HACC representatives and attend appropriate updates to enable constructive communication to assist accurate and timely information is provided to organisations.	5.2 Meet with Commonwealth HACC representatives at least twice annually. 5.2 Attend forums and consultations about the aged care reform process, at a minimum twice annually and as other opportunities present.	The Collaborative Project officers met with staff from the Department of Social Services on one occasion Collaborative Project discussion with Office for the Ageing 5/2/15 ACS Finance Forum: 27/2/15 Preparing for 1 July and Beyond (ACS): 20/3/15 Aged Care Changes Briefing: 26/3/15
5.3 Distribute information to organisations funded by the Commonwealth HACC Program to assist them with the transition and aged care reforms.	5.3 Meet six times annually with the Steering Committee for group updates and to gather feedback from organisations funded by the Commonwealth HACC Program. 5.3 Update information about the transition and aged care reforms quarterly on the SSRG website and in the electronic newsletter – 'Southern Soapbox'.	Steering Committee met 6 times All workgroup meeting minutes are posted on the SSRG website – total of 36 sets of minutes – and contain transition updates Updates occur at all workgroup meetings Links to the My Aged Care Website and National Aged Care Alliance Website are on the SSRG website links page. Links to My Aged Care and DSS website are on the Seniors Southern Services Directory APP A link to reform updates appeared in the December 2014 edition of the Southern Soapbox newsletter. Recipients of the newsletter: 218 (also available on the website)

Supporting Evidence Available on Request

1	All Workgroup meeting minutes available
2	I Can(t) Workshop package
3	I Can(t) Driving Wheel
4	I Can(t) Evaluations
5	Memory Hub Project Plan
6	Post Caring Project plan
7	Ignite your Spark project Plan
8	War against loneliness project plan
9	War against loneliness calendar
10	Steering Committee Planning Workshop 2015 – Priority Areas, Outcomes & Actions
11	Living Well in a Complex Life Program
12	Collaborative Projects Strategic Aims
13	SSRG Information Brochure
14	Statistics for Seniors Southern Services Directory App