

**COMMONWEALTH HACC PROGRAM –SERVICE SYSTEM DEVELOPMENT
PROGRESS REPORT**

Progress Reports are submitted on an annual or bi-annual basis. It is a report against the details in the Activity Work Plan, as submitted to the department and agreed.

Organisation Name	City of Onkaparinga ABN: 97 047 258 128
Activity Name:	Southern Services Reform Group – Commonwealth HACC Program – Service System Development
Contact name:	Sally Warnes
Contact details:	salwar@onkaparinga.sa.gov.au 08 8384 0758
Periodic report: <i>(Specify bi-annual or annual)</i>	Annual report: 1 July 2012 – 30 June 2013

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 been focused on the aged care reforms and the transition process. During this period the region shared information, discussed concerns and celebrated strengths and innovations. It was also a year of alliances and project development through the issue related workgroups which generated a number of highlights.

In September 2012, the Southern Regional Alliance (SRA) Conference was held and was the result of collaboration between the Southern Housing Round Table, Children and Families Round Table, Southern Youth Round Table, The Aldinga and Sellicks Alliance, The Onkaparinga Collaborative Approach to the Prevention of Domestic Violence and Indigenous Family Violence, Healthy Cities Onkaparinga and the SSRG. The SSRG was invited to join the SRA to be a representative for older people in the south. The alliance is continuing to meet and is currently addressing recommendations from the conference report composed by Finders University, Southgate Institute for Health, Society & Equity.

In October 2012 the SSRG project officer commenced a Diploma of Population Health. The professional development gained from this course has been significant and has included topics such as community consultations, community development, identifying health needs, evaluation and building capacity. The course will be completed in December 2013.

In February 2013 the Two hats...too hard (working carers) resource, developed by the Carer Issues Workgroup, was launched at the Mitcham Cultural Village and was officially handed over to Carers SA and Carer Support to continue the 'roll out' of the resource.

In April 2013 our first electronic newsletter was distributed to assist with keeping the region better informed and to compliment the electronic newsletters being distributed by most of the Collaborative Projects across the metropolitan and country areas.

In May 2013 the Seniors Southern Services Directory iPhone and iPad app were completed. This innovative project was developed by the In Home Services Workgroup. It initially was aimed at the health sector to improve knowledge of service types and how to access them but is now viewed as a valuable tool for both health and community sectors, consumers and their families. The app includes three sections – a directory, definitions and fact sheets. It compliments other community structures such as Access2HomeCare and Carelink. Updates will be addressed as changes occur during the aged care reforms. The resource package also consists of a paper based pocket directory and interconnectivity to the SSRG website.

Successful collaboration and partnerships have continued in 2012-13. The SRA alliance has already been mentioned but in addition partnerships have occurred with the Better Practice Project and the Dementia Training and Study Centre which have brought essential training to southern Adelaide and have supported best practice in the region. Regular meetings with all the Collaborative Projects in South Australia has created opportunities to work together, to share information and support projects with the goal to improve outcomes for older people.

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.	<p>1.1 Six SSRG Consumer Workgroup meetings annually.</p> <p>1.1 Attendance at Commonwealth HACC Program funded consumer groups in the southern region three times per annum.</p>	<p>The Consumer workgroup met in July, September, November 2012 and January, March, May 2013 – 6 meetings</p> <p>Consumer consultations occurred individually or with small groups on 5 occasions. Discussion topics included working carers, access to services, Seniors Southern Services Directory app and the enabling approach to service delivery. A consumer consultation about ageing and transport was supported by the SSRG – a University of South Australia research project.</p>
1.2 Produce project reports and feedback comments from service users to inform organisations funded under the Commonwealth HACC Program.	<p>1.2 Meeting minutes and feedback to be distributed six times per annum to Steering Committee and posted on SSRG website</p> <p>1.2 One consumer focused project distributed throughout the region annually and posted on the SSRG website.</p>	<p>Consumer meeting minutes have been shared with the Steering Committee at bi-monthly meetings and are always accessible from the SSRG website.</p> <p>The completed consumer project was titled ‘Charter of Consumer Rights’. It was an interpretation by consumers of what they expect from services – it was titled ‘Our Rights...get them right’ The Charter was developed into posters and distributed to service providers via the SSRG workgroups and are accessible from the website.</p>

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	2.1 One partnership or shared arrangement established with one or more Collaborative Projects per quarter.	The Metropolitan, Hills and Murray-Mallee Collaborative Projects in partnership with the Better Practice Project

<p>'learnings' are shared between all collaborative projects to meet the needs of organisations funded under the Commonwealth HACC Program.</p>		<p>engaged Jeremy Scrivens to deliver 2 workshops titled Energising and Inspiring the Workforce – focusing on appreciative enquiry – strengths based practice. A total of 160 participants attended the workshops. (25/10/12)</p> <p>The Eastern Collaborative Project, in partnership with the SSRG have been developing a series of workshops to equip consumers for CDC - 'managing your care and being in control.' They are title 'I Can (t)' and will be trialled and evaluated in the next financial year. Project work meetings occurred 21/3/13, 2/5/13 and 20/6/13</p> <p>The Eastern Collaborative Project, in partnership with the SSRG delivered 3 planning days (6/2/13, 20/3/13 and 17/4/13) to assist the newly developed Collaborative projects (Barossa and Yorke & Mid North) and to deliver the annual planning day in the Murray-Mallee.</p> <p>Western Linkages in collaboration with Domiciliary Care and the SSRG delivered a Hoarding and Squalor workshop in the southern region – 28/8/12. Participants attended= 30</p>
<p>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.</p>	<p>2.2 Development of four major projects annually in response to the regions priorities as determined through the workgroups – Dementia, Carer Issues, In-Home Services and Social Inclusion.</p>	<p>1. Dementia Workgroup: Dementia Gap Training for Care Workers. This project commenced April 2012 and was completed August 2012. It involved completing a care-worker survey to discover where training gaps occur and prioritising them. Overwhelmingly it was the area of 'Challenging Behaviours' – 6 workshops were organised in collaboration with the Dementia Training and Study Centre – morning, afternoon and evening sessions. 169 workers registered in the workshops. The next priority area was engaging people with dementia in meaningful activities – this is being addressed in the next financial year.</p> <p>The group were also interested in promoting greater dementia</p>

		<p>care expertise in the region. In collaboration with the Dementia Training and Study Centre elements of the Dementia Care Essentials, Certificate 1V course were changed to focus on the 'community' environment (instead of residential) and was delivered 13 & 26 June. 10 workgroup members participated to critique the 2 day course – (it has subsequently been offered to the region). Important to note that no other course like this, nationally, had been modified specifically for community workers.</p> <p>2. Carer Issues Workgroup: Working Carers, Two hats...too hard. The resource was developed 2011-2012 and the evaluation of the resource has continued this financial year. The evaluations are taking place at ECH, Resthaven and City of Onkaparinga. Presentations were given to staff, resources distributed and pre-evaluation forms filled in. Presentations occurred 31/7/12, 8/8/12, 21/8/12, 13/9/12, 24/9/12 and 9/10/12. Number of workers surveyed = 106. Post-evaluation surveys are being done after 12 months. Pre evaluation surveys were analysed – final report will be written after receiving and analysing post evaluation results.</p> <p>Launch of the resource was held 25/2/13. Registrations for the event totalled 50. The event was a collaboration between the SSRG, Carers SA, Carer Support and the Equal Opportunity Commission. The resource was handed over to the Carer organisations to continue the 'roll out' of the resource.</p> <p>3. In Home Services Workgroup: Health and Community Informed Choices. This project was initially developed by the In Home Services workgroup and they applied for funding to be able to achieve the desired outcomes. They were successful in the Non recurrent funding; general projects non MDS, HACC Funding Round 27, 2011-12. This resulted in</p>
--	--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

		<p>the appointment of a project officer to develop an innovative information resource on community services that are available for older people to remain living at home in southern metropolitan Adelaide. The aim was to develop an innovative resource that added value to existing information resources such as Carelink and Access2Home Care (A2HC). The result of the Health and Community Informed Choices Project is an innovative, multifaceted resource titled Seniors Southern Services Directory. The directory includes iPhone and iPad apps, a paper-based pocket-sized directory and interconnectivity to the SSRG web site. At the website some information can be viewed and printed. Marketing distribution included: 210 SSRG contacts, 12 Peak Bodies, 4 Councils, 10 Council Facilities ie Libraries and community centres, 35 Aged Care providers, 6 Health providers, 6 Education ie TAFE Flinders, 10 - Other ie mental health, Members of Parliament, 20 GP Practices.</p> <p>Number of app downloads = 156 Number of 'hits' on webpage = 1555 home page, 210 Seniors Southern Services Directory page Number of pocket directories distributed = 950</p> <p>4. Social Inclusion Workgroup: Reaching the Unreachable.</p> <p>A small action research project exploring ways to reduce the stigma associated with loneliness and encouraging individuals to contact services and engage in social programs. The project began in September 2012 – postcards (with uplifting images and appropriate wording) delivered to 4,833 people in the Christie Beach region. Four older people responded. Project repeated and postcards were delivered to 7,466 people in Glenelg. Six older people responded. Posters and postcards were sent out to 50 medical clinics and pharmacies in the Onkaparinga area and 32 medical centres, pharmacies,</p>
--	--	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

		churches and community centres in the Glenelg region. 7 surveys were received from medical centres evaluating the postcard concept. The project was successful in generating positive discussion on ageing and ageist attitudes.
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 Health and Ageing – 12/6/13 The Activity Work Plan was submitted 15/8/13 The Annual Progress Report submitted 30/9/13
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 major projects annually.	1. Evaluation of the Dementia Gap Training for Care Workers – the 169 evaluations indicated that all groups increased their knowledge and skills about managing challenging behaviours. 2. Evaluation of the Two hats...too hard Working Carers Project – The 106 pre-evaluation surveys included: <ul style="list-style-type: none"> • 22.6% of the respondents were carers • Majority of working carers were females over the age of 45 and in part time positions • 35.2% of respondents thought that they would be taking on carer responsibilities in the future 3. Health and Community Informed Choices – a project evaluation report has been completed which includes the methodology, summary of the project phases, and the strengths and limitations of the design and collaboration. It also includes information on the uptake of new ideas and technology. 4. Reaching the Unreachable – a project report has been completed and includes methodology, outcomes, discussion about the stage1 and stage 2 trials and recommendations.
2.5 Provide opportunities for the Steering Committee	2.5 Steering Committee to approve at least four major projects annually.	The Steering Committee have approved, followed the progress of and given valuable feedback regarding the 4 major projects.

to direct and make decisions about governance and systems for project initiation and management.	2.5 One planning session per annum.	A separate planning session was not held this year because the process undertaken by the Steering Committee has been continual planning and project modification as required.
--------------------------------------------------------------------------------------------------	-------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

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 3.1 Support organisations funded by the Commonwealth HACC Program to work collaboratively together, increasing networks, partnerships and opportunities.	Targets for the Performance indicator 3.1 Steering Committee meetings – six per annum. 3.1 Workgroup meetings – Carer Issues, Dementia, Social Inclusion and In Home Services – ten per annum of each. 3.1 Attendance at regional network meetings quarterly.	Progress in delivering the Performance indicator and targets The Steering Committee has met bi-monthly – July, September, November 2012 and January, March 2013. The May meeting was cancelled due to the project officer being on annual leave. Carer Issues Workgroup meetings = Met 9 times. The March meeting was cancelled because the group were all involved in the launch of the Working Carers resource in February. Dementia Workgroup meetings = Met 9 times. The June meeting was cancelled because the group were involved in completing Dementia Care Essentials Cert 1V training in that month. In Home Services Workgroup = Met 9 times. The June meeting was cancelled due to a delay receiving project resources. Social Inclusion Workgroup = Met 10 times. Outer south Aged Care Network – 16/8/12 Acute/Community Information Group (Noarlunga Hospital) – 27/9/12 & 14/2/13 Southern Aged Care Services Forum – 26/11/12 & 18/2/13

	3.1 Support and deliver one regional forum per annum.	<p>Council/health partnership meeting – 3/7/12 Southern regional Alliance X 9 - 18/7/12, 14/8/12, 4/9/12, 17/10/12, 22/11/12, 18/2/13, 15/4/13, 17/6/13, 20/6/13</p> <p>Innovative Projects Forum – 23/11/12 Presentations by: City of Holdfast Bay, City of Mitcham, City of Marion, Better Practice Project, St John, ACH, Anglicare and Resthaven. Attendees at the forum = 36</p>
3.2 Service gaps experienced by organisations funded by the Commonwealth HACC Program will be identified and addressed where appropriate	<p>3.2 Collate service gaps twice annually for review by the Steering Committee.</p> <p>3.2 Conduct a regional and cross-regional needs and gaps survey annually.</p>	<p>Southern Region Gap Survey correlated 2/8/12 Gaps gathered and discussed monthly at Dementia and In Home Services Workgroups. All workgroup projects are in response to identified gaps.</p> <p>Population Health Survey – Ageing in the South – March 2013</p>
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.	<p>3.3 Regional information sent out to the SSRG network four times per month/ forty-eight times annually.</p> <p>3.3 SSRG information flyer updated quarterly and distributed to Commonwealth HACC Program representatives at six events annually.</p> <p>3.3 SSRG website (news and project information) updated two times per month/ twenty-four times annually.</p>	<p>Regional information was sent out 79 times to 220 people</p> <p>SSRG brochure updated in August 2012, February 2013 and May 2013. It was distributed at the launch of the Working carers resource, Dementia Care Challenging Behaviours workshops x2, Southern Regional Alliance Conference, Innovative Projects Forum, Hoarding and Squalor Workshop Total number of brochures distributed = 356 The SSRG Website has been kept up to date – 24 times annually – minutes, project information, links and news items</p>

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	Targets for the Performance indicator	Progress in delivering the Performance indicator and

<p>Indicator 4.1 Dementia Training Study Centre in collaboration with the SSRG will deliver training to organisations funded by the Commonwealth HACC Program</p>	<p>4.1 Four Dementia Training Study Centre sessions in collaboration with the SSRG annually.</p>	<p>targets Dementia Care Challenging Behaviours x2 6/7/12 & 23/7/12 Attendees = 60 Younger Onset Dementia x2 14/3/13 & 5/4/13 Attendees = 68 Dementia Care Essentials Cert 1V (2 day training) 13/6/13 & 27/6/13 Attendees = 10</p>
<p>4.2 Better Practice Project training in collaboration with the SSRG will be delivered to organisations funded by the Commonwealth HACC Program.</p>	<p>4.2 Four Better Practice Project training sessions in collaboration with the SSRG annually.</p>	<p>Getting Connected Workshop 15/11/12 Attendees = 25 Stand-up be confident and deliver Workshop 29/11/12 Attendees = 20 Energising and Inspiring the Workforce 25/10/12 (Metro) Attendees = 80 Innovative Projects Forum 23/11/12 Attendees = 36</p>
<p>4.3 Provide other information, education and training initiatives identified by the organisations funded by the Commonwealth HACC Program in the region.</p>	<p>4.3 At least two initiatives annually.</p>	<p>Hoarding and Squalor Workshop 28/8/12 Attendees = 30 Connecting in the Urban Village Conference – Southern Regional Alliance 20 & 21/9/12 Attendees = 180</p>

Strategy 5
Provide support, lead and guide organisations funded under the Commonwealth HACC Program in the southern region through the transition to the Commonwealth HACC Program and other aged care reforms.

Performance Indicator	Targets for the Performance indicator	Progress in delivering the Performance indicator and targets
<p>5.1 Identify support needs to achieve practice that demonstrates the successful transition to the Commonwealth HACC Program and other aged care reforms.</p>	<p>5.1 Meet six times annually with the Steering Committee to identify support needs.</p> <p>5.1 One training initiative and one regional forum annually.</p>	<p>The Steering Committee met 5 times. Support needs discussion included - The National Aged Care Conference 2012 – reflections, progress of the aged care reforms, extensive feedback regarding the Seniors Southern Services Directory App.</p> <p>Energising and Inspiring the Workforce 25/10/12 (Metro) Attendees = 80 Planning of 3 Demystifying Consumer Directed Care workshops held in July 2013</p>
<p>5.2 Establish key working relationships with Commonwealth HACC representatives to enable constructive communication to assist accurate and timely information is provided to organisations.</p>	<p>5.2 Meet with Commonwealth HACC representatives at least twice annually.</p>	<p>Met with Commonwealth HACC representatives x1 12/6/13</p>
<p>5.3 Distribute information to organisations funded by the Commonwealth HACC Program to assist them with the transition and aged care reforms.</p>	<p>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 – feedback to be posted on SSRG website.</p> <p>5.3 Update information about the transition and aged care reforms quarterly on the SSRG website.</p>	<p>Steering Committee met five times All workgroup meeting minutes are posted on the SSRG website – containing regular transition updates Updates occur monthly at all workgroup meetings Discussion topics – CDC, enabling practice, innovative practice, workforce issues</p> <p>Newsletter: sent out to 220 people in the SSRG network and also available on the website – articles include Positive</p>

		Ageing, Blue Zones (Dan Buettner), Investing in care: Recognising and valuing those who care, Dementia and Driving. First issue April 2012 (distributed quarterly) Website – Links to Living Longer, Living Better Website and National Aged Care Alliance Website. Summaries of questions and answers from meetings with DoHA and members of the National Aged Care Alliance - located in the Steering Committee information page.
--	--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Supporting Evidence Available on Request

1	Consumer Workgroup Meeting Minutes x 6
2	Charter of Consumer Rights
3	I Can(t) Workshops - draft
4	Dementia Gap Training Survey
5	Dementia Training Evaluations
6	Two hats...too hard Working Carers Booklet
7	Two hats...too hard Working Carers Brochure
8	Two hats...too hard Working Carers Poster
9	Two hats...too hard Working Carers DVD
10	Two hats...too hard Working Carers Pre-Evaluations
11	Health and Community Informed Choices Report
12	Social Inclusion Report: Reaching the Unreachable
13	Steering Committee Meeting Minutes x 5
14	Carer Issues Workgroup Meeting Minutes x 9
15	Dementia Workgroup Meeting Minutes x 9
16	In Home Services Workgroup Meeting Minutes x 9
17	Social Inclusion Workgroup Meeting Minutes x 10
18	Innovative Projects Forum Summary
19	Gap Survey Summary
20	Population Health Survey Summary
21	SSRG Brochure – August 2012, February, May 2013
22	Future Directions and Priorities in Southern Adelaide – SRA Conference Report
23	Electronic Newsletter – Southern Soapbox Issue 1(April)
24	Collaborative Projects Meeting Minutes