

**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
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Periodic report: <i>(Specify bi-annual or annual)</i>	Annual report: 1 July 2013 – 30 June 2014

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 strengthened and consolidated relationships, created partnerships and broadened project outcomes. This has been an uncertain time for many due to the aged care reforms and the SSRG has been an integral part in providing training, facilitating shared problem solving, innovative approaches, sharing knowledge and providing an environment of support. The next three years, from July 2015, will be equally as challenging with the ongoing reforms to the Commonwealth Home Support Programme and the preference for ongoing facilitation and support to the region is highly recommended.

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 monthly 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 and valued in the changing environment of aged care. The projects have supported the direction of the aged care reforms and have created a positive environment in the south.

The Social Inclusion Workgroup collected photographs of older people engaged in activities in the southern region. This campaign was about changing attitudes and demonstrating that there are many opportunities for older people to connect and engage with socially. The Ignite your spark promotional package included a film, postcard and poster. Inspirational words were used to drive the message – ‘take risks and feel empowered’, ‘you are creative and inspired’ and ‘there are endless opportunities’.

The Carer Issues Workgroup developed an on-line resource for post carers. When the caring role changes, the care recipient may die or move into a residential care facility, the carer can feel isolated and experience a loss of identity. To support this group, an on-line resource was created on the SSRG website with information to normalise, motivate and inspire post carers to re-engage with the community. Images of kites flying high are used to symbolically represent the experience - reviewing the past and moving towards a new life perspective.

The Dementia Workgroup, in partnership with City of Onkaparinga and Alzheimer’s Australia SA are developing a Memory Hub in the Noarlunga Library. This idea came from the group and fits well with creating dementia friendly communities. Predominantly the Hub aims to provide appropriate activities for people with dementia to enhance or maintain memory and promote brain health and brain training. It also aims to support creating a community which is inclusive and accepting of all.

The I Can(t) Workshops, developed by the SSRG and Eastern Collaborative Project is being supported by the In Home Services Workgroup. The workshops are based on principles of self-direction and promote wellness, confidence and active participation for older people. The workshops are still being trialled and the evaluations have been used to improve the format and content.

In answer to the evaluation question: ‘Do you think these workshops will increase people’s confidence to better manage their own care and support?’

Responses included:

- The majority, yes.
- The way these are conducted...yes...
- For some people...yes
- I have all the self confidence in the world but it will help others

Other significant roles and achievements included a position on the Creative Ways to Care reference group led by Carers SA, being consulted by Alzheimer's Australia SA on the new assessment for Certificate 1V in Dementia Care and being the 'lead' in the training priority area for the State-wide Collaborative Projects. The SSRG project officer completed a Diploma of Population Health in 2013 and played a significant role in the 100 day projects delivered by the South Adelaide Health Alliance (SAHA).

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 Six SSRG Consumer Workgroup meetings annually. 1.1 Meet with Commonwealth HACC Program funded consumer groups or other relevant community groups / individuals on the southern region four times per annum.	The Consumer workgroup met July, October and December 2013. The Consumer Workgroup disbanded in 2014 due to small numbers and health of participants. Alternative consumer contact has been incorporated into the project. Consumer consultations occurred with individual consumers on 6 occasions – 23/9/13, 23/1/14, 20/3/14 x2, 3/4/14 & 16/5/14 One meeting with Resthaven Carer Advisory group 28/8/13. During the trials of the I Can(t) workshops (see below) met with consumer groups on 7 occasions. The groups were Anglicare and ECH in the southern region and the Northern Collaborative Project Consumer Ambassadors.
1.2 Produce project reports and feedback comments from service users to inform organisations funded under the Commonwealth HACC Program.	1.2 Meeting minutes and feedback to be distributed six times per annum to Steering Committee and posted on SSRG website	Consumer feedback has been shared with the Steering Committee at bi-monthly meetings – July, September, November 2013 and January, March and May 2014. These minutes are also posted on the SSRG website. The Steering Committee has been exploring the possibility of engaging consumers to be part of the Committee - Consumer Representative Guidelines are being developed – currently in draft form.

	<p>1.2 One consumer focused project distributed throughout the region annually and posted on the SSRG website.</p>	<p>The I Can(t) Workshops, in collaboration with Eastern Collaborative Project, is a consumer focused project. The program intends to promote consumer independence, well-being, quality of life and capacity to remain living in their community of choice. The workshops are based on the following principles: client-centred practice, managing your own care and support, partnership and active participation, informed decision making and goal orientated practice embedded into a solution focused approach.</p> <p>The program, so far, has been trialled and evaluated with 3 different consumer groups. Two different formats have been created – 2 hour sessions for 3 weeks and a 3 hour session. Total attendees = 15 Group 1: 25/10/13, 1/11/13, 8/11/13 Group 2: 11/11/13, 25/11/13, 2/12/13 Group 3: 12/5/14 (3hour session)</p>
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<p>Strategy 2 Ensure robust project infrastructure and governance is in place to facilitate effective regional collaboration, service improvement and reform.</p>		
<p>Performance Indicator 2.1 Create an environment where ‘learnings’ are shared between all collaborative projects to meet the needs of organisations funded under the Commonwealth HACC Program.</p>	<p>Targets for the Performance indicator 2.1 One partnership or shared arrangement established with one or more Collaborative Projects per quarter.</p>	<p>Progress in delivering the Performance indicator and targets Continuing partnership between the Eastern Collaborative Project and the SSRG developing and trialling the I Can(t) Workshops – as discussed above.</p> <p>Judith Gooden (Hills Collaborative Project) delivered a presentation to the SSRG In Home Services Workgroup on reablement and wellness 26/3/14, Attendees 12</p> <p>State-wide Collaborative Projects, in partnership with the Better Practice Project supported, organised and marketed training titled ‘Sexual Diversity Consciousness Raising for Aged Care Workers.’ There were 21 workshops state-wide between 15/4/14 and 21/8/14. Two sessions on 15/5/14 were</p>

		<p>delivered in the south. Attendees 29</p> <p>The SSRG, in partnership with the Eastern Collaborative Project (ECP), delivered planning sessions for the ECP and SSRG Steering Committees using a newly developed process based on learnings from Results Based Accountability. SSRG:20/1/14 and ECP:11/2/14 Attendees 34</p> <p>The State-wide Collaborative Projects planning day was organised and facilitated by SSRG and ECP project officers. 5 priority areas were identified - Aged Care Reforms, Managing Stakeholder Relationships, Training, Consumer Participation and Engagement and Workforce 13/11/13</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: Memory Hub The group has been working in partnership with City of Onkaparinga, Noarlunga Library and Alzheimer’s Australia SA on developing a Memory Hub in the library. The aim of the Hub is to create an accessible, informative, interactive hub for people with dementia and their carers to visit in the community, provide appropriate activities for people with dementia to enhance or maintain memory and promote brain health.</p> <p>The SSRG has been responsible for ‘driving’ the project. This involved a collaborative process developing Terms of Reference and Memorandum of Understanding, identifying and purchasing suitable resources, planning and implementing evaluation and supporting marketing strategies. Research indicates no other Library Memory Hub exists. The Launch of the Memory Hub is scheduled for 20/10/14.</p> <p>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</p>

		<p>issues and possibly financial disadvantage.</p> <p>The workgroup developed an on-line resource to normalise the feelings and emotions of post caring and to provide information relating to the following relevant categories: Employment, Education and Volunteering, Recreation, Sensuality and Sexuality, Relationships, Grieving, Legal and Finance, Health.</p> <p>The intention is to re-connect post carers' into 'life' and the community.</p> <p>3. In Home Services Workgroup: Health and Community Informed Choices – Seniors Southern Services Directory Application</p> <p>The App was developed during the last reporting period for iPhone and iPad. Feedback indicated that it would be beneficial to be able to access the App on Android devices. This work was completed in February 2014. An update was also completed in February 2014, including a link to the My Aged Care website.</p> <p>In March, the Southern Adelaide Health Alliance (SAHA) identified the value of the SSRG App and it became the basis to one of their 100 Day Projects. The project involved marketing and promoting the App to the health sector. SAHA, in collaboration with the SSRG developed their own marketing material which included a you -tube clip where Associate Professor Craig Whitehead is talking about the benefits of using the App. http://www.youtube.com/watch?v=3p1KQNrievQ&index=12&list=UU_bzUd5mmhtn6xax2wAd00g</p> <p>4. Social Inclusion Workgroup: Ignite your spark</p> <p>This project was an outcome and continuum of the 'Reaching the Unreachable' project in 2012/13. The Ignite your spark</p>
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		<p>project was about changing attitudes, motivating and inspiring older people to engage positively in life and connect socially. The package included a poster, postcards and a film and was processed using a community development model. Photographs of older people in the southern region were collected to demonstrate the variety of social possibilities available and were authentic in their presentation. The you-tube film can be viewed at the following link: https://www.youtube.com/channel/UChvrwVjenjPo0ohgU6lbDfg/feed</p>
2.3 Present accurate, timely and regional specific information to government through a variety of mediums.	<p>2.3 One formal meeting per year.</p> <p>2.3 Planning and reporting documents completed annually.</p>	<p>The Collaborative Project officers met with staff from the Department of Social Services – 11/9/13 & 11/6/14</p> <p>The Activity Work Plan was submitted 15/8/14 The Annual Progress Report submitted 30/9/14</p>
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.	<p>1. Evaluation of the Library Memory Hub – Evaluation methods have been designed to gain information on the benefits of the Memory Hub. This will include the number of items borrowed, a survey form that can be completed on iPad or hard copy and focus groups in 6 months’ time to gather more qualitative evidence. Evaluations will not be completed until 2015.</p> <p>2. Evaluation of the Two hats...too hard Working Carers Project Pre and post surveys were used to evaluate the Two hats...too hard project. The resource (developed by the Carer Issues Workgroup) was introduced into 3 workplaces in 2012, pre surveys were completed then a post survey was completed 12 months later, in November 2013. A final evaluation summary has been completed based on the analysis of the surveys. Results indicated an increase in knowledge of services available for working carers at an organisational level, attitudes to working carers are more optimistic than previously reported and ongoing education about issues</p>

		<p>associated with caring and working is required. Working carers project resources - 285 reads on the SSRG website.</p> <p>3. Seniors Southern Services Directory Application: App page on the SSRG website – 1269 reads App usage: pre and post SAHA 100 day project</p> <ul style="list-style-type: none"> • Baseline - 515 downloads & 4,196 sessions (times used) • At the conclusion of the 100 day project – 739 downloads & 5,140 sessions <p>4. Ignite your spark – The Ignite your spark film has been viewed on you tube 300 times. Postcards distributed in the region: 4,600. Promotional information has been sent out to 174 southern medical centres, it is being put into all discharge packs for older people at Noarlunga Hospital and was an article in the Southern Adelaide Fleurieu Kangaroo Island Medicare Local e-newsletter 28/8/14. There has been 9196 reads on the SSRG Home page where the information about Ignite your spark is situated.</p> <p>5. Post Carers on-line resource – the on-line resource was finished in June 2014. Has currently received a total of 2,639 reads on the website.</p>
<p>2.5 Provide opportunities for the Steering Committee to direct and make decisions about governance and systems for project initiation and management.</p>	<p>2.5 Steering Committee to approve at least four major projects annually.</p> <p>2.5 One planning session per annum.</p>	<p>The Steering Committee have approved, followed the progress of and given valuable feedback regarding the 4 major projects.</p> <p>The SSRG project officer and the Eastern Collaborative project officer facilitated the planning session for the SSRG Executive & Steering Committees - 20/1/14 Attendees 19</p>

		Priority areas identified in the session included Remaining Independent and Healthy, Carers, Emerging Trends (which includes younger onset dementia) and Community transport.
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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 2013 and January, March and May 2014. The Executive Committee has met prior to the Steering Committee except for an extra meeting held in January. Members of the Executive = 7 Members of the Steering Committee = 19 Carer Issues Workgroup meetings = Met 9 times. The June meeting was cancelled. (project officer on annual leave) Members = 16 Dementia Workgroup meetings = Met 8 times. The February and June meetings were cancelled. Members = 24 In Home Services Workgroup = Met 8 times. The May and June meetings were cancelled. (annual leave) Members = 27 Social Inclusion Workgroup = Met 10 times. Members = 21 Acute/Community Information Group (Noarlunga Hospital) – 13/2/14 & 15/5/14

	<p>3.1 Support and deliver one regional forum per annum.</p>	<p>Southern Aged Care Services Forum – 19/8/13</p> <p>Southern Regional Alliance X 4 - 24/9/13, 9/12/13, 3/2/14, 8/4/14</p> <p>COTA State Ageing Plan Consultation – 22/7/13</p> <p>Medicare Local Taskforce workshop 4/2/14</p> <p>Steering Committee planning day 20/1/14 Attendees = 19</p> <p>Planning of the ‘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 is innovative and inspirational ways to promote wellness and enablement. (held in September 2014, 185 registrations)</p> <p>Planning sessions x 8 – monthly from September 2013 to May 2014</p>
<p>3.2 Service gaps experienced by organisations funded by the Commonwealth HACC Program will be identified and addressed where appropriate</p>	<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>The Steering Committee planning day priority areas were based on gaps and needs identified in the region. Ongoing collation of gaps occurs through discussions, networking and workgroups. All workgroup projects are in response to identified gaps.</p> <p>A brainstorm session was carried out in each workgroup and Steering Committee in November 2013, titled ‘Gaps, Issues, Concerns, Thoughts’. The top 2 issues identified in this process were consumer directed care and motivation and empowerment of consumers / reducing dependency.</p> <p>A State-wide training survey was done January/February 2014.</p> <p>Responses in the south = 58</p>

		<p>Training most requested in the southern region included:</p> <ul style="list-style-type: none"> • Social inclusion and community participation • Practicalities of CDC • Working with people with dementia • Mental health and the older person • Carers health and wellbeing
<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>	<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 brochure 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>3.3 SSRG presentations, both formal and informal delivered six times annually.</p>	<p>A variety of regional information was sent out 104 times to the SSRG network</p> <p>The Collaborative Projects Strategic Aims were updated twice by the SSRG and distributed at training sessions and regional meetings on 8 occasions to 154 people. The SSRG brochure updated August 2013 and distributed at training sessions and regional meetings on 8 occasions to 154 people</p> <p>The SSRG Website has been updated 60 times – minutes, project information, links and news items</p> <p>SSRG information was presented to Resthaven Carer Advisory Group 28/8/13, Southern Regional Alliance Launch of the Conference Report: presentation on the Seniors Southern Services Directory 10/7/13, Life Without Barriers 5/3/14, Royal Society for the Blind 8/4/14, Home Instead 21/1/14 and a research interview with Lori Littlejohns from Flinders University about working collaboratively 2/10/13.</p>

<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.</p>		
<p>Performance Indicator 4.1 Dementia Training Study</p>	<p>Targets for the Performance indicator 4.1 Four Dementia Training Study Centre sessions in collaboration with the SSRG annually.</p>	<p>Progress in delivering the Performance indicator and targets World of Creativity, Montessori Methods for People Living with Dementia: 29/8/13 and 5/12/13, Attendees 49</p>

Centre in collaboration with the SSRG will deliver training to organisations funded by the Commonwealth HACC Program		Certificate 1V in Dementia Care: 27/9/13 and 11/10/13, Attendees 20
4.2 Better Practice Project training in collaboration with the SSRG will be delivered to organisations funded by the Commonwealth HACC Program.	4.2 Four Better Practice Project training sessions in collaboration with the SSRG annually.	Consumer Directed Care Workshop X2 – 30/7/13 & 31/7/13, Attendees 56 Sexual Diversity Training X2 – 15/5/14 Attendees 29
4.3 Provide other information, education and training initiatives identified by the organisations funded by the Commonwealth HACC Program in the region.	4.3 At least two initiatives annually.	ARAS Workshop 24/7/13 Attendees 28 Home and personal safety presentations (SAPOL) X2 - 25/3/14 & 2/4/14 Attendees 25

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 5.1 Identify support	Targets for the Performance indicator 5.1 Meet six times annually with the Steering Committee to	Progress in delivering the Performance indicator and targets The Steering Committee met 6 times. At all meetings updates

<p>needs to achieve practice that demonstrates the successful transition to the Commonwealth HACC Program and other aged care reforms.</p>	<p>identify support needs.</p> <p>5.1 One training initiative and one regional forum annually.</p>	<p>and discussions about the reform process were included and created a supportive environment. Aged care reform discussions and information were also included at all In Home Services Workgroup meetings X8</p> <p>Training initiatives supporting the transition to the Commonwealth HACC Program and aged care reforms included the I Can(t) workshops and planning for Reablement workshops in collaboration with the Better Practice Project and the living Well in a Complex Life Symposium.</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>The Collaborative Project officers met with staff from the Department of Social Services – 11/9/13 & 11/6/14</p> <p>Attended the My Aged Care Consultation 14/4/14</p> <p>State-wide Collaborative Projects submitted a response to the Key directions for the Commonwealth Home Support Programme Discussion Paper.</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 6 times All workgroup meeting minutes are posted on the SSRG website – total of 40 sets of minutes - containing regular transition updates Updates occur monthly at all workgroup meetings Discussion topics – CDC, enabling practice, innovative practice, workforce issues, Key directions for the Commonwealth Home Support Programme Discussion Paper</p> <p>Links to the My Aged Care Website, Living Longer, Living Better Website and National Aged Care Alliance Website are on the SSRG links page. Reform updates appeared in the August, November 2013 and</p>

		May 2014 editions of the Southern Soapbox newsletter. Recipients of the newsletter: 222 (also available on the website)
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Supporting Evidence Available on Request

1	All Workgroup meeting minutes available
2	I Can(t) Workshop
3	I Can(t) Driving Wheel
4	I Can(t) Evaluations - demographics
5	I Can(t) Evaluations – well-being scale
6	I Can(t) Evaluations - survey
7	I Can(t) Evaluations – qualitative questions
8	State-wide Collaborative Projects – Project assessment Template
9	Memory Hub Project Plan
10	Memory Hub Terms of Reference
11	Memory Hub Memorandum of Understanding
12	Memory Hub Task List
13	Post Caring Project plan
14	Ignite your Spark project Plan
15	Ignite Your Spark Poster
16	Two hats...too hard Evaluation Summary
17	Steering Committee Planning Day 2014 – Priority Areas, Outcomes & Actions
18	Living Well in a Complex Life Program
19	Gaps, Issues, Concerns, Thoughts Brainstorm
20	Training Survey Results – Southern Region
21	Collaborative Projects Strategic Aims
22	SSRG Brochure
23	Baseline statistics for Seniors Southern Services Directory App
24	Post project statistics for Seniors Southern Services Directory App
25	Post Caring information and links to useful websites
26	SSRG Steering Committee: Consumer Representative Guidelines (draft)