

## ANNEXURE C: COLLABORATIVE PROJECTS – FINAL PROJECT REPORT SOUTHERN REGION

### Disability, Ageing and Carers

DUE DATE: 31<sup>ST</sup> JULY 2012

#### PROJECT PROFILE

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<b>Reporting period:</b> July 1 <sup>ST</sup> 2011 to June 30 <sup>TH</sup> 2012	<b>Date provided:</b> 31/07/12

#### PROJECT DESCRIPTION

**Key Result Areas / Goals** (link to *Annexure A: Roles and Functions document*):

The Collaborative Projects will:

1. have project infrastructure and governance in place to facilitate effective regional collaboration, service improvement and reform;
2. facilitate stakeholder engagement through a range of regional workshops, forums, events and regional meetings (to facilitate communication between regions and funders/policy makers and support translation of policy i.e. HACC Service Principles into practice);
3. develop effective service user participation and engagement at a regional level to ensure service user voice; and
4. provide leadership and build the capacity of stakeholders to engage in service reform and innovative, improved practice.

## **EXECUTIVE SUMMARY**

Summarise what you have achieved, the strategies, outcomes and the impact.

While the project officer's first year at the SSRG was all about developing and strengthening relationships in the region, this year was about innovation and reform. The region has welcomed a reform agenda to ultimately achieve better outcomes for consumers and the Project has played a significant role keeping up the momentum. The implementation of the new HACC Service Principles has been strongly supported by the SSRG – the principles were distributed to the region, discussed at workgroups and network meetings, placed on the website and the topic of a forum organised jointly with the Eastern Collaborative Project (ECP). The forum was also an opportunity for providers to showcase good practice and celebrate achievements.

Two new workgroups started in the 2011-2012 period – the In Home Services Workgroup and the Social Inclusion Workgroup. In total there are now five workgroups. Enthusiasm and motivation to continue or develop projects has been encouraging and has resulted in spectacular outcomes. The Working Carers resource package has been completed and the trial of its effectiveness has been started. Awareness about working carers in the workplace is paramount as our ageing population is creating a situation where a greater number of carers, generally middle aged women, are continuing with employment.

The Dementia Workgroup successfully delivered an informative and thought provoking Dementia and Driving Forum before embarking on a collaboration with the Dementia Training and Study Centre to offer a series of training sessions titled 'Problem Solving for Challenging Behaviours' directed at care workers. This work was based on results of a care worker survey which highlighted the areas that were perceived as gaps in their learnings.

The In Home Services Workgroup spent time with Access2HomeCare (A2HC) to ensure success of the program and then commenced planning a project to promote the smooth transition for consumers from the health sector to the community sector through the development of a resource system. The assumption is that if the health sector are better informed about the 'workings' of the community sector then consumers would receive the correct information at the correct time and ease the process. The SSRG has been successful in receiving non-recurrent funding to employ a project officer to complete this work.

The Social Inclusion Workgroup has based their discussions around valuable social connections for older people, have learnt about character strengths and moved onto questioning how to connect the 'unconnected'. The group are developing a postcard concept which will be trialled and evaluated in the next 12 months.

With the support of consumers in the southern region, the Consumer Empowerment Survey Report was completed. Although it was only a 'snapshot of regional experience, it gave service providers 'food for thought' and identified some service gaps. It raises the concerns of consumers diagnosed with younger onset dementia and their carers and supports the notion of consumer control and client centred practice.

The SSRG has worked collaboratively with Disability, Ageing and Carers, ECP, Western Linkages, Better Practice Project, A2HC, City of Holdfast Bay/Flinders University and The Australian Centre for Social Innovation - forums, workshops and focus groups have been achieved. The role of the SSRG often varied in these collaborations but it always involved the dissemination of information throughout the region. Sector changes, innovation and reform work best when communication is flowing – the impact is immeasurable but is viewed as one of the most critical outcomes of this collaborative project in 2011 – 2012.

**PROJECT KEY RESULT AREAS / GOALS**

**Key Result Area 1. The Collaborative Projects will have project infrastructure and governance in place to facilitate effective regional collaboration, service improvement and reform.**

<b>Objectives</b> (The objectives required to achieve the KRA)	<b>Strategies</b> (the project activities required to achieve each objective)	<b>Outcomes Achieved</b>
<p>1. Project committee/s that are broadly representative of regional stakeholders that meet regularly together to guide the work of the project.</p>	<p>Bi monthly meetings with Executive and Steering Committees.</p> <p>Executive meetings also held as necessary.</p> <p>Review documentation annually - including Terms of Reference and Project Proposal templates.</p>	<p>All SSRG projects and project proposals were discussed with the Steering and Executive committees to further identify strategies for reform and strengthen collaboration. Members expertise informed, improved and sometimes re-defined project goals.</p> <p>Discussions at Steering Committee meetings regularly explored the progress of the innovative projects.</p> <p>The meetings have been an opportunity for sector changes to be discussed, knowledge shared and concerns addressed.</p> <p>Regular attendance by Disability, Ageing and Carers staff has strengthened the relationship with funders and kept members well informed.</p>
<p>2. Regional structures that provide sustainable, ongoing strategies for bringing stakeholders together to</p>	<p>Monthly workgroup meetings – Carer Issues, Dementia.</p>	<p>The working carers resource pack to promote carer awareness in the workplace has been completed. (Carer Issues Workgroup) It includes a DVD, information booklet, a brochure and poster.</p>

<p>address specific directions, priorities and issues (e.g. work groups, task groups, networks, forums).</p>	<p>Development of 2 new groups that will also meet monthly - Social Inclusion, In-home Services.</p> <p>Bi monthly meetings – Consumer Workgroup plus alternate contact through phone calls and surveys.</p> <p>New HACC Service Principles task group – promoting the implementation of HACC principles through workshopping, (working with ECP).</p> <p>‘One off forums’ to address specific needs.</p>	<p>The dementia and driving forum took place in September 2011. Data was collected highlighting consumer ‘gaps’ – this will be used to influence future projects.</p> <p>Two new groups were started – Social Inclusion Workgroup and the In Home Services Workgroup.</p> <p>New projects directed by workgroup participants and needs in the region include dementia training sessions for care workers, developing a resource to promote a smooth transition from acute care to community care and developing a postcard which encourages people who are socially isolated to feel comfortable in contacting a service provider.</p> <p>Opportunities were provided to consumers to participate in the development and reform of services by presenting consumer recommendations and concerns to In Home Services Workgroup and Steering Committee. Consumer discussion paper addressing consumer empowerment was shared and discussed with workgroups.</p> <p>New HACC Service Principle Forum produced a collection of shared stories and informative evaluation to further encourage the implementation of the principles. This was achieved in collaboration with the ECP and distributed to all SSRG members.</p> <p>Providing opportunities for stakeholders to participate in regional issues was achieved by collaboration with the ECP, TACSI, Ronda Held and DAC. Sessions included Consumer Directed Care, TACSI – Love-ins,</p>
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		Lobsters & Racing Cars, Great living in late adulthood and HACC Service Principles Consultation
3. Effective communication and marketing strategies.	<p>Website – to be reviewed and simplified in 2011-2012</p> <p>Development of welcome / information packs to distribute to new members of the SSRG</p> <p>Regular emails distributing regional information.</p> <p>Information distributed through committee and workgroup meetings.</p> <p>Information distributed through forums.</p> <p>Regular service provider contact to maintain and promote good relationships in the region.</p>	<p>New website has been developed which has made accessing information from the site much easier.</p> <p>To promote a better understanding of the SSRG a brochure and a strategic aims flyer have been developed. The strategic aims flyer is being used by all metropolitan collaborative projects.</p> <p>Information was disseminated to all SSRG members re services, innovations, projects and forums.</p> <p>Connections and relationships have been maintained in the region through workgroup meetings, attendance at community services events, forums and involvement in regional networks.</p>

## Measures

(qualitative and quantitative)

Steering and executive committee membership.

- There are 14 members in the steering committee (plus project officer and auspice), 7 members in the executive.

Carer Issues Workgroup membership

- There are 15 members in the Carer Issues Workgroup

Working Carers Resource – Two hats, too hard

- Topics in the resource include: who is a carer?, caring statistics, carer legislation, carer friendly workplaces, what do you carers say about caring, carers- myth or truth and 6 helpful tips to keep your hat on for working carers.

Dementia Workgroup membership

- There are 18 members in the Dementia Workgroup

Driving and Dementia Forum Evaluation Report

Number of service providers and consumers who attended the forum – 74

Gaps identified included supports to alternatives, access to alternatives, greater availability to alternatives and a comprehensive list of substitute services.

Social Inclusion Workgroup members

- There are 22 members in the Social Inclusion Workgroup

In Home Services Workgroup members

- There are 26 members in the In Home Services Workgroup

A Project proposal for Health and Community Informed Choices has been developed

- 18 community service providers are involved in the planning and discussions of this project.

A Project proposal for Reaching the Unreachable has been developed

- 13 community service providers are involved in the planning and discussions of this project.

#### Consumer Empowerment Survey Report

- The report was completed in response to a consumer survey based on The Consumer Empowerment Initiative Report (2005), 7 consumers were interviewed and 2 consumer support groups. It was discussed in 2 workgroups – 45 service providers.

#### HACC Service Principles Forum evaluation and stories

- This was distributed to all SSRG members – 173 service providers

#### SSRG Brochure and Strategic Aims flyer

- The brochure includes information about goals of the SSRG, current priorities, current workgroups and project activities and the strategic aims summarises the work of the collaborative projects - collaboration, engagement, responsiveness and reform. Both have been distributed at all workgroup meetings, forums and training sessions.

Information re services, innovations, projects and forums was distributed to 173 service providers.

Relationships maintained and information distributed through regular attendance to regional networks, including South Australia Self-Management Association (SASMA), Aged Care Networks (inner and outer south) and Acute – Community Information Exchange meetings

**Key Result Area 2. The Collaborative Projects will facilitate stakeholder engagement through a range of regional workshops, forums, events and regional meetings to:**

<b>Objectives</b> (The objectives required to achieve the KRA)	<b>Strategies</b> (the project activities required to achieve each objective)	<b>Outcomes Achieved</b>
<p>1. Identify and respond to regional issues</p>	<p>Working Carers Project – development of resource package and evaluation tools.</p> <p>Facilitate a Driving and Dementia Forum.</p> <p>Participate in the Social isolation project in collaboration with Western Linkages.</p> <p>Undertake collection of data regarding gaps in services through workgroups and on line survey – working with Eastern Collaborative Project.</p>	<p>The working carers resource, ‘Two hats, too hard’, has been developed to promote awareness and support of working carers. A business plan and evaluation tools have been established. The resource is being trialled in 3 organisations, pre and post evaluations are being done to provide evidence of the effectiveness of the resource. (results will not be available until February 2013)</p> <p>Information was provided to service providers and consumers to promote a clearer understanding about the issues around dementia and driving.</p> <p>Two sessions were delivered by Dr Mandy Stanley – ‘Cultivating People, Programs and Community’ in the inner and outer southern region. The sessions provided valuable information about social isolation and the follow on became the development of a social inclusion workgroup. The social inclusion workgroup explored the work being done by Vanessa Leane titled ‘Valued Ageing: Living a Life of Value - Restorative and Innovative Practice’.</p> <p>Gaps and Needs survey was distributed to the region electronically and has identified regional issues.</p>

	<p>Update region / support consultations about planned changes, including A2HC, productivity commission report, commonwealth aged care reforms.</p> <p>Work with Better Practice Project to offer training in the region.</p> <p>Respond to and 'action' issues raised through steering committee and workgroups.</p>	<p>A2HC presented twice at In Home Services Workgroup meetings to inform the region of expectations and progress. Questions were developed by the workgroup which were addressed. Consultations held by Commonwealth Department of Health and Ageing were supported by the SSRG re the transition process.</p> <p>Three sessions were delivered by the BPP in the region – one session titled 'Imagining a Better Life for Older People' and one session titled 'Living as an Older Person' train the trainer.</p> <p>Regional issues were addressed through workgroup projects, forums and ensuring all relevant information was distributed throughout the region.</p>
<p>2. Provide a conduit to translate policy and the South Australian HACC Service Principles into practice</p>	<p>Disseminate information about new HACC service principles at all committee meetings, workgroups and network meetings in the region. Email information to all SSRG members and place service principles on the website.</p> <p>New HACC service principles forum/workshop – in collaboration with Eastern Region Collaborative Project. Sharing stories told by a variety of organisations who are achieving innovative practice – workshop the barriers and the solutions.</p> <p>Exploring how self management practice and principles can influence work in community services and implementation of</p>	<p>Information about HACC Service Principles was distributed and discussed at all committees, workgroups and aged care network meetings. It was also distributed to all SSRG members electronically and put on the SSRG website. This promoted a better understanding of the principles and their implementation.</p> <p>The new HACC Service Principles Forum focused on stories which demonstrated success and became a vehicle to celebrate commitment and quality services in each region (southern &amp; eastern). It clearly demonstrated how the principles can be applied to the workplace.</p> <p>Regular meetings with South Australia Self-Management Alliance. Some basic self- management principles discussed and documented - for further</p>

	the new HACC service principles and share this knowledge throughout the region.	development in the next 12 months.
3. Support a reform agenda and enable input from the regions (specifically from service users and front line workers) to inform the funders/policy makers;	<p>Regional input through committees, workgroups, individuals in the region and consumers – regular opportunities are scheduled for the discussion of reform, innovative practice, issues of concern and possible strategies to enhance positive change.</p> <p>All information to be made available to funders/policy makers through reporting, and meetings.</p>	<p>Promotion of reform and innovative practice has been achieved through interaction with all workgroups in the region. Discussions include consumer directed care, transition to the Commonwealth, HACC Service Principles, workgroup projects.</p> <p>Funders and policy makers are made aware of innovative practice and issues through accessing the SSRG website, regular attendance at Steering Committee meetings, HACC Collaborative Project Team Meetings and information distributed through the SSRG.</p>
4. 'Kick start' changed practice at a local level	Work with workgroups on issues identified by SSRG Consumer workgroup to begin the 'change process'.	Positive change has occurred through taking consumer issues to the workgroups. The Dementia Workgroup has responded to consumer concerns about care worker dementia training by organising training sessions in collaboration with the Dementia Training and Study Centre.
5. Enable a broad range of stakeholders to contribute.	Work at developing new relationships with organisations in the region to engage a broad range of stakeholders. Regular communication to agencies in the region will occur through email and the SSRG website.	The SSRG has maintained broad regional representation and contact lists have been kept updated. The number of SSRG members has increased.

## Measures

(qualitative and quantitative)

Dementia and Driving Forum - presentations included Current Dementia and Driving Research - Angela Berndt (Uni SA), Information about the use of motorised scooters - Michael Lord (SAPOL), OT Driving Assessments - Brad Williams (Repatriation General Hospital), DTEI Driving Assessments - Wayne Nelles (Department for Transport, Energy and Infrastructure). Printed material provided included Moving right along fact sheets ((Department for Transport, Energy and Infrastructure) and At the crossroads – family conversations about Alzheimer’s disease, dementia and driving (The Hartford)

The total attendance to the ‘Cultivating People, Programs and Community’ was 38 service providers.  
The total attendance to ‘Valued Ageing: Living a Life of Value - Restorative and Innovative Practice’ was 12.

Gaps and Needs Survey was distributed to 173 service providers, 94 responded.

The following service types were identified as having significant gaps:

Transport for social connections, Male specific services, domestic assistance, gardening support, services for people with younger onset dementia and services for people with challenging mental health issues.

Access2HomeCare presented to 24 service providers during In Home Services Workgroup meetings. An A2HC staff member attended 3 workgroup meetings to provide further updates and feedback.

A total of 50 service providers in the southern region attended BPP workshops.

The New HACC Service Principles Forum - 50 people attended and had an opportunity to discuss the barriers to implementation and solutions through targeted workshop questions. Questions asked were: 1. What is the most common theme that has emerged from what you have heard from the presenters so far? And 2. What has to change to achieve the principles?

Key responses included: 1. Listening, really getting to know a client and quality of life

2. Attitudinal change, changes in ‘language’. The consumer needs to become an ‘active participant’.

The foundations of how Self-management principles can be related and applied to community services – preliminary work includes:

**Purpose** - To design a self-management program that can be used within community services to enable consumer independence, well-being, quality of life and capacity to remain living in their community of choice.

**Goals**

- Increase the capacity for consumers to self-manage
- Up-skilling and training of care workers and coordinators

- To promote individualised goal oriented practice to change consumer behaviour to include ‘healthy choices’

**Actions**

- Use peer educators to train
- Educate care workers and coordinators in self-management principles and practice
- Educate consumer groups in self-management principles and practice
- Training sessions to be delivered in up to 45 minute modules, therefore accessible to existing consumer social support type groups.

Dementia training sessions for carer workers – 91 carer workers attended sessions. (two more sessions are scheduled for July 2012)

New relationships have developed in the region – SSRG membership has increased from 160 to 173 members from 48 different organisations.

**Key Result Area 3. The Collaborative Projects will develop effective service user participation and engagement at a regional level to ensure:**

<b>Objectives</b> (The objectives required to achieve the KRA)	<b>Strategies</b> (the project activities required to achieve each objective)	<b>Outcomes Achieved</b>
1. The capacity for service users to participate and to influence is enhanced	Increase membership of consumer workgroup and include on any new initiative.  Regular SSRG consumer consultation documented through accurate meeting minutes.	Consumer consultation has promoted positive change in the region. Regular feedback is given on current SSRG projects, issues were raised and discussed through the Consumer Empowerment Survey Report 2011/2012 and consumer representatives were involved in giving feedback re

	<p>All projects, innovations and reforms taken to SSRG consumer group and other consumer groups as appropriate.</p> <p>Consumers invited to take part in all forums / groups.</p>	<p>the innovative projects and attendance at the HACC Forum.</p> <p>The number of consumers involved in consultations has increased.</p> <p>A Consumer Engagement Strategy has been developed (by all metropolitan Collaborative Projects)</p>
<p>2. The service user voice informs at regional, state and organisational levels</p>	<p>Involve a broad range of consumers and carers in developing a Consumer Empowerment discussion paper in response to previous research in the region – to be made available to region and funders.</p>	<p>A consumer empowerment discussion paper was developed and is on the SSRG website.</p> <p>Conclusions, recommendations and concerns were highlighted in the discussion paper summary.</p> <p>Consumers are being supported to write their stories, involving a solution focused approach.</p>
<p>3. Service users can actively participate in future reforms.</p>	<p>Utilise feedback from service users to contribute to project response to proposed system changes.</p>	<p>Service users feedback has been used extensively to inform workgroup projects.</p>

<b>Measures</b> (qualitative and quantitative)
<p>Attendance by 2 consumers to the pilot train the trainer session informing providers about the HACC Service Principles and their implementation. This was an innovative funding project done by City of Holdfast Bay, City of Marion and City of Mitcham.</p> <p>There are eight active members in the consumer workgroup. Other consumer consultations have taken place at Alzheimer Association support group meetings (26 consumers) and the Domiciliary Care Consumer Group (12 consumers).</p> <p>Consumer Empowerment Survey Report – It was concluded that the majority of consumers experienced a positive interaction with community services organisations, however for a minority of consumers the depth of their dissatisfaction was considerable. It also seemed timely that the sector was implementing the HACC Service Principles which fit in well with the ‘thinking’ around the empowerment principles. It seems likely that consumer empowerment and control will continue to increase and outcomes for all consumers will improve.</p>

<b>Result Area 4. The Collaborative Projects will provide leadership and build the capacity of stakeholders to engage in service reform and innovative, improved practice. This includes:</b>		
<b>Objectives</b> (The objectives required to achieve the KRA)	<b>Strategies</b> (the project activities required to achieve each objective)	<b>Outcomes Achieved</b>
<p>1. The development of regional and cross-regional knowledge and resources</p>	<p>Closely working, consulting and sharing with other collaborative projects –</p> <ul style="list-style-type: none"> <li>• Eastern Collaborative re HAAC service principles forum, needs and gaps survey and ‘Think Tank’.</li> <li>• Western Linkages re Dementia Forum &amp; social inclusion project.</li> <li>• Northern Collaborative re adapting their consumer participation model in the south.</li> </ul>	<p>Work achieved by the SSRG has been enhanced and maximised by closely working with other collaborative projects.</p> <p>A survey exploring needs and gaps in all metropolitan regions has been undertaken collaboratively. The data will be professionally analysed to indicate trends and regional differences.</p>

	<p>Regular monthly meetings of metropolitan collaboratives</p> <p>Communicate and meet with the country collaborative projects and agree on a communication strategy to share information.</p>	<p>The Metropolitan Collaborative Projects have been meeting monthly for 12 months - the Hills, Fleurieu and Murray Mallee joined in 2012.</p>
<p>2. The sharing of information and project activities to build on current learnings and initiatives</p>	<p>Working carers project, building on work already done by carer support and recent research projects.</p> <p>Dementia &amp; driving forum building on Western Linkages work, current research and resources, Life without driving.</p> <p>Consumer Empowerment discussion paper builds on previous research in the region.</p> <p>Exploring self management principles in community service building on the work of SASMA (South Australian Self Management Association).</p>	<p>The working carers project built on the work already done by carer Support and the Equal opportunity commission. Both have shown their appreciation to the Carer Issues Workgroup who have taken the work to the next 'level'.</p> <p>The Dementia and Driving Forum program was highly successful because of what was learnt from the Western Linkages experience.</p> <p>The completed Consumer Empowerment Survey discussion paper was achieved by using the empowerment principles developed by the SSRG and Better Practice Project in 2005 and gave some insight into where we are now.</p> <p>Have developed a draft plan on how to apply self-management principles in community services by building on the work of SASMA, the Stanford Model of self-management and the Chronic Disease Self-Management Resource Kit (Industry Skills Council).</p>
<p>3. The facilitation of stakeholder participation in government consultation processes, particularly around the identification of regional priorities and the implementation of reforms</p>	<p>Regular representation at steering committee meetings by Disability, Ageing and Carers Department staff to give stakeholders an opportunity to share identified regional priorities and reforms.</p> <p>Annual planning forum – to identify issues and regional priorities.</p>	<p>DAC staff regularly attended Steering Committee meetings and always gave relevant updates to keep the region informed.</p> <p>Annual planning achieved by ongoing discussions with Steering Committee (a forum was not held).</p>

		Much of this year's project work is flowing on into the next financial year.
4. The identification of new and innovative ways of working with the HACC target group and the broader community	<p>Regular consultation with the region through groups and individuals – discussing innovations and reform.</p> <p>Hosting a 'Think Tank' based on 'innovative solutions in community services'.</p> <p>Research topics of concern.</p>	<p>Innovation and reform is being achieved, meeting the needs of the HACC target group. This included promoting awareness of working carers in the workplace and promoting better management of the caring role and increasing knowledge and understanding of dementia to increase the quality of dementia care in the home.</p> <p>Unfinished projects based on reform aim to meet the following outcomes: connecting older people who are socially isolated into appropriate social programs and promoting smoother transition for consumers from the health sector to the community sector.</p> <p>A 'Think Tank' did not go ahead this year – is being planned for October 2012.</p>

<p><b>Measures</b> (qualitative and quantitative)</p>
<p>Achievements working with the Collaborative Projects (Northern Collaborative Project, Eastern collaborative Project and Western Linkages) – HACC Service Principle Forum, Collaborative Projects presentation, Dementia and Driving Forum, Strategic Aims flyer, Consumer Engagement Strategy, Needs and Gaps Survey, social inclusion project – 'Cultivating People, Programs and Communities'</p> <p>The SSRG also worked together in a supporting role with The Australian Centre for Social Innovation workshop and HACC Service Principle Consultation.</p> <p>No data is available yet on effectiveness of working carers resource - promoting carer awareness or the evaluation of the Problem Solving for Challenging Behaviours workshops.</p>

**AUTHORISED AUSPICE SIGN OFF**

Surname:	First Name:
Position Title:	
Signature:	Date:

**COLLABORATIVE PROJECT OFFICER SIGN OFF**

Surname:	First Name:
Position Title:	
Signature:	Date:

**CHAIR OF EXECUTIVE or STEERING COMMITTEE SIGN OFF**

Surname:	First Name:
Position Title:	
Signature:	Date:

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