Hon Zoe Bettison MP
Minister for Ageing

Dear Minister

In accordance with the Office for the Ageing Act 1995, I am pleased to submit the annual report of the Office for the Ageing for presentation to Parliament.

This report provides an accurate account of the activities and operations of the Office for the Ageing for the financial year ending 30 June 2016, in compliance with the Department of the Premier and Cabinet Circular 13 on Annual Reporting Requirements.

Yours sincerely

Skye Jacobi
Executive Director
Policy and Governance
Finance and Corporate Services

October 2016
# Table of Contents

- From the Executive Director ................................................................. 5
- Executive Summary ................................................................. 6
- Objectives and Functions ................................................................. 7
- Strategic Priorities ................................................................. 9
- Legislative Requirements ............................................................... 11
- Ageing Plan Strategic Projects ..................................................... 13
- Appendices ......................................................................... 22
The Office for the Ageing (OFTA) is responsible for administering the Office for the Ageing Act 1995 and the Retirement Villages Act 1987. Regular engagement and collaborative partnerships with a wide range of stakeholders, enables OFTA’s work to inform government planning at various levels for social, strategic and economic issues, policies and priorities concerning older people. A key priority for OFTA is ensuring its work is informed by community views sought through active engagement and consultation with key stakeholders and importantly older people. This report highlights many ways in which OFTA’s activities have funded, managed or collaborated on projects aligned to key priorities for state government.

In 2015-16, OFTA’s work contributed toward the Premier’s economic priority for health and ageing and supported Minister Bettison’s leadership of priorities through the State Ageing Plan Prosperity Through Longevity and both the strategy and action plan to Safeguard the Rights of Older South Australians 2015-2021. OFTA’s leadership of ageing policy and sector partnerships strengthened community awareness of the rights of older people and safeguards to assist in the prevention and response to risks or concerns of elder abuse.

As a key action of the Strategy to Safeguard the Rights of Older South Australians Action Plan 2015-2021, Minister Bettison launched the first state government Elder Abuse Can Be Stopped community awareness campaign in October 2015. The campaign aimed to raise community awareness of elder abuse and utilised radio, print and a range of other strategies to spread the message. The launch of the campaign was linked to another significant milestone and first for South Australia, the establishment of the Elder Abuse Prevention Phone Line, providing information and support to those with concerns about elder abuse.

In 2015-16, Minister Bettison tabled the Retirement Villages Bill 2016 in Parliament. The Bill was developed utilising the work of the Select Committee on the Review of the Retirement Villages Act 1987 and greatly informed by an extensive community engagement process. To support the Bill, OFTA is working on the development of regulations and supporting materials to be implemented as part of a community awareness and education campaign following the enactment of the Bill.

In keeping with government’s Reforming Democracy policy, OFTA has developed a Stakeholder Engagement Framework and commenced its implementation. A key milestone of this work was the establishment of the OFTA Feedback Network, a group of over 1700 committed and engaged older South Australians that have been invited on a regular basis to provide input into a number of OFTA policies and programs. The Engagement Framework ensures principles and processes utilised for developing policy, publications and programs align with the South Australian Government’s Better Together: Principles of Engagement and its practices, ensuring consultation with ageing-related stakeholders and older South Australians.

I have been very pleased to be involved with outcomes achieved under this important portfolio. I thank OFTA management and team members for their excellent work and commitment during 2015-16.

Skye Jacobi
Executive Director
Policy and Governance
Finance and Corporate Services
(incorporating the Office for the Ageing).
Executive Summary

OFTA sits in the Policy and Governance Branch of SA Health Finance and Corporate services and has 24 FTE across four teams Policy Unit, Retirement Villages Unit, Aged Care Assessment Programme Reform Unit and Seniors Card Program and Business Services Unit, all providing regular advice and input for the consideration of the Minister for Ageing.

In 2015-16, Office for the Ageing worked actively to implement the state ageing plan Prosperity Through Longevity and broaden its sector wide engagement, partnering in policies, research and programs. The work of OFTA responded to key issues informed through the active involvement of older South Australian’s, including those from diverse communities.

OFTA’s key work areas included:

> Transition of all South Australian Aged Care Assessment Teams (ACATs) to My Aged Care by 21 March 2016 and related Aged Care Assessment Program reforms
> Administration of the Retirement Villages Act 1987 and Retirement Villages Regulations 2006
> Finalising the draft Retirement Villages Bill 2016 for tabling in Parliament by Minister Bettison
> The second year of the Advocacy Service for the Retirement Villages sector
> Implementation of the Retirement Villages Better Practice Guidelines
> South Australian Seniors Card management including the Lifestyle Directory and Weekend Plus
> Planning and establishing policies, initiatives and strategies for state government priorities under Prosperity Through Longevity: South Australia’s Ageing Plan 20-14-2019 including:
  > Implementation of activities under the strategy and action plan to Safeguard the Rights of Older South Australians.
  > Progression towards a Mature Economy Business and Jobs Strategy for South Australia
  > Engagement and partnerships with various agencies and organisations from state and local government and the community sector.
  > Administration of Community grants including:
    ▪ Positive Ageing Grants
    ▪ Grants for Seniors
    ▪ Ethnic Ageing Community Grants
    ▪ Innovation in Ageing Challenge.

OFTA’s legislative requirements and program administration supported reforms focused on strengthening the rights and improving the lives of older South Australians, contributing to strategic priorities of the South Australian Government.

The Aged Care Assessment Program (ACAP) provided significant leadership and extensive preparatory work to transition the South Australian Aged Care Assessment Teams by 21 March 2016 to full use of My Aged Care, as part of the continued reforms to Commonwealth Government funded aged care services to older people.

In administering the Retirement Villages Act 1987, OFTA’s key achievements included supporting the development of and consultation on the Retirement Villages Bill 2016, reviewing the Better Practice Guidelines for the Retirement Village Industry, and supporting the advocacy service for retirement village residents, now in its second year.

The Seniors Card Unit undertook activities to continue to develop and improve the Seniors Card Discount Directory, Your Lifestyle Guide, available to the approximately 360,000 South Australians aged over 60 years who are members of the program, and the fortnightly WeekendPlus, a digital magazine providing approximately 55,000 older people with information about areas of interest, local activities and new business partners and offers.

In 2015-16, the Seniors Card Unit partnered with the Cities of Charles Sturt, Salisbury and Unley on the South Australian Age-friendly Retail initiative to improve shopping experiences of older people and extend opportunities for Seniors Card Business Partners to provide available discounts to seniors card holders.

OFTA’s ageing policy priorities focused on projects and partnerships to implement the Strategy to Safeguard the Rights of Older South Australians Action Plan 2015-21. Elder Abuse prevention and response activities commenced under this Action Plan, included the establishment of South Australia’s first Elder Abuse Prevention Phone Line, release of a multi-phased Elder Abuse Can be Stopped community and workforce awareness campaign and website, and resources to raise awareness about the rights of older South Australians and safeguards which can be implemented in a range of settings to reduced elder abuse risk factors.

OFTA administered the Positive Ageing Grants and Grants for Seniors programs and funded a range of ageing sector organisations for projects and services to older South Australians.
Objectives and functions of the office

Objective

Objectives and functions are set out in the Office for the Ageing Act 1995, which states:

4. The objectives of Office for the Ageing are:
   (a) to achieve proper integration of the ageing within the total community thus ensuring that the skills and experience of the ageing are not lost to the community through social alienation;
   (b) to create social structures in which the ageing are able to realise their full potential as individuals and as members of the community;
   (c) to create a social ethos in which the ageing are accorded the dignity, appreciation and respect that properly belongs to them;
   (d) to ensure that the multicultural nature of the community is reflected in the planning and implementation of programs and services for the ageing or affecting the ageing;
   (e) to achieve a proper understanding within the community of the problems of the ageing and to ameliorate those problems so far as it is practicable to do so by modification of social structures and attitudes.

5. The functions of Office for the Ageing are:
   (a) to assist in the development and coordination of State Government policies and strategies affecting the ageing and for that purpose to consult with the ageing, providers of services to the ageing, organisations for the benefit of, or representing the interests of, the ageing and other relevant persons;
   (b) to advise on the development and implementation of programs and services for the ageing and to actively foster and seek the involvement of the ageing, wherever practicable, in the development and implementation of programs or services that are intended for their benefit or that will have a special effect on them;
   (c) to monitor the effect on the ageing of:
      (i) practices of the Governments of the State and Commonwealth and local government; and
      (ii) Commonwealth and State law (including local government by-laws), and to make appropriate representations in the interests of the ageing;
   (d) to ensure as far as practicable that the interests of the ageing are considered when programs or services that may affect them are being developed or implemented;
   (e) to undertake or commission research into matters affecting the ageing;
   (f) to compile data relating to the ageing;
   (g) to disseminate information for the assistance of the ageing;
   (h) to ensure as far as practicable that financial and investment advice is available to the ageing;
   (i) to keep social attitudes towards the ageing under review and to promote a better understanding of the ageing within the community;
   (j) to assess the incidence of discrimination against the ageing in employment and to promote action to overcome such discrimination;
   (k) to keep under review the special needs of individual groups of the ageing (including Aboriginal people, those who suffer from physical or mental disabilities and those who are economically disadvantaged), and to promote various methods by which those needs may be satisfied;
   (l) to consult and cooperate with other bodies and persons that assist the ageing;
   (m) to plan, coordinate or administer, or assist in the planning, coordination or administration of, programs and services that may assist the ageing;
(n) to consult with the ageing in relation to the means of promoting their interests and, as the Executive Director considers appropriate, to represent the views of the ageing to the Minister;

(o) to report to the Minister on any matter relating to the ageing referred by the Minister;

(p) to carry out any other function relating to the ageing assigned by the Minister.

The objectives and functions of Office for the Ageing are carried out in conjunction with other divisions of SA Health, across State Government departments and the Commonwealth, as well as with many other external stakeholders including local government and non-government organisations.
Strategic Priorities

Government of South Australia Seven Strategic Priorities

In 2015-16, OFTA’s activities contributed to three of the seven South Australian Government Strategic Priorities:

> Creating a Vibrant City
> Maintaining our safe communities and healthy neighbourhoods
> An affordable place to live for everyone.

Creating a Vibrant City

OFTA in partnership with Active Ageing Australia (AAA) delivered vibrant city activities for older South Australians to celebrate Active Ageing Week from 27 September to 2 October 2015. Themed around a call to action, #CelebrateAge InterACTIVE 2015 activities focused on the benefits of engaging community members, workplaces and Active Ageing Australia stakeholders of all ages, in physical, volunteering, social, and lifelong learning activities.

The City of Adelaide held the Ageing in the City- Smart Start Breakfast for its key stakeholders at which it launched the Ageing in the City publication. Views of older people living in the City of Adelaide were extensively sought and informed the development of the publication, an outcome of the Adelaide Council’s South Australian Age-friendly Communities partnership funded by OFTA.

OFTA commenced the “Encouraging Participation” project which contributed to South Australia’s art and culture through partnering with Festivals Adelaide to improve access, engagement and participation of older audiences and artists across 10 member festivals (including the Adelaide Festival, Adelaide Fringe, WOMADelaide, the Cabaret and Guitar festivals and Feast).

Maintaining Safe Communities Healthy Neighbourhoods

OFTA’s implementation of the Strategy to Safeguard the Rights of Older South Australians Action Plan 2015-21 contributed to maintaining safe communities and healthy neighbourhoods strategic priority through projects focused on raising community awareness of the rights of older South Australians and elder abuse prevention and response. Specific projects included the launch of the Elder Abuse Can be Stopped community and workforce awareness campaign and dedicated website, the first-South Australian Elder Abuse Prevention Phone Line, and the release of the Knowing Your Rights – A Guide to the Rights of Older South Australians community publication.

Planning Ahead Week in September 2015 focused on the benefits of early planning and access to the relevant legal tools (Advance Care Directives, Enduring Power of Attorney, Wills and registration for organ/body donation) and making these accessible to older South Australians from culturally and linguistically diverse backgrounds. A suite of Planning Ahead resources were translated into Greek, Italian and Vietnamese.

OFTA’s age-friendly partnerships with local governments in 2015-16 contributed to maintaining safe communities and healthy neighbourhoods. Partners to OFTA in the South Australian Age-friendly Communities project included the Cities of Alexandrina, Tea Tree Gully, and a three-council partnership of Marion, Mitcham and Holdfast Bay. The Councils of Adelaide Hills, Mount Barker and Whyalla, also joined, bringing the total number of participating councils to 16 as at 30 June 2016.

The Retirement Villages Unit contributed to safe communities and healthy neighbourhood outcomes by raising awareness of residents’ rights, and delivering the Retirement Village Advocacy Service, now in its second year of operation by the Aged Rights Advocacy Service, and promoting the Better Practice Guideline document to support prevention of commonly-occurring issues and dispute resolution between administering authorities and residents.

An affordable place to live

The Seniors Card Program Unit administered the Seniors Card Business Partners program and its promotion, assisting over 360,000 older South Australians to stretch their dollar further by enabling access to free public transport and a range of Seniors Card Holder concessions, discounts and benefits. Seniors Card Unit collaborated with three local governments on improving the shopping experience for older consumers through strategies developed under the South Australian Age-friendly Retail Project with the Cities of Charles Sturt, Salisbury and Unley.

Premier’s Priorities

Economic Priority #3 Health and Ageing

OFTA’s work in 2015-16 actively contributed to the Premier’s economic priority for South Australia to be ‘A global leader in health research and ageing.’
In response to this, OFTA commenced the Mature Economy Project in partnership with the Australian Workplace Innovation and Social Research Centre (WISeR) of the University of Adelaide, to identify economic opportunities from South Australia’s ageing population. Phase 1 of the project work concluded with an industry forum attended by state government and industry representatives to provide recommendations for a Phase 2 project.

Flinders University’s Australian Industrial Transformation Institute (AITI) commenced Phase 2 of this work to inform a policy framework to further progress business and jobs opportunities for South Australia.

This work will help optimise conditions for economic and social dividends for South Australia arising from its ageing population profile and is aligned to the linked work of the Economic Development Board.

Better together

In keeping with the Government’s commitments under the Reforming Democracy policy, OFTA completed the Stakeholder Engagement Framework and commenced its implementation. A key milestone of this work was the establishment of the OFTA Feedback Network that provided input into a number of OFTA policies and programs. The Engagement Framework will ensure principles and processes utilised for developing policy, publications and programs align with the South Australian Government’s Better Together: Principles of Engagement and its practices, ensuring consultation with ageing-related stakeholders and older South Australians.
Legislative Requirements

Retirement Villages

Since November 1998, OFTA has been responsible for administration of the Retirement Villages Act 1987 (the Act) and the Retirement Villages Regulations 2006 (the Regulations). Daily operations are currently managed by one Chief Retirement Villages Officer, two Senior Retirement Villages Officers and one Retirement Villages Officer.

Collectively the Retirement Villages Officers:

> provide advice and information in relation to the interpretation of retirement village legislation
> provide information to prospective residents, existing residents and administering authorities regarding their rights and obligations
> assess and investigate complaints received and take appropriate action
> provide mediation services in an attempt to resolve disputes between residents and administering authorities
> undertake research, compile data and prepare reports relating to retirement villages in South Australia.

In 2015-16, OFTA continued its commitment to safeguarding the rights of 25,529 residents of retirement villages, ensuring they have access to adequate legislative protections, and providing education sessions for interested prospective residents. The Retirement Villages Unit attended 93 meetings and information sessions with residents and interested groups, nine South Australian Civil and Administrative Tribunal hearings, conducted three mediation sessions, and provided extensive advice to the Minister for Ageing.

Review of Retirement Villages Bill 2016

The reform of retirement village legislation continued in 2016. The Minister for Ageing introduced the Retirement Villages Bill 2016 into Parliament in April 2016. The development of the Bill was informed by the recommendations of the Select Committee on the Review of the Retirement Villages Act 1987 and subsequent public consultation processes. To support the Bill, OFTA will commence drafting regulations and supporting materials to be implemented as part of a community awareness and education campaign following the enactment of the Bill.

During the development of the Bill, OFTA continued to support and respond to queries from administering authorities and residents, helping to raise retirement village sector awareness on the responsibilities and administration of the Act.

Retirement Village Survey

The Retirement Villages Unit commenced working with the University of Adelaide in the development of a survey of South Australian retirement village residents and operators. The survey will collect and analyse retirement village sector data which will be used by OFTA to identify key issues and inform future planning for South Australian residents.

Retirement Villages Register

OFTA established a register of all South Australian retirement villages in 2007. The requirement to register enables data collection for trend analysis and communication with administering authorities of villages. OFTA holds a hard copy of the register which can be viewed by members of the public on request.

There has been significant growth in the retirement village industry which has resulted in consistently higher levels of activity for the Retirement Villages Unit within OFTA. As at 30 June 2016, there were 530 registered retirement villages across the state (Figure 1), operated by 153 companies, groups or organisations.

Figure 1: Growth of Retirement Villages 2007-8 to 2015-16

Source: Retirement Villages Unit, Office for the Ageing, 2015-16
Office for the Ageing – Ageing Plan Strategic Projects

Prosperity Through Longevity – State Ageing Plan Priorities

In 2015-16, OFTA strategic projects consolidated new work and activities underway against earlier outcomes achieved through the first two priorities of the state ageing plan *Prosperity Through Longevity*: Health, Wellbeing and Security; and Social and Economic Productivity.

1. Health, Wellbeing and Security

In response to Priority 1, the key policy work for OFTA throughout 2015-16 was the strategy and action plan to *Safeguard the Rights of Older South Australians 2015-21*, directing delivery on elder abuse prevention and response activities and projects.

Below is a summary of the Action Plan key outcomes.

**Raising Awareness:**

> ‘Elder Abuse Can Be Stopped’: A multi-staged media campaign launched by the Minister for Ageing to raise community awareness and a call to action to prevent and stop elder abuse in the community including:
>   > Stage 1 and Stage 2 community campaign comprised of radio advertisements, social media and advertising in bus shelters, washroom posters and GP surgery screens.
>   > Stage 2 of a workforce campaign targeted to the financial, legal and health sectors as well as ongoing outreach to community stakeholders.

> ‘Elder Abuse Can Be Stopped’: A website established for community, workers and professionals to increase awareness and access to a suite of elder abuse awareness resources, tools and publications.

> *Knowing Your Rights - A Guide to the Rights of Older South Australians*: A publication developed and launched by OFTA in partnership with Legal Services Commission to raise community awareness of the rights of older people, safeguards which can be implemented at different times, and how actions informed by state and federal laws can be taken, and where to find services to assist. Following its launch by the Minister for Ageing on 27 April 2016, over 20,000 copies were distributed to community access points including local councils and South Australian electorate offices.

**Strong Community Connections:**

> Age-friendly neighbourhoods through local councils: During 2015-16, eight South Australian Age-friendly Communities partnerships with OFTA helped support links between the work of councils to plan socially and physically inclusive environments informed by *South Australia’s Age-friendly Neighbourhoods – Guidelines and Toolkit for Local Government*.

> Successful Ageing – Building resilience in individuals and communities: OFTA progressed research partnerships focused on wellbeing and resilience including one with Flinders University and three with the SAHMRI Wellbeing and Resilience Centre. The focus of these projects explored wellbeing and resilience factors related to active ageing and specific cohorts of older people including unpaid carers and recipients of aged care services.

> Enabling older South Australian Living Positive Lives: Two Older South Australians Living Positive Lives short films were developed for OFTA by ARAS and launched in October 2015. The short films’ key messages - stay connected, in control, healthy and active to enable older South Australians to live positive lives and reduce risk factors of abuse are now being promoted to the community through a range of settings.

**Responding to vulnerability, risk and abuse**

> South Australian Elder Abuse Prevention Phone Line: On 19 October 2015, OFTA through funding provided to the Aged Rights Advocacy Service, established the South Australian Elder Abuse Prevention Phone Line (Phone Line) to provide information, support and referrals for elder abuse enquiries from community and workforce/service providers.

> Elder Abuse Prevention Better Practice Guidelines: OFTA developed the *Good Practice Guidelines to Prevent the Abuse of Older People - 5 Steps to Better Organisational Practice* to assist organisations identify, develop and implement action plans to improve elder abuse practice, policies and protocols.

> Elder Abuse Training and Awareness: OFTA partnered with the Adelaide University School of Nursing on the Elder Abuse Simulation Project to develop an innovative learning tool for nursing students to increase awareness of elder abuse prevention and responses for application in health and aged care settings.
Policies and Beyond

OFTA supported elder abuse prevention work of other stakeholders through implementation of the following initiatives aligned to key priorities under the strategy and action plan to Safeguard the Rights of Older South Australians:

> **Action Plan Advisory Group** was established December 2015, comprising government, non-government and community sectors representatives tasked with reviewing the Action Plan’s effectiveness over time and provision of expert advice to inform future actions. The Advisory Group was invited by the Attorney-General to provide feedback on the Enduring Power of Attorney Bill 2016.

> **Planning Ahead 2015** consolidated earlier work and involved a week of activities to raise awareness and improve access for South Australia’s culturally and linguistically diverse communities, including Greek, Italian and Vietnamese, as well as regional communities.

- 11 events held state-wide including 3 CALD events; 47 displays - 14 metropolitan and 33 regional
- 26,000 English brochures and fact sheets, and 12,000 translated materials distributed
- Newsletter articles and newspaper advertisements published in both metropolitan and regional areas
- Promotion through social media and stakeholder websites.

Research and Beyond

OFTA supported the following elder abuse research initiatives designed in partnership with key stakeholders to improve understanding of its prevalence, the role of gender, social determinants and other factors in elder abuse:

> **Completed**: Single Ageing Women and Housing Security, facilitated through the Australian Research Network on Law and Ageing (ARNLA.) This pilot study on housing security for single women over 55 years of age in the Cities of Unley and Salisbury, provided understanding into barriers of access to housing and related issues for single women, and will be used to inform safeguarding strategies for older women.

> **Completed**: South Australian Framework for Using International Human Rights Norms as the Basis for Ageing Strategies. This research project, also facilitated through ARNLA, investigated legal and policy options within South Australia, to inform and contribute to the development of state-based ageing and safeguarding strategies.

> **Underway**: Prevalence Study facilitated by the University of South Australia will enable data to be captured that clarifies the occurrence of elder abuse and known risk factors in the community.

2. Social and Economic Productivity

Throughout 2015-16, OFTA worked closely with the Australian Workplace Innovation and Social Research Centre at Adelaide University and then the Australian Industrial Transformation Institute at Flinders University to progress the Mature Economy project. Working with government, industry groups and researchers, this project investigated opportunities for South Australian economic development arising from its ageing population demographic. The project identified a number of industry and business sectors, which, with further support, have potential to grow and expand to create employment and economic outcomes, while also returning social benefit to older South Australians. Following an OFTA-led cross-sectoral industry forum in September 2015 to explore the project findings, a report and recommendations were delivered which have framed a second phase of mature economy work that is ongoing throughout 2016-17. This second phase, which complements aligned work by the Economic Development Board, includes the development of a policy framework for government to structure its support for mature economy business and job opportunities for South Australia, along with some specific early actions to drive immediate outcomes in relevant sectors.

3. All-Ages-Friendly Communities

In 2015-16, OFTA’s age-friendly partnerships with local government and other key stakeholders identified opportunities to improve older people’s access of their local communities, retail and business precincts, and other services or programs supporting active ageing opportunities. OFTA convened its annual local government forum on 11 May 2016 and this year’s forum focused discussions on CALD Age-friendly, Age-friendly retail and future policy and program directions for an Age-friendly South Australia.

> **Completed**: Age-friendly partnerships with the Cities of Tea Tree Gully, and a regional partnership between the Cities of Marion, Mitcham and Holdfast Bay

> **Commenced**: Age-friendly partnerships with Councils Alexandrina, Adelaide Hills, Mount Barker and Whyalla.

> **Commenced**: South Australian Age-friendly Retail partnerships with Cities of Charles Sturt, Salisbury and Unley

> **Commenced**: CALD Age-friendly – Age-friendly South Australia and Active Ageing for older people of CALD
A new OFTA-funded Age-friendly Communities partnership commenced with Multicultural Communities Council of South Australia which sought input from older people from culturally and linguistically diverse backgrounds to inform local and state government with Age-friendly South Australia recommendations from a CALD perspective. This project will be finalised in 2016-17.

**Community Ageing Grants**

**Innovation in Ageing Challenge**

Commencing in 2014-15, the first round of The Innovation in Ageing Challenge was an OFTA election commitment focused on addressing ageing policy matters of importance for South Australia through enabling greater community engagement and innovation.

A joint initiative between the Office for the Ageing, SA Health and the Office for Digital Government, the Department of the Premier and Cabinet, the second round that occurred in 2015-16 was the D3 Digital Challenge in Active Ageing projects.

The D3 – Innovation in Ageing Challenge winners and grant recipient were:

- **SpareTime project** – allocated $50,000 to develop a web based platform that matches skilled older people with volunteering and micro-consulting roles. SpareTime will be developed through a partnership between winning team Yup Yup Labs, and not-for-profit aged care provider ACH Group.

- **Marco project** – allocated $60,000 to develop a web connected, nostalgic telephone software, allows users to record and share narratives with friends, families and people with similar interests. Development of Marco will occur through a partnership between winning team Sandpit and the Royal Automobile Association of South Australia (RAA).

**Grants for Seniors and Positive Ageing Grants**

Positive Ageing Grants (PAG) and Grants for Seniors (GFS) grant programs support opportunities for older people to be involved and connected with their local communities. Both grant programs provide funding for one-off ageing specific projects to non-profit and incorporated community organisations.

The outcomes from projects must align with one or more of the following priorities of *Prosperity Through Longevity, South Australia’s Ageing Plan 2014-2019*.

Positive Ageing Grants are grants up to $30,000 each, provided to community organisations for projects that support positive perceptions of ageing, participation and learning, and enable independence.

In 2015-16, 81 PAG applications were submitted, of these six received funding totaling $138,809. See appendix 1 for details of these grants.

Grants for Seniors funding is for smaller purposes such as buying equipment or paying for small projects. In 2015, the first funding round was specific to the purchase of goods and equipment of up to $5,000. 133 applications requesting a total of $444,031 were submitted, of which 20 received funding totaling $70,314. In a program first, the second funding round was specific to projects of up to $10,000. The project funding round was a success; 54 applications were submitted requesting a total of $364,830, of which 13 received funding totaling $92,227. See appendix 1 for details of these grants.
Office for the Ageing Program Areas

The Aged Care Assessment Programme (ACAP)

The Aged Care Assessment Programme (ACAP) facilitates Aged Care Assessment Teams (ACATs) to comprehensively assess the needs of frail older people and approve access to Commonwealth funded aged care services, appropriate to their needs, both in the community and residential sectors.

Operation and outcomes of the ACAP in South Australia

On 21 March 2016, South Australia successfully transitioned all ACATs to full functionality of the Commonwealth’s My Aged Care System.

As at March 2016, the ACATs had accepted 12,008 referrals, and conducted 9,844 face-to-face assessments resulting in 9,568 completed assessments. Of these, 8,819 were completed assessments within the target group of people over 70, or 50 for Indigenous clients (see Table 1). On an estimated average basis compared to the same reporting period in 2014-15, there was an increase of 8.2% (from 11,099 to 12,008) in the number of accepted referrals, a 13.2% (from 8,697 to 9,844) increase in the number of face to assessments, a 12.8% (from 8,480 to 9,568) increase in the number of completed assessments and a 11.5% (from 7,908 to 8,819) increase in the number of completed target group assessments. Note to ensure an accurate comparison with previous years, estimated averages were compared from same reporting period last year (i.e. 1 July 2014 to 4 April 2015).

Table 1- Number of Referrals and Assessments by ACAT

<table>
<thead>
<tr>
<th>ACAT</th>
<th>Accepted referrals¹ (n)</th>
<th>Face-to-face assessments² (n)</th>
<th>Completed assessments³ (n)</th>
<th>Completed target group assessments⁴ (n)</th>
<th>Target group as % of total completed assessments⁴</th>
</tr>
</thead>
<tbody>
<tr>
<td>Metro North</td>
<td>2286</td>
<td>1524</td>
<td>1479</td>
<td>1355</td>
<td>91.6</td>
</tr>
<tr>
<td>Metro South</td>
<td>2690</td>
<td>2151</td>
<td>2124</td>
<td>1965</td>
<td>92.5</td>
</tr>
<tr>
<td>Metro Central</td>
<td>3632</td>
<td>3317</td>
<td>3178</td>
<td>2960</td>
<td>93.1</td>
</tr>
<tr>
<td>Riverland Mallee Coorong</td>
<td>461</td>
<td>398</td>
<td>388</td>
<td>351</td>
<td>90.5</td>
</tr>
<tr>
<td>Barossa Hills Fleurieu</td>
<td>1418</td>
<td>1199</td>
<td>1164</td>
<td>1060</td>
<td>91.1</td>
</tr>
<tr>
<td>Yorke and Northern</td>
<td>537</td>
<td>436</td>
<td>435</td>
<td>400</td>
<td>92</td>
</tr>
<tr>
<td>South East</td>
<td>456</td>
<td>395</td>
<td>386</td>
<td>361</td>
<td>93.5</td>
</tr>
<tr>
<td>Eyre, Flinders and Far North</td>
<td>528</td>
<td>424</td>
<td>414</td>
<td>368</td>
<td>88.9</td>
</tr>
<tr>
<td>All Teams</td>
<td>12,008</td>
<td>9,844</td>
<td>9,568</td>
<td>8,819</td>
<td>92.2</td>
</tr>
</tbody>
</table>

Source: ACAP MDS 1 July 2015 – 30 June 2016 (Pre-My Aged Care

1. Comprises MD5v2 records.
2. Comprises MD5v2 records with a valid face-to-face contact date (ACCR Question 18).
3. Comprises MD5v2 records coded assessment complete (i.e., Reason for ending assessment (ACCR Question 32) is coded 1).
4. Comprises MD5v2 records coded assessment complete of the target group (clients aged 70 years and over together with Indigenous clients aged 50–69 years).
5. (Number of completed assessments of target group/Total completed assessments) x 100, i.e., (5)/(4) x 100.

Prior to the move to My Aged Care, South Australian ACATs had already experienced a moderate increase in referral numbers, assessments and completed assessments. ACATs accepted 4,059 referrals and of these 3,384 had a face-to-face assessment and 3,156 were completed (Table 2).

Combined pre- and post-My Aged Care data, ACATs accepted 16,067 referrals (10% increases on 2014-15), conducted 13,228 face-to-face assessments with clients (15.6% increase on 2014-15) and completed 12,724 assessments (14.0% increase on 2014-15) in total.

Despite cautionary use of combined pre and post migration data, the data indicated demand and performance of the ACAT services increased from the 2014-2015 period.
Table 2- Number of Referrals and Assessments by ACAT

<table>
<thead>
<tr>
<th>ACAT</th>
<th>Accepted referrals (^2) (n)</th>
<th>Face-to-face assessments (^3) (n)</th>
<th>Completed assessments (^4) (n)</th>
<th>Completed target group assessments (^5) (n)</th>
<th>Target group as % of total completed assessments (^6)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Metro North</td>
<td>540</td>
<td>431</td>
<td>398</td>
<td>359</td>
<td>90.2</td>
</tr>
<tr>
<td>Metro South</td>
<td>975</td>
<td>747</td>
<td>711</td>
<td>646</td>
<td>90.9</td>
</tr>
<tr>
<td>Metro Central</td>
<td>1,318</td>
<td>1197</td>
<td>1,146</td>
<td>1,053</td>
<td>91.9</td>
</tr>
<tr>
<td>Riverland Mallee Coorong</td>
<td>162</td>
<td>138</td>
<td>132</td>
<td>126</td>
<td>95.9</td>
</tr>
<tr>
<td>Barossa Hills Fleurieu</td>
<td>443</td>
<td>374</td>
<td>324</td>
<td>291</td>
<td>89.8</td>
</tr>
<tr>
<td>Yorke and Northern</td>
<td>254</td>
<td>195</td>
<td>178</td>
<td>160</td>
<td>89.9</td>
</tr>
<tr>
<td>South East</td>
<td>179</td>
<td>150</td>
<td>139</td>
<td>125</td>
<td>89.9</td>
</tr>
<tr>
<td>Eyre, Flinders and Far North</td>
<td>188</td>
<td>152</td>
<td>128</td>
<td>111</td>
<td>86.7</td>
</tr>
<tr>
<td>All Teams</td>
<td>4,059</td>
<td>3,384</td>
<td>3,156</td>
<td>2,871</td>
<td>91.0</td>
</tr>
</tbody>
</table>

Source: My Aged Care (COGNOS) 1 March 2016 – 30 June 2016 (Post-My Aged Care)

1. Note that as this data has been sourced from the Commonwealth’s new My Aged Care reporting system, the accuracy and reliability of the data has not yet been comprehensively tested and validated.
2. Comprises all referrals issued by the Contact Centre and accepted by the ACAT for the period.
3. Comprises all records issued and containing a valid face-to-face contact date for the period.
4. Comprises all records issued, accepted and delegated for the period.
5. Comprises all records issued, accepted, delegated for the period and falling within the target group (clients aged 70 years and over together with Indigenous clients aged 50–69 years).
6. (Number of completed assessments of target group/Total completed assessments) x 100, i.e., (5)/(4) x 100.

Priority Categories by ACAT

For the assessments accepted in 2015-2016 pre-My Aged Care, only 0.13% of assessments were categorised as High Priority (Previously Priority 1), and given this small number, were not reported in Graph 1. In contrast, post-My Aged Care, the number of referrals classified as High Priority increased to 9.2% of all face-to-face referrals. This increase was largely due to My Aged Care Contact Centre processes and the ACATs learning the new system. The number of High Priority referrals per month steadily decreased as these processes and the ACAT’s knowledge of the system improved. The estimated percentage of Medium Priority (previously Priority 2) was 61.8% for the period prior to My Aged Care and decreased slightly to 58.8% post-My Aged Care. The Low Priority (previously Priority 3) category made up approximately 46.85% of all face-to-face assessments before My Aged Care, reducing to 32.0% following ACATs transition to My Aged Care.

Graph 1 Pre- My Aged Care - Priority Categories Medium and Low by ACAT
Key Achievements

Throughout 2015-16, South Australia continued to build on the reform initiatives identified in the 2012 Evaluation of the state’s ACAP and ACATs by implementing assessment benchmarks for staff across all South Australian ACATs. This contributed to the increase in the total number of assessments undertaken during 2015-2016.

In addition, South Australia provided significant leadership of extensive preparatory work to transition the ACATs by 21 March 2016 to My Aged Care, as part of the continued reforms to Commonwealth Government funded aged care services to older people.

South Australia began negotiations with the Commonwealth for a new two year agreement to operate the ACAP on their behalf in South Australia and it is anticipated that the Agreement will be in place by September 2016.

South Australia engaged Deloitte Access Economics to undertake a Market Analysis of SA Health’s role in the future provision of ACAP services with the findings due October 2016 and implementation to progress throughout 2016-2018.

Seniors Card Program

The Seniors Card is issued by all State and Territory Governments to eligible senior residents, to recognise their contributions to the community. The Seniors Card program is an initiative in partnership with the private sector and entitles senior Australians to a range of benefits provided by both government and private enterprise.

Eligibility criteria and benefits of the Seniors Card vary slightly between each State and Territory. Applicants for a South Australian Seniors Card must:

- be aged 60 years or over
- be a permanent resident of South Australia
- not work more than 20 hours per week in paid employment (can be averaged over a 12 month period if casual or ad-hoc hours are worked, with members of the clergy and primary producers exempt from the working hours criteria).

Benefits for Seniors Card members include:

- free off-peak public transport on the Adelaide Metro network
- approximately 50 per cent discount on Adelaide Metro public transport at all other times outside of the free travel periods
- concession travel on intrastate and interstate public transport services
- benefits, offers and discounts on a broad range of products and services offered by businesses from a wide variety of industries.
At 30 June 2016, there were 361,000 Seniors Card members recorded in the SA Seniors Card database, compared to 353,000 the previous year.

During 2015-16, more than 7.8 million validations by Seniors Cards were recorded on Adelaide Metro buses, trains and trams.

**Figure 3: Seniors Card program – new applications and telephone enquiries**

![Graph showing new applications and telephone enquiries]

*Source: Seniors Card Unit, Office for the Ageing, 2014-16*

The 2016 Seniors Card Discount Directory, *Your Lifestyle Guide*, released in December 2015, is an annual publication produced by the Seniors Card Unit, Office for the Ageing. It contains useful information for older people and lists over 700 places around South Australia where Seniors Card members can access discounts or other benefits. The Directory is available to all South Australian Seniors Card members as well as millions of Seniors Card members around Australia and is available online and promoted regularly through WeekendPlus. South Australian businesses can list their discount or offer to Seniors Card members at no cost.

In 2015-16, discounts for ‘eating out’ increased by 35%, discounts for ‘holiday and travel’ increased by 24% and discounts for ‘leisure, lifestyle and recreation’ increased by 72%.

The 2016 Directory was available online in an interactive and easy-to-navigate format and for the first time, hard copies were available to be picked up from more than 400 collection points around SA, including Seniors Information Service, local MP offices, councils, libraries and community centres.

**WeekendPlus** is a lifestyle focused digital magazine produced by the Seniors Card Unit, Office for the Ageing and is emailed fortnightly to subscribed Seniors Card members. It is accessible from any device (desktop, tablet, smart phone). WeekendPlus features news, health/wellbeing, travel, arts/culture, food/wine, books/film, sport, discounts, special offers, competitions and information about places and events so that older South Australians can get out and about and remain connected to their communities.

WeekendPlus partners with a range of businesses, government agencies, councils, non-government organisations and community groups to promote community awareness to Seniors Card members. During 2015-16, 25 editions of WeekendPlus, totalling over 400 pages of content, were distributed to nearly 55,000 subscribed Seniors Card members, with open and click-through rates well above industry standard. Over 20,000 competition entries were received by Seniors Card members and thanks to Seniors Card business partners, thousands of dollars’ worth of prizes were given away to Seniors Card members, the majority of which allowed seniors to attend movies, shows and events.

International Day of the Older Person 2015 was celebrated with Through the Lens: the Seniors Card photographic competition and exhibition. Nearly 200 entries were received from Seniors Card members, with five finalists and five winners in five categories. The launch event saw approximately 100 people gather for the announcement by the Minister for Ageing of the winners of the competition.
## Appendix
### Total GFS and PADG Allocation 2015-16

<table>
<thead>
<tr>
<th>GFS Recipient Organisation</th>
<th>GFS Allocation</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aged Care &amp; Housing Group Inc.</td>
<td>Singing Together</td>
<td>$9,700</td>
</tr>
<tr>
<td>Active Ageing SA Inc.</td>
<td>Active Life Links (ALL) – A new pro-active channel for positive ageing</td>
<td>$8,200</td>
</tr>
<tr>
<td>Australian Retired Persons Association (SA) Inc</td>
<td>ARPA Choir Sheet Music</td>
<td>$1,250</td>
</tr>
<tr>
<td>Australian South East Asian Womens’ Association Inc.</td>
<td>Fun Time for Seniors</td>
<td>$10,000</td>
</tr>
<tr>
<td>Barossa Enterprises Incorporated</td>
<td>Increase Fitness for Seniors with Disabilities</td>
<td>$5,000</td>
</tr>
<tr>
<td>Carers Link Barossa And Districts Inc.</td>
<td>Increasing Independence, Social Engagement, Community Awareness and Inclusion of Older People Living with Dementia.</td>
<td>$10,000</td>
</tr>
<tr>
<td>Coonalpyn Community Hub Inc.</td>
<td>Gardening for Wellbeing</td>
<td>$3,600</td>
</tr>
<tr>
<td>Cummins &amp; District Enterprise Committee</td>
<td>Cummins District Social Engagement for Seniors</td>
<td>$5,000</td>
</tr>
<tr>
<td>District Council of Karoonda East Murray</td>
<td>Silver Sneakers Senior Class</td>
<td>$5,017</td>
</tr>
<tr>
<td>Finnish Society of Adelaide</td>
<td>Equipment to support Intergenerational Activities</td>
<td>$1,000</td>
</tr>
<tr>
<td>Gawler Neighbourhood House Incorporated</td>
<td>Fun and Games to Reduce Social Isolation and Increase Wellbeing</td>
<td>$5,000</td>
</tr>
<tr>
<td>Hewett Community Function Centre</td>
<td>Ukulele and My Life Story Courses for Seniors</td>
<td>$3,800</td>
</tr>
<tr>
<td>Hutt Street Centre</td>
<td>Men Connecting with Clay</td>
<td>$2,000</td>
</tr>
<tr>
<td>Kurdish Australian Association of SA Inc.</td>
<td>Equipment to Support Engagement of Older People</td>
<td>$3,100</td>
</tr>
<tr>
<td>Magwi Development Agency Australia Inc.</td>
<td>Equipment for Seniors Group Activities</td>
<td>$5,000</td>
</tr>
<tr>
<td>Males In Black Inc.</td>
<td>Yadhiauda-Jackson Genealogy</td>
<td>$9,900</td>
</tr>
<tr>
<td>Multicultural Communities Council of SA Inc.</td>
<td>Artistic Activities for Korean Seniors</td>
<td>$8,000</td>
</tr>
<tr>
<td>GFS Recipient Organisation</td>
<td>GFS Allocation</td>
<td>Total</td>
</tr>
<tr>
<td>---------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>Northern Volunteering SA Inc.</td>
<td>Fostering Wellbeing, Resilience and Active Ageing in Seniors</td>
<td>$9,600</td>
</tr>
<tr>
<td>Northern Yorke Peninsula Art Group Inc.</td>
<td>Easels for Ergonomic Art Activities</td>
<td>$1,200</td>
</tr>
<tr>
<td>Pinnaroo Fitness Health &amp; Wellbeing Inc.</td>
<td>Health and Wellness Classes for Senior Community Members</td>
<td>$5,000</td>
</tr>
<tr>
<td>Port Augusta Senior Citizens Club Inc.</td>
<td>Indoor Bowls and Mats to Promote Social Engagement</td>
<td>$3,300</td>
</tr>
<tr>
<td>Port Lincoln Aboriginal Health Service</td>
<td>Elders Gym Equipment Upgrade</td>
<td>$5,000</td>
</tr>
<tr>
<td>Port Pirie Contract Bridge Club Inc.</td>
<td>Equipment to Become a Federation Standard Bridge Club</td>
<td>$4,900</td>
</tr>
<tr>
<td>Royal Society for the Blind of SA Inc.</td>
<td>Fitness over Fifty for People Who are Blind or Vision Impaired</td>
<td>$4,620</td>
</tr>
<tr>
<td>RSL Macclesfield Inc.</td>
<td>Gardening Equipment for Seniors</td>
<td>$3,000</td>
</tr>
<tr>
<td>SA Over 60 Cricket Association Inc.</td>
<td>To Purchase Cricket Balls</td>
<td>$3,000</td>
</tr>
<tr>
<td>Seniors Information Service Inc.</td>
<td>ICT Equipment for Seniors Access and Training</td>
<td>$4,970</td>
</tr>
<tr>
<td>Seniors Information Service Inc.</td>
<td>LGBTI Healthy Ageing for Seniors Program</td>
<td>$9,460</td>
</tr>
<tr>
<td>Tea Tree Gully Croquet Club Inc.</td>
<td>Equipment to Ensure Audible Sound for All Members</td>
<td>$674</td>
</tr>
<tr>
<td>Trees For Life Inc.</td>
<td>Social Media Training for Volunteers</td>
<td>$3,000</td>
</tr>
<tr>
<td>Tumby Bay Skills Centre</td>
<td>Spin, Weave and Stitch program</td>
<td>$3,750</td>
</tr>
<tr>
<td>Victor Harbor &amp; District Senior Citizens Club Inc.</td>
<td>Replacement of Card Tables and Games</td>
<td>$500</td>
</tr>
<tr>
<td>Woodgroup SA Inc.</td>
<td>Purchase Two Scroll Saws</td>
<td>$5,000</td>
</tr>
</tbody>
</table>

* These figures provided by the Office for the Ageing were correct at the time of publication
## 2015-16 Positive Ageing Development Grants*

<table>
<thead>
<tr>
<th>PAG Recipient Organisation</th>
<th>PAG Funded Project</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australian Red Cross</td>
<td>Social Interaction Internet Cafe</td>
<td>$15,000</td>
</tr>
<tr>
<td>Kura Yerlo Incorporated</td>
<td>Handprints In Time: An Intergenerational Community Project</td>
<td>$25,509</td>
</tr>
<tr>
<td>Royal Society for the Prevention of Cruelty to Animals (South Australia) Inc.</td>
<td>Pets of Older Persons (POOPS) Program</td>
<td>$30,000</td>
</tr>
<tr>
<td>Seniors Information Service Inc</td>
<td>Unfinished Business - Beyond Retirement</td>
<td>$30,000</td>
</tr>
<tr>
<td>Playgroup SA Incorporated</td>
<td>Kapara Intergenerational Playgroup</td>
<td>$25,000</td>
</tr>
<tr>
<td>Mitcham Village Arts &amp; Crafts Association</td>
<td>Making History - Who Are You?: An Intergenerational Project Celebrating Family and Community History</td>
<td>$13,300</td>
</tr>
</tbody>
</table>

* These figures provided by the Office for the Ageing were correct at the time of publication
For more information

Office for the Ageing
Department for Health and Ageing
PO Box 196 Rundle Mall
Adelaide 5000
Telephone: (08) 8204 2420

If you do not speak English, request an interpreter from SA Health and the Department will make every effort to provide you with an interpreter in your language.