Office for the Ageing

2017-18 Annual Report

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To:
Honourable Stephen Wade, M.L.C.
Minister for Health and Wellbeing

This annual report is to be presented to Parliament to meet the statutory reporting requirements of *Office for the Ageing Act 1995; Retirement Villages Act 2016* and *Retirement Villages Regulations 2017*, and meets the requirements of Premier and Cabinet Circular *PC013 Annual Reporting*.

This report is verified to be accurate for the purposes of annual reporting to the Parliament of South Australia.

Submitted on behalf of the Office for the Ageing by:

**SKYE JACOBI**

Executive Director Policy and Governance
Finance and Corporate Services

Signature: [Signature]  
Date: 18/10/18
Contents

Section A: Reporting required under the Public Sector Act 2009, the Public Sector Regulations 2010 and the Public Finance and Audit Act 1987

Agency purpose or role ................................................................. 4
Objectives ............................................................................... 4
Key strategies and their relationship to SA Government objectives .... 4
Agency programs and initiatives and their effectiveness and efficiency .... 4
Legislation administered by the agency .................................. 5
Organisation of the agency ....................................................... 5
Other agencies related to this agency (within the Minister’s area/s of responsibility) .... 5
Employment opportunity programs ....................................... 5
Agency performance management and development systems .... 5
Work health, safety and return to work programs of the agency and their effectiveness .... 5
Work health and safety and return to work performance .......... 6
Fraud detected in the agency ..................................................... 6
Strategies implemented to control and prevent fraud ................. 6
Whistle-blowers’ disclosure ....................................................... 6
Executive employment in the agency ....................................... 6
Consultants ........................................................................... 7
Contractors ............................................................................ 7
Financial performance of the agency .................................... 7
Other financial information ...................................................... 7
Other information requested by the Minister(s) or other significant issues affecting the agency or reporting pertaining to independent functions .... Error! Bookmark not defined.

Section B: Reporting required under any other act or regulation

Office for the Ageing Act 1995 ...................................................... 8
Reporting required under the Carers’ Recognition Act 2005 ........ 13

Section C: Reporting of public complaints as requested by the Ombudsman

Summary of complaints by subject ............................................ 14
Complaint outcomes ................................................................. 14

Appendix: Audited financial statements 2017-18 ....................... 15
Section A: Reporting required under the Public Sector Act 2009, the Public Sector Regulations 2010 and the Public Finance and Audit Act 1987

Agency purpose or role

Office for the Ageing is included in the Department for Health and Wellbeing Annual Report on the SA Health Website.
Refer to: www.sahealth.sa.gov.au

Objectives

Office for the Ageing is included in the Department for Health and Wellbeing Annual Report on the SA Health Website.
Refer to: www.sahealth.sa.gov.au

Key strategies and their relationship to SA Government objectives

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<th>Key strategy</th>
<th>SA Government objective</th>
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Agency programs and initiatives and their effectiveness and efficiency

<table>
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<tr>
<th>Program name</th>
<th>Indicators of performance/effectiveness/efficiency</th>
<th>Outcome for South Australia</th>
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<tbody>
<tr>
<td>Office for the Ageing is included in the Department for Health and Wellbeing Annual Report on the SA Health Website. Refer to: <a href="http://www.sahealth.sa.gov.au">www.sahealth.sa.gov.au</a></td>
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Legislation administered by the agency

Office for the Ageing Act 1995
Retirement Villages Act 2016 and Retirement Villages Regulations 2017
Aged Citizens Clubs (Subsidies) Act 1963

Organisation of the agency

The Office for the Ageing Organisation Chart is included in the Department for Health and Wellbeing Annual Report 2017-18 on the SA Health Website.
Refer to: www.sahealth.sa.gov.au

Other agencies related to this agency (within the Minister’s area/s of responsibility)

Department for Health and Wellbeing

Employment opportunity programs

Office for the Ageing staff are provided access to all Department for Health and Wellbeing Employment Opportunity programs and these are highlighted in the Department for Health and Wellbeing Annual Report 2017-18 on the SA Health Website.
Refer to: www.sahealth.sa.gov.au

Agency performance management and development systems

Office for the Ageing staff are provided access to all Department for Health and Wellbeing programs and key systems available are highlighted in the Department for Health and Wellbeing Annual Report 2017-18 on the SA Health Website.
Refer to: www.sahealth.sa.gov.au

Work health, safety and return to work programs of the agency and their effectiveness

Office for the Ageing staff are provided access to all Department for Health and Wellbeing programs and key systems available are highlighted in the Department for Health and Wellbeing Annual Report 2017-18 on the SA Health Website.
Refer to: www.sahealth.sa.gov.au
Work health and safety and return to work performance

This data is available on Data SA - South Australia Government Data Directory and is included in the DHW Annual Report 2017-18 on the SA Health Website.
Refer to: www.sahealth.sa.gov.au

Data for previous years is available at: https://data.sa.gov.au/data/organization/sa-health

Fraud detected in the agency

This data is available on Data SA - South Australia Government Data Directory and is highlighted in the DHW Annual Report 2017-18 on the SA Health Website.
Refer to: www.sahealth.sa.gov.au

Data for previous years is available at: https://data.sa.gov.au/data/organization/sa-health

Strategies implemented to control and prevent fraud

The department has implemented a Fraud and Corruption Control Policy and Plan which closely aligns with the SA Public Sector Fraud and Corruption Control Policy published in January 2016.

Data for previous years is available at: https://data.sa.gov.au/data/organization/sa-health

Whistle-blowers’ disclosure

Data regarding the occasions on which public interest information has been disclosed to a responsible officer of the agency under the Whistle-blowers’ Protection Act 1993 is available on Data SA - South Australia Government Data Directory and is highlighted in the DHW Annual Report 2017-18 on the SA Health Website.
Refer to: www.sahealth.sa.gov.au

Data for previous years is available at: https://data.sa.gov.au/data/organization/sa-health

Executive employment in the agency

This data is available on Data SA - South Australia Government Data Directory and is highlighted in the DHW Annual Report 2017-18 on the SA Health Website.
Refer to: www.sahealth.sa.gov.au

Data for previous years is available at: https://data.sa.gov.au/data/organization/sa-health

The Office of the Commissioner for Public Sector Employment has a data dashboard for further information on the breakdown of executive gender, salary and tenure by agency.
Consultants

Data regarding external consultants engaged by the agency, the nature of work undertaken and the total cost of work undertaken is available on Data SA - South Australia Government Data Directory and is included in the DHW 2017-18 Annual Report on the SA Health Website.

Refer to: www.sahealth.sa.gov.au

Data for previous years is available at: https://data.sa.gov.au/data/organization/sa-health


Contractors

This data is available on Data SA- South Australia Government Data Directory and is included in the DHW 2017-18 Annual Report on the SA Health Website.

Refer to: www.sahealth.sa.gov.au

Data for previous years is available at: https://data.sa.gov.au/data/organization/sa-health

The details of all South Australian Government-awarded contracts for goods, services, and works are displayed on the SA Tenders and Contracts website here.

The website also provides details of across government contracts here.

Financial performance of the agency

The Department for Health and Wellbeing Annual Report 2017-18 on the SA Health Website includes the financial performance of Office for the Ageing.

Refer to: www.sahealth.sa.gov.au

Other financial information

The Department for Health and Wellbeing Annual Report 2017-18 on the SA Health Website includes the financial performance of Office for the Ageing.

Refer to: www.sahealth.sa.gov.au

Other information requested by the Minister(s) or other significant issues affecting the agency or reporting pertaining to independent functions

The Department for Health and Wellbeing Annual Report 2017-18 on the SA Health Website includes the financial performance of Office for the Ageing.

Refer to: www.sahealth.sa.gov.au
Section B: Reporting required under any other act or regulation

Name and date of act or regulation

Office for the Ageing Act 1995

Office for the Ageing - Part 2
6-Annual Report

(1) The Director must, on or before 31 October in each year, provide a report to the Minister on the administration of this Act during the preceding financial year.

Office for the Ageing leads a range of programs and initiatives that support older South Australians to age well, in line with the priorities of the South Australian Government, with a focus on wellbeing and the protection of older South Australians' rights. The Office develops policy, delivers programs and administers legislation to meet these objectives.

Office for the Ageing has the following objectives under the Office for the Ageing Act 1995:

- 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;
- to create social structures in which the ageing are able to realise their full potential as individuals and as members of the community;
- to create a social ethos in which the ageing are accorded the dignity, appreciation and respect that properly belong to them;
- 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;
- 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.

From these objectives, Prosperity through Longevity: South Australia's Ageing Plan 2014-19 outlines three key priorities that work to bring the community together to create an all-ages-friendly state by:

- improving the health, wellbeing and security of older South Australians;
- promoting opportunities that increase the social and economic participation of older South Australians; and
- supporting the development of all-ages-friendly communities, which are inclusive and accessible to people of all ages.

In 2017-18, Office for the Ageing delivered a range of programs and projects aligned to its legislative requirements and key objectives, a number of which are highlighted below.

Ageing Well

During 2018, Office for the Ageing partnered with The Australian Centre for Social Innovation to conduct its second Statewide Conversation with Older South Australians to find out what matters most when it comes to ageing well. The voices of 1,500 older South...
Australians were heard through more than 80 community conversations and over 1200 survey responses, which included older people living in regional South Australia and Aboriginal communities. The key themes that emerged from these conversations included the importance of meaningful social connections, people’s strong ties to home and community, and the ability to navigate and manage change, which will inform future policy directions for ageing well in South Australia.

Age Friendly SA

In late 2017, Office for the Ageing ran the second Age Friendly SA Grant Round, providing grants of up to $25,000 (and up to $45,000 for regional partnerships) to local governments for projects that contribute to an age friendly South Australia, aligned to the five priorities of the Age Friendly SA Strategy. Eight Age Friendly SA Grants, totalling $200,000, were awarded to metropolitan and regional local Councils, including two council partnerships aimed at supporting age friendly at a regional level. Themed “Connecting People to Places”, the 2017-18 Age Friendly SA Grants projects supported opportunities for older South Australians to be involved and active, connect to their communities and make valued contributions through meaningful activities.

Safeguarding the Rights of Older South Australians

The Strategy to Safeguard the Rights of Older South Australians Action Plan 2015-2021 sets out the South Australian Government’s commitment to addressing elder abuse awareness, prevention and response, with a number of significant projects undertaken in 2017-18.

The State Government, through Office for the Ageing, continued to fund the Aged Rights Advocacy Service to provide the Elder Abuse Prevention Phone Line Support and Referral Service. Calls have been increasing steadily, with 417 calls received between 1 July 2017 and 30 June 2018, compared with 241 during the same period in 2016-17.

On World Elder Abuse Awareness Day, the Stop Elder Abuse media campaign was launched, which ran for eight weeks from June to August 2018. The 2018 campaign focused on raising awareness in the general community and, in particular, people working in the banking and real estate sectors about the signs of elder abuse, and directing people with concerns to call the South Australian Elder Abuse Prevention Phone Line or visit the Stop Elder Abuse website.

The Office for the Ageing (Adult Safeguarding) Amendment Bill 2018 was introduced into Parliament in June 2018 and sets out a rights-based legal framework for the prevention of and response to abuse and neglect of vulnerable adults in South Australia. An Australian first, this legislation represents an important next step to further safeguard the rights of older South Australians and to better respond to elder abuse.

Seniors Card Program

In 2017-18, the Seniors Card Program supported social and economic participation of older people and their connectedness to the community by: increasing access to and utilisation of free public transport; important information about community news, events and services; and discounts and entitlements available through participating businesses, supporting South Australia to be an affordable place to live. In 2017-18, 26,000 new and replacement Seniors Cards were produced, and the total number of Seniors Card holders increased to 380,000. There were more than 8,000 additional subscriptions to WeekendPlus; the digital magazine for seniors, increasing the total to 68,000 subscribers. Over 20,000 phone and 23,000 email queries were responded to by the Seniors Card Unit during 2017-18. An online survey of over 5,000 Seniors Card members was undertaken during 2017-18 and 71% of respondents said they use their Seniors Card at least once per month. The number of 2018 Seniors Card business partners increased by 9.6 per cent to 729; of these, 44 per cent were based in regional areas of the state and 56 per cent
were based in metropolitan Adelaide. During 2017-18, 40% of Seniors Card members used public transport (in both free and concession periods).

**Aged Care Assessment Program**

In 2017-18, Aged Care Assessment Teams (ACATs) comprehensively assessed the needs of frail older people and approved access to Commonwealth funded aged care services, actioning 16,094 referrals.

As one of the highest performing jurisdictions, South Australia achieved a 12 per cent increase in assessments, from 13,254 assessments completed in 2016-17, to 14,854 assessments in 2017-18. South Australia maintained timely performance in the completion of assessments across all settings, with the median days from referral to assessment approval currently at 6 days, compared to 13 days nationally. 95% of all assessments are completed in South Australia within 26 days compared to 104 days nationally.
Name and date of act or regulation

Retirement Villages Act 2016

Retirement Villages Regulations 2017

(1) The Registrar must, on or before 30 September in each year, provide a report to the Minister on the administration of this Act during the preceding financial year.

In 2017-18, legislative requirements under the Act were managed by the Retirement Village Unit. The unit’s activities included:

- dealt with 994 cases relating to retirement village issues in 2017-2018, an increase of more than 40 percent from the previous year;
- conducted 97 meetings and information sessions with residents and interested groups.
- Delivered monthly “retirement village information” sessions, presented at the Catalyst Foundation;
- conducted five mediation sessions; and
- provided advice and recommendations to the Minister and Parliament.

The Retirement Villages Act 2016 and Retirement Villages Regulations 2017 commenced on 1 January 2018, following more than three years of extensive consultation. During 2017-2018, the Retirement Villages Unit (RVU) presented over 40 information sessions on the new legislation to residents, operators and the public. These information sessions were held across regional and metropolitan South Australia and included sessions in Mt Gambier, Murray Bridge and the Riverland.

As at 30 June 2018, 530 retirement villages were registered across the state, operated by
170 companies, groups or organisations. Information about registered retirement villages in South Australia is available on Data SA at https://data.sa.gov.au/data/dataset/retirement-villages-register/resource/6abdc454-bcea-4ca1-9ae4-bc94509127f0

Three new villages were registered and four villages were voluntarily terminated throughout the year. It is a requirement for all retirement village schemes under the Act to be registered within 28 days of the first resident taking up occupation.

Voluntary termination of a village can only occur with Ministerial approval. Villages terminated during the year were identified as no longer being used for the purposes of a retirement village scheme and there were no outstanding funds owing to past residents.

There were 18,380 residences in retirement villages in South Australia. Calculations based on past census data showed that 60 per cent of all residences (11,028) were housed by one person only, while the remaining 40 per cent (7,352) of residences had dual occupancy. It could be estimated that the number of people living in retirement villages totalled approximately 25,732.

The vast majority of retirement villages offered independent living units (ILU) only. There is only a small section of the sector that provided serviced apartments, accommodation that catered to residents requiring assistance, including provision of meals, some cleaning and the availability of extra services.

There were 150 villages with exemptions under the Retirement Villages Act 1987, which have continued under the associated provisions of the Retirement Villages Act 2016:
- 4 x s18: with client consent, no need to hold premium in Trust (1987 Act).
- 43 x s22: can have consolidated meetings and financial reports (1987 Act).
- 96 x s22 & s23: can have consolidated meetings, financial reports and interim financial reports (1987 Act).
- 7 x s31(3): Operator exempted from assuming responsibility for depreciation (2016 Act).

Retirement Villages Advocacy Program
The Office for the Ageing has funded the Aged Rights Advocacy Service (ARAS) to provide an advocacy service to residents since 2014.

- In 2017-2018, ARAS received 194 new requests for assistance. This included 131 cases relating to advocacy assistance, 63 requests for general information and 6 issues that were considered out of scope and referred to organisations such as Centrelink, Catalyst Foundation and Equal Opportunity Commission.

The advocacy service referred 17 issues to the South Australian Civil and Administrative Tribunal for further advice, with four progressing to full hearings. Thirteen issues were referred to the Office for the Ageing for additional advice about contracts and retirement village legislation.
Reporting required under the Carers’ Recognition Act 2005

The Carers’ Recognition Act is deemed applicable for the following: Department of Human Services, Department for Education, Department for Health and Wellbeing, Department of State Development, Department of Planning, Transport and Infrastructure, South Australia Police and TAFE SA.

Section 7: Compliance or non-compliance with section 6 of the Carers Recognition Act 2005 and (b) if a person or body provides relevant services under a contract with the organisation (other than a contract of employment), that person’s or body’s compliance or non-compliance with section 6.

The Department for Health and Wellbeing Annual Report 2017-18 on the SA Health Website includes key programs available to staff.

Refer to: www.sahealth.sa.gov.au
Section C: Reporting of public complaints as requested by the Ombudsman

Summary of complaints by subject

A whole of SA Health response is provided in the Department for Health and Wellbeing 2017-18 Annual Report, which can be accessed on the [SA Health website](https://data.sa.gov.au/data/organization/sa-health).


Complaint outcomes

A whole of SA Health response is provided in the Department for Health and Wellbeing 2017-18 Annual Report, which can be accessed on the [SA Health website](https://data.sa.gov.au/data/organization/sa-health).
Appendix: Audited financial statements 2017-18

2017-18 Office for the Ageing financial statements are included in the Department for Health and Wellbeing Annual Report on the SA Health Website. Refer to: www.sahealth.sa.gov.au