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 2015, in compliance with the Department of the Premier and Cabinet Circular on Annual Reporting Requirements.

Yours sincerely

Skye Jacobi
Executive Director
Policy and Governance

October 2015
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From Skye Jacobi
Executive Director, Policy and Governance

The Office for the Ageing (OFTA) is responsible for administering the Office for the Ageing Act 1995 and the Retirement Villages Act 1987. It is also administers the Aged Care Assessment Program on the Commonwealth’s behalf in South Australia, the South Australian Seniors Card Program and various community grants which support current and emerging priorities for older South Australians.

Throughout 2014-15, the work of OFTA contributed toward the Premier’s economic priority for health and ageing and supported Minister Bettison’s priorities through the State Ageing Plan Prosperity through Longevity. Various strategic initiatives and partnerships involving OFTA actively contributed to emerging and ongoing opportunities for strategic alignment between ageing and economic priorities, and a continuation of important dialogue between OFTA and key industry stakeholders.

Since the release of Prosperity Through Longevity in late 2013, OFTA has funded, managed or collaborated on over 20 projects which align to the priorities under this plan. A key element has been to raise awareness of potential opportunities for South Australia which will impact largely on industry, workforce and economic priorities emerging from an ageing population.

This report highlights many ways in which OFTA’s activities, policy developments for ageing and the funds distributed through its grant programs have furthered commitment to priorities and achievement of outcomes for older South Australians under the state ageing plan. A key element of the work is engagement and partnering with state government departments, local government, non-government and peak body agencies, working extensively to respond to ageing priorities.

Building on work undertaken in 2013-14, extensive sector engagement led by OFTA throughout 2014-15 progressed the proposed legislative reform recommendations for the Retirement Villages Bill 2015 which was released for consultation. It is planned the final Bill will be before Parliament by the end of 2015.

A significant milestone in 2014-15, was Minister Bettison’s launch of the Strategy to Safeguard the Rights of Older South Australians Action Plan 2015-2021 on 16 June 2015 at the World Elder Abuse Awareness Day Conference. The Action Plan was developed through an extensive across government consultation process and will focus on supporting older South Australians to safeguard their rights and future wishes. Key initiatives and projects implemented under this Action Plan will aim to increase community awareness and engage a broad range of key stakeholders in working toward elder abuse prevention and response. I particularly thank the many state government departments for their input into this Action Plan and welcome their continued involvement in the implementation of the plan.

Following the Premier’s announcement to review boards and committees, the Ministerial Board on Ageing ceased operation in 2014-15. I thank the Ministerial Advisory Board on Ageing for its significant contributions over the many years to the ageing portfolio, and I particularly thank Ms Margaret Anderson, Chair of the Board, for her leadership role. OFTA has commenced development of a Stakeholder Engagement Framework as part of the broader state government commitment to engage with the community and public sector more broadly.

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 2014-15.

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

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.

In 2014-15, OFTA’s program and project activities focused on delivering outcomes that addressed key issues and matters important to older South Australian’s. The current and emerging needs of South Australia’s diverse population informed the planning, development and coordination of policies, practices and programs at all levels of government. OFTA’s key work areas included:

- Administration of the Retirement Villages Act 1987 and Retirement Villages Regulations 2006
- Introduction of an Advocacy Service for the Retirement Villages sector
- Launch of the Retirement Villages Better Practice Guidelines
- Release of the Retirement Villages Bill 2015 for consultation
- Implementation of state and Commonwealth reforms in ageing
- South Australian Seniors Card Program
- Planning and establishing policies, initiatives and strategies in response to state government priorities under Prosperity Through Longevity: South Australia’s Ageing Plan 2014-2019 including:
  - Engagement and partnerships with various agencies and organisations from state and local government and the community sector
  - Administration of Community grants including:
    - Positive Ageing Development Grants
    - Grants for Seniors
    - Ethnic Ageing Community Grants
    - Innovation in Ageing Challenge.

OFTA’s legislative requirements and program areas were busy and productive during 2014-15 and contributed positively towards the strategic priorities of the South Australian Government.

In administering the Retirement Villages Act 1987, OFTA’s leadership was instrumental in supporting the rights of retirement village residents. Achievements included the release of Better Practice Guidelines and the establishment of an advocacy service to respond to concerns of retirement village residents. Following the outcomes of the Select Committee on the Review of the Retirement Villages Act 1987, recommendations informed the Retirement Villages Bill 2015 released for public consultation. It is planned the Bill will be finalised and tabled in Parliament in late 2015.

As a key stakeholder on a number of Commonwealth advisory groups, the Aged Care Assessment Program (ACAP) Reform Unit provided significant leadership in the direction and implementation of the Commonwealth Government’s aged care reforms across South Australia, introduced 1 July 2015.

Furthermore, the Reform Unit was involved in negotiations with the Commonwealth to successfully sign an extension to the current program agreement, taking SA Health’s role as the auspice of the Aged Care Assessment Program in South Australia through to 30 June 2016.

The Seniors Card Program continued management and activities related to the distribution of the Seniors Card, the updated Seniors Card Discount Directory, Your Lifestyle Guide, to 350,000 South Australians aged over 60 years, and the fortnightly circulation of WeekendPlus, a digital magazine providing 50,000 older people with information about the government, business partners and the community.

A key outcome of OFTA’s ageing policy priorities was the release of the Strategy to Safeguard the Rights of Older South Australians Action Plan 2015-21. Work under this Action Plan has already commenced, and will contribute to an extensive Elder Abuse prevention campaign in 2015-16 to raise community awareness about the rights of older South Australians and how older people can be proactive in safeguarding against elder abuse and reducing risk factors.

OFTA administered the Positive Ageing Development Grants and Grants for Seniors programs and allocated funding to 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.
Strategic Priorities

Government of South Australia Seven Strategic Priorities

In 2014-15, 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 the International Day of Older Persons held on 1 October 2014 and Active Ageing Week. #CelebrateAge 2014, comprised a series of community and stakeholder engagement events to support the concept of healthy active ageing, in particular older workers.

#CelebrateAge included a sold out community comedy debate at the Mercury Theatre to raise awareness of the importance of individual choices that support healthy active ageing to the public in a novel way. Twilight sporting events held at the Adelaide Bowling Club and North Adelaide Golf Club targeted at city workers, encouraged older workers to be active at work and in their leisure.

Maintaining our safe communities and healthy neighbourhoods

At the 16 June 2015 World Elder Abuse Awareness Day Conference, the Minister for Ageing released the Strategy to Safeguard the Rights of Older South Australians Action Plan 2015-21 (Action Plan). OFTA sourced extensive input into the Action Plan, consulting with key stakeholders from across government and the ageing sector to identify actions aligned to key priorities within the Strategy to Safeguard the Rights of Older South Australians 2014-21. The plan implements a suit of initiatives that will raise community awareness about how older people can protect their rights and against elder abuse, and elder abuse prevention and response policies for state government and non-government services.

The Strategy to Safeguard the Rights of Older South Australians Action Plan 2015-21 also acknowledged carers’ safety and wellbeing, and the valued contributions of over 220,000 South Australians that provide unpaid care to a family member or friend. More information about initiatives commenced under the Action Plan is available under OFTA Strategic Ageing Projects.

OFTA’s work contributed to safe and accessible communities for older South Australians through its ongoing commitment to Building South Australia’s Age-friendly Communities partnerships with local government. In 2014-15 five new councils commenced age friendly work, including Alexandrina, Tea Tree Gully, and a regional partnership between the Cities of Marion, Mitcham and Holdfast Bay. A total of 13 councils now partner with OFTA in the Building South Australia’s Age-friendly Communities initiative.

In March 2015, OFTA hosted a forum for all its council partners to share their learnings and collectively explore where there is a role for council to identify opportunities to link resilience factors for individuals and communities to enablers across a range of settings.

During 2014-15, the City of Adelaide completed its Age-friendly Communities project and its review of Adelaide’s Access Guide supported by OFTA. The City of Adelaide sought extensive input from older residents in the development of recommendations included in the City of Adelaide Ageing in the City background paper and final report. Age-friendly Communities work completed by the Cities of Onkaparinga and Port Lincoln also enabled future priorities for an ageing population to be identified by these councils.

On 4 September 2014, the inaugural Planning Ahead Day was held to raise community awareness about the benefits of early planning and the various legal tools already available – including Advance Care Directives, Enduring Power of Attorney, Wills and registration for organ/body donation. Promoting community awareness and uptake of these resources to support individual choice was a key outcome of this event. A central launch event held at The Science Exchange was attended by 80 champions and leaders from key community organisations and government. The event included the screening of the Planning Ahead video, and presentations by three consumer speakers about the benefits of having in place the Planning Ahead tools.

Several initiatives implemented by the Retirement Villages Unit contributed to safe communities and healthy neighbourhoods through raising awareness of retirement village residents about their rights and entitlements. A two year partnership with the Aged Rights Advocacy Service was established in 2014-15 to support and provide advocacy and information to residents of South Australian retirement villages. A Better Practice Guideline document developed in 2014-15, also promoted good relationships and assisted administering authorities and residents on preventing or resolving commonly-occurring issues.
An affordable place to live

The Seniors Card Program Unit contributed to making South Australia and affordable place to live by providing over 350,000 older South Australians access to a range of concessions, discounts and benefits, assisting them to stretch their dollar further.

A new local government and retail sector collaboration led by Seniors Card Program Unit commenced in 2014-15. Participating councils on the South Australian Age-friendly Retail Project are the Cities of Charles Sturt and Salisbury. This initiative will focus on identifying retail, marketing and customer service opportunities through working together with business precincts and shopping centres to increase accessible discounts of Seniors Card holders.

Premier’s Economic Priorities

In 2014-15, strategic projects implemented by OFTA in partnership with key stakeholders from diverse sectors and industry actively supported the Premier’s economic priority for South Australia to be ‘A global leader in health research and ageing.’ A key theme underpinning OFTA’s contributions to economic priorities for health and ageing was mature workforce preparedness, retention and recruitment.

OFTA commenced a partnership with the Australian Workplace Innovation and Social Research Centre (WISeR) of the University Adelaide on the Mature Economy project. A key outcome of this project will be a final report of recommendations to state government on economic, industry and workforce development opportunities for South Australia arising from population ageing. These will be derived from local and international research and a Mature Economy Industry Forum co-sponsored by Stretton Centre and OFTA, engaging government and a broad range of industry leaders in discussions of strategic opportunities. A key outcome will also include the launch of the Mature Economy website.

Over 90 people from private sector and industry attended The Business Benefit– a Mature Workforce Industry forum hosted by OFTA in partnership with Business SA. Key outcomes of the forum included raising awareness of the benefits of mature worker retention, strategies to reduce age-discrimination, and examples of best practice models through employer exemplars – Bunnings and Taylors Wines. Guest speakers included WISeR and the Commonwealth Department of Employment.

Other OFTA initiatives contributing to the economic priorities included:

> The ‘Greatest Asset – Overcoming Age Discrimination’ project in partnership with the Equal Opportunity Commission and the Department of Further Education, Employment, Science and Technology (DFEEST), the Australian Industry Group (SA) and Don’t Overlook Mature Expertise (DOME) Association Incorporated.

> Supporting Health Industry SA on the identification of health and ageing related economic opportunities for South Australia.
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, one Senior Retirement Villages Officer and two Retirement Villages Officers. 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 2014-15, OFTA continued its commitment to safeguarding the rights of some 25,330 residents of retirement villages, ensuring they have access to adequate legislative protections, and providing education sessions for interested prospective residents. In this reporting period, the Retirement Villages Unit attended 88 meetings and information sessions with residents and interested groups, conducted 6 mediation sessions and produced 105 Ministerial briefings.

Review of Retirement Villages Act 1987 and Retirement Villages Regulations 2006
On 20 May 2014, the Minister for Ageing tabled in Parliament a State Government response to the recommendations of the Select Committee on the Review of the Retirement Villages Act 1987 (the Review). This response acknowledged the need for reforms to the Act based on a range of submissions from peak bodies, operators and retirement village residents.

Retirement Villages Bill 2015
Throughout 2014-15, legislative reforms as part of a package of broader measures to support the growth of the retirement villages industry were progressed by OFTA and a Retirement Villages Bill 2015 was drafted for consultation. This process involved numerous consultative meetings with key stakeholders and residents, public forums, production of public reference material to communicate proposed changes, and collating and considering the submissions to the Bill.

Better Practice Guidelines
One of the measures of reform implemented in response to the Review recommendations were the Better Practice Guidelines. These guidelines were developed to provide a benchmark of good practice to assist administering authorities and residents in preventing or resolving commonly-occurring issues and to promote good relationships between the parties. The guidelines were released on 24 October 2014.

Retirement Villages Advocacy Service
An advocacy service was introduced for retirement village residents in South Australia through the Aged Rights Advocacy Service and commenced in November 2014. This new service provided support and advice to retirement village residents across the state. As at 31 July 2015, the service responded to 522 contacts and further engaged with 109 of those requiring further assistance.
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.

During 2014-15, there were 526 registered retirement villages across the state (Figure 1), operated by 149 companies, groups or organisations.

Figure 1: Growth of Retirement Villages 2007-8 to 2014-15

Source: Retirement Villages Register

Source: Retirement Villages Unit, Office for the Ageing, 2014-15
Ministerial Advisory Board on Ageing 2014-15

Established under the Office for the Ageing Act 1995, the function of the board is to provide strategic advice to the Minister, either on its own initiative or at the request of the Minister, on issues relating to the ageing.

During 2014-15, the Ministerial Advisory Board on Ageing membership fulfilled the Department for Premier and Cabinet Circular 22 requirements for gender balance and diversity. Membership included older people from Veteran, Aboriginal, and culturally and linguistically diverse backgrounds.

In this reporting period, ten members served as appointed by the Minister for Health and Ageing.

Following the July 2014 announcement of the Premier’s intention to review the 429 boards and committees, on 31 October 2014 the Ministerial Advisory Board on Ageing was informed that it was one of the 108 boards to be abolished within the proposed reforms.

Table 1: Ministerial Advisory Board membership as at 31 October 2014

<table>
<thead>
<tr>
<th>Members as at 31 October 2014</th>
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<tbody>
<tr>
<td>Ms Margaret Anderson (Chairperson)</td>
</tr>
<tr>
<td>Professor Andrew Beer</td>
</tr>
<tr>
<td>Ms Maggie Beer</td>
</tr>
<tr>
<td>Ms Anne Gale</td>
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<tr>
<th>Memberships expired as at 25 September 2014</th>
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<tbody>
<tr>
<td>Brigadier Laurie Lewis (RTD)</td>
</tr>
<tr>
<td>Ms Pat Mickan</td>
</tr>
<tr>
<td>Ms Janice Rigney</td>
</tr>
<tr>
<td>Mr Graham Strathearn</td>
</tr>
<tr>
<td>Ms Dana Vukovich</td>
</tr>
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<tr>
<th>Ex-Officio Member</th>
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<tbody>
<tr>
<td>Ms Sinéad O’Brien – (Executive Director, Policy and Commissioning)</td>
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</table>
Office for the Ageing – Ageing Plan Strategic Projects

**Safeguarding Action Plan**

On 16 June 2015, the Minister for Ageing launched the *Strategy to Safeguard the Rights of Older South Australians Action Plan 2014-21* (the Action Plan) at the 2015 South Australian World Elder Abuse Awareness Day Conference. This was a key outcome of the *Prosperity Through Longevity: South Australia’s Ageing Plan: Our Vision 2014-19*.

The Action Plan was developed to implement the *Strategy to Safeguard the Rights of Older South Australians 2014-2021*, that aimed to increase community awareness and provide direction for preventing and responding to elder abuse.

The development of the Action Plan was led by the Office for the Ageing, SA Health, in partnership with state government departments, non-government community organisations, South Australian universities and relevant peak bodies. The Action Plan set out projects and initiatives to implement the key objectives of the strategy, including:

> Development of an awareness campaign for the broader community and the workforce through the establishment of a new website as a central source of information, research and tools, and the distribution of general information.

> Establishment of a South Australia elder abuse prevention phone line to provide the community a visible access point for information about elder abuse, and to link callers concerned about elder abuse to pathways, services and supports.

> Development of a state government policy outlining the role of state government workers in responding to elder abuse.

> Undertaking a prevalence study to understand elder abuse in South Australia.

> Building Age-Friendly communities through local councils and by engaging older people in meaningful activities with a focus on safeguarding the rights of older people at the local level.


**Health Wellbeing and Security**

OFTA’s key strategic projects focused on activities that raised community awareness and commitment to ageing priorities in relation to health, wellbeing and security. Many projects were conducted in collaboration with key stakeholders with diverse interests and commitments to the health and wellbeing of older south Australians.

In response to the *Strategy to Safeguard the Rights of Older South Australians 2014-21* and Action Plan, OFTA supported networks and organisations on a number of projects and research focused on the rights and wellbeing of older South Australians, which included:

> Identifying factors for resilience and wellbeing for older people, individuals and communities through research projects with Flinders University and SAHMRI Wellbeing and Resilience Centre, which investigated characteristics and enablers of wellbeing, how to quantify these, and strategies to enhance these characteristics.

> Creating Age-friendly Communities and Retail through partnerships with local government which aim to increase opportunities to engage older people in meaningful activities, including recreation, volunteering and access to local businesses, services and programs that support active ageing, health and wellbeing.

> A partnership with Carers SA to develop tools and resources to raise carer awareness of risk factors for elder abuse and financial abuse prevention and response.

**Social and Economic Productivity**

In 2014-15, OFTA partnered with key stakeholders from diverse sectors and delivered on a number of strategic ageing projects supporting the social and economic productivity of older South Australians. A key theme of OFTA’s work focused on reducing age-discrimination in the workforce and strategies supporting mature workforce preparedness, retention and recruitment.

OFTA commenced a partnership with the Australian Workplace Innovation and Social Research Centre (WISeR) of the University of Adelaide on the Mature Economy project. In 2014-15 the Mature Economy Project undertook a review of existing literature on international and national trends in global and domestic demand for goods and services driven by ageing populations. The trends emerging from population ageing were aligned to and discussed in terms of opportunities for initiatives with the potential to be adapted locally, and which could maximise economic, industry and workforce development opportunities for South Australia.
Building on this work in 2015-16, outcomes of this project will include Mature Economy Industry Forum co-sponsored by Stretton Centre and OFTA, engaging government and a broad range of industry leaders in discussions of strategic opportunities, and launch of a Mature Economy website.

Over 90 people from private sector and industry attended The Business Benefit – a Mature Workforce Industry forum hosted by OFTA in partnership with Business SA. Key outcomes of the forum included raising awareness of the benefits of mature worker retention, strategies to reduce age-discrimination, and examples of best practice models through employer exemplars – Bunnings and Taylors Wines. Guest speakers included WISEr and the Commonwealth Department of Employment.

Other OFTA initiatives contributing to the economic priorities included:

> The ‘Greatest Asset – Overcoming Age Discrimination’ project in partnership with the Equal Opportunity Commission and the Department of Further Education, Employment, Science and Technology (DFEEST), the Australian Industry Group (SA) and Don’t Overlook Mature Expertise (DOME) Association Incorporated.

> Supporting Health Industry SA on the identification of health and ageing related economic opportunities for South Australia.

All-Ages Friendly Communities

In 2014-15, five new councils commenced as partners in the Building an Age-friendly South Australia initiative - Alexandrina, Tea Tree Gully, and a regional partnership between the Cities of Marion, Mitcham and Holdfast Bay. Since its commencement, a total of 13 councils have partnered with OFTA in the Building South Australia’s Age-friendly Communities initiative.

During 2014-15, the City of Adelaide completed its Age-friendly Communities project and its review of Adelaide’s Access Guide supported by OFTA. The City of Adelaide sought extensive input from older residents in the development of recommendations included in the City of Adelaide Ageing in the City background paper and final report. Age-friendly Communities work completed by the Cities of Onkaparinga and Port Lincoln also enabled future priorities for an ageing population to be identified by these councils.

The Building an Age-friendly South Australia initiative implemented by OFTA in partnership with local government contributed to enabling accessible and inclusive communities for older people. In March 2015, a forum hosted by OFTA engaged previous and current councils partnering in age-friendly to discuss opportunities for age-friendly initiatives, including a role for councils to integrate resilience factors research conducted by the Flinders University and the South Australian Health Medical Research Institute- Wellness and Resilience Centre.

Responding to Cultural and Linguistic Diversity

OFTA ensured the voices of older South Australians from culturally and linguistically diverse (CALD) communities were represented through consultations for input into the development of the Strategy to Safeguard the Rights of Older South Australians Action Plan 2015-21, released in June 2015.

In 2014-15, OFTA provided grant funding for services and activities for older South Australians from CALD communities. Activities supported by these grants included lifelong learning, digital literacy, healthy eating, physical activities, and capturing individuals’ life stories for the future.

In partnership with Multicultural Communities Council of South Australia, the Our Directions for a CALD Age-friendly South Australia project commenced consultations with 20 community groups to identify age-friendly characteristics and strategies which will achieve broader benefits outside of aged care service provision for older South Australians of CALD backgrounds. The recommendations of this project will assist state and local government in planning and developing polices which take into account the diverse population groups in South Australia over the coming decades.

Following the inaugural Planning Ahead day in September 2014, OFTA commenced work to translate Planning Ahead resources to raise awareness across Greek, Italian and Vietnamese communities in 2015-16.

Community Ageing Grants

Grants for Seniors and Positive Ageing Grants

Grants for Seniors (GFS) and Positive Ageing Grants (PAG), fund a range of opportunities for older people to be involved and connected to their local communities. GFS and PAG provide one-off funding to projects of various organisations, including clubs, educational and training institutions, arts and cultural groups, museums, libraries, theatres, self-help groups, recreational and sporting groups and volunteer organisations. The outcomes from projects align with one or more of the following priorities of the state ageing plan:
Health, wellbeing and security
Social and economic productivity
All-ages-friendly communities.

During 2014-15, of the 66 PAG applications submitted, eight received funding totaling $134,415 (see Appendix A). Grants for Seniors funding is for smaller purposes such as buying equipment or paying for a trainer to run activities. In 2014, the Grants for Seniors program was divided two funding rounds. 60 applications were submitted in round one with 25 receiving $80,385 and 166 applications were submitted in round two, of these 32 received funding totaling $76,433 (see Appendix A).

Innovation in Ageing Challenge

The Innovation in Ageing Challenge was one of the government’s election commitments in 2014-15. The focus of the challenge was to drive greater community engagement and innovation by addressing ageing policy matters of importance for South Australia.

This challenge took an innovative approach to the distribution of grants and was delivered through a partnership between the Office for the Ageing and The Australian Centre for Social Innovation (TACSI).

The Innovation in Ageing Challenge used an open call to seek new and creative ideas to respond to two key policy challenges for government:

> How can we enable Baby Boomers to continue contributing to their communities?
> How can we enable people living alone to connect socially to their communities and live the lives they want?

The following projects were recipients of Innovation in Ageing Challenge grant funding and commenced in early 2015:

> Meals on Wheels ($40,000) to increase meal time social engagement amongst isolated regional seniors through ‘Test Kitchens’.
> Community Centres SA ($36,500) to work with volunteer retired teachers to continue to apply their skills and knowledge in our community through ‘Boomer Power the Community’.
> A ‘SeniorPreneurs’ ($25,000) network to support and encourage entrepreneurship amongst older South Australians.
The Aged Care Assessment Program (ACAP)

The Department for Health and Ageing, through the Office for the Ageing, administers the Aged Care Assessment Program on the Commonwealth’s behalf in South Australia. This includes negotiating funding agreements, budget allocations, data reporting, performance monitoring and the implementation of reform initiatives aimed at securing SA Heath as the provider of comprehensive assessment post 30 June 2016. 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, benefits and outcomes of the ACAP in South Australia

Table 1- Number of Referrals and Assessments by ACAT

<table>
<thead>
<tr>
<th>Team</th>
<th>Estimated target population</th>
<th>Accepted referrals (n)</th>
<th>Face-to-face assessments (n)</th>
<th>Completed assessments (n)</th>
<th>Completed target group assessments (n)</th>
<th>Target group as % of total completed assessments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Metro North</td>
<td>61,043</td>
<td>5129</td>
<td>4010</td>
<td>3885</td>
<td>3604</td>
<td>92.7</td>
</tr>
<tr>
<td>Metro South</td>
<td>68,748</td>
<td>5200</td>
<td>3886</td>
<td>3835</td>
<td>3590</td>
<td>93.6</td>
</tr>
<tr>
<td>Riverland Mallee Coorong</td>
<td>3,131</td>
<td>684</td>
<td>607</td>
<td>589</td>
<td>545</td>
<td>92.5</td>
</tr>
<tr>
<td>Barossa Hills Fleurieu</td>
<td>3,638</td>
<td>1741</td>
<td>1455</td>
<td>1413</td>
<td>1318</td>
<td>93.2</td>
</tr>
<tr>
<td>Yorke and Northern</td>
<td>3,691</td>
<td>526</td>
<td>406</td>
<td>401</td>
<td>372</td>
<td>92.8</td>
</tr>
<tr>
<td>South East</td>
<td>6,375</td>
<td>657</td>
<td>540</td>
<td>521</td>
<td>496</td>
<td>95.2</td>
</tr>
<tr>
<td>Eyre, Flinders and Far North</td>
<td>2,678</td>
<td>667</td>
<td>540</td>
<td>514</td>
<td>480</td>
<td>93.4</td>
</tr>
<tr>
<td>All Teams</td>
<td>176,178</td>
<td>14,604</td>
<td>11,444</td>
<td>11,158</td>
<td>10,405</td>
<td>93.3</td>
</tr>
</tbody>
</table>

Source: ACAP MDS1 July 2014 – 30 June 2015

1. Estimates provided to DoHA from the ABS. Data used with permission from the Australian Bureau of Statistics.
2. Comprises MDSv2 records.
3. Comprises MDSv2 records with a valid face-to-face contact date (ACCR Question 18).
4. Comprises MDSv2 records coded assessment complete (i.e., Reason for ending assessment (ACCR Question 32) is coded 1).
5. Comprises MDSv2 records coded assessment complete of the target group (clients aged 70 years and over together with Indigenous clients aged 50–69yr).
6. (Number of completed assessments of target group/Total completed assessments) x 100, i.e., (5)/(4) x 100.

In 2014-15, 14,604 referrals were accepted in South Australia, of these referrals 11,444 were face-to-face assessments and 11,158 completed assessments. Compared to the same reporting period in 2013-14, there was an increase of 1.3% in the number of accepted referrals (14,414), an 11.6% (1,502) decrease in face-to-face assessments (12,946), and a 12.1% (1,538) decrease in the number of completed assessments (12,696).

For the assessments accepted in 2014-2015, 56.3% of assessments were categorised as Priority 2 – a decrease of 4.2% compared to the previous reporting year. The number of Priority 1 assessments remained consistent, decreasing to 0.4% this period compared to 0.5% in 2013-14. Priority 3 assessments increased slightly to 43.2%; up 4.2% from the previous year.

Graph 1 – Priority Category by ACAT

Source: ACAP MDS1 July 2014 – 30 June 2015
Electronic submission of ACCR in South Australia

South Australia completed the implementation of the eACAT system to all Aged Care Assessment Teams, allowing electronic submission of assessment information to the Department of Human Services – Medicare. This has streamlined the process reducing delays in processing from the previous manual system.

Key Achievements

Throughout 2014-15, South Australia continued to build on the reform initiatives identified in the 2012 Evaluation of the states ACAP and ACATs by completing the realignment of the ACAT across the three metropolitan Local Health Networks (LHNs). This work supported the integration of ACATs with the Area Geriatric Services and access the clinical expertise and support across the LHNs.

In addition, South Australia was involved in negotiations with the Commonwealth and successfully signed an extension to the current program agreement, taking SA Health’s role as the auspice of the ACAP in South Australia through to 30 June 2016.

South Australia also continued working with the Commonwealth on the development and implementation of the My Aged Care System. This included the development of the South Australian Transition Plan, approved by the Commonwealth on 12 May 2015.

South Australia successfully transitioned all ACATs to the accept/reject functionality of My Aged Care System by 1 July 2015. This included delivering 20 information sessions to 300 SA Health staff, and establishment of internet webpage and a range of communication tools to support the community awareness raising campaign.

Seniors Card Program

The Seniors Card is issued by all State and Territory Governments to eligible senior residents, to recognise the contribution they have made and continue to make to the community. The Seniors Card 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).

At 30 June 2015, there were 353, 000 Seniors Card members recorded in the SA Seniors Card database, compared to 340 000 the previous year.

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

Source: Seniors Card Unit, Office for the Ageing, 2014-15
During 2014-15, approximately 135,000 unique Seniors Cards were validated on buses, trains and trams, meaning nearly 40% of Seniors Card members used public transport at least once during the period. Over 70 million total validations were recorded during this period.

The Seniors Card Discount Directory, Your Lifestyle Guide, was reviewed and updated for publication in December 2014. This publication listed businesses offering discounts, concessions, and rebates to over 350,000 Seniors Card holders. In 2014-15, an increase in 16% of metro-based and 8% regional-based Seniors Card Businesses partners was registered.

WeekendPlus is an interactive, digital lifestyle publication that provides information from government, business partners and the community. WeekendPlus is published each fortnight and is accessible from any device (desktop, tablet or smart phone). At June 2015, approximately 50,000 Seniors Card holders were subscribed to this magazine.

Achievements in 2014-15 included the participation of Seniors Card members in an online survey during December 2014 – January 2015. More than 5,600 members completed the survey. Analysis of results indicated that the Seniors Card was used daily or weekly by 43% of members, while 38% reported using their Seniors Card fortnightly or monthly. Other survey results indicated that the most popular product and services appealing to Seniors Card holders included:

- Public transport
- Shopping
- Eating out
- Holiday and travel
- Leisure, lifestyle and recreation
- House and garden.
**Appendix**

**Total PAG and GFS Allocation 2014 - 15**

*These figures provided by the Office for the Ageing 2014-15 were correct at the time of publication*

<table>
<thead>
<tr>
<th>PAG Recipient Organisation</th>
<th>PAG Funded Project</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Filipina Network of South Australia Incorporated</td>
<td>Filipina Oz Twinning Communities</td>
<td>$1,925</td>
</tr>
<tr>
<td>ECH Inc</td>
<td>ECH Dinner Dances</td>
<td>$22,650</td>
</tr>
<tr>
<td>Resthaven Incorporated</td>
<td>Celebrating Centenarians</td>
<td>$20,500</td>
</tr>
<tr>
<td>Anglican Community Care Incorporated</td>
<td>Staying 'Focussed' in the 21st Century</td>
<td>$18,500</td>
</tr>
<tr>
<td>South Australian Council of Social Service Inc</td>
<td>Roadshow education series: how to engage and support an ageing workforce</td>
<td>$25,000</td>
</tr>
<tr>
<td>Mt Barker Family House Inc</td>
<td>Men's Health Program</td>
<td>$10,500</td>
</tr>
<tr>
<td>Life Stories Australia Incorporated</td>
<td>SA Life Story Project: Saving Lives - Story by Story</td>
<td>$10,340</td>
</tr>
<tr>
<td>Multicultural Communities Council of SA Inc</td>
<td>Buena Amistad (Spanish for beautiful friendships)</td>
<td>$25,000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>GFS Recipient Organisation</th>
<th>GFS Allocation</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>PROBUS CLUB OF WALLAROO INC</td>
<td>Computerising Our Clubs Records</td>
<td>$2,200</td>
</tr>
<tr>
<td>TALKBACK ASSOC FOR APHASIA INC</td>
<td>Retune Choir (Talkback Association for Aphasia)</td>
<td>$5,500</td>
</tr>
<tr>
<td>CATHOLIC CHURCH ENDOWMENT SOCIETY INC</td>
<td>Broadening Recreational Resources</td>
<td>$1,195</td>
</tr>
<tr>
<td>DANCE FOR HEALTH</td>
<td>New Head Set Microphone</td>
<td>$660</td>
</tr>
<tr>
<td>PORT NEILL PROGRESS ASSOCIATION INC</td>
<td>Fun and Fitness for Seniors</td>
<td>$2,640</td>
</tr>
<tr>
<td>POORAKA SENIOR CITIZENS CLUB INCORPORATED</td>
<td>Replacement Bowling Mats &amp; New Purpose Built Trolley.</td>
<td>$5,500</td>
</tr>
<tr>
<td>HAWTHORNDENE MEN'S PROBUS CLUB</td>
<td>HP Laptop Computer</td>
<td>$1,098</td>
</tr>
<tr>
<td>REEDBEDS COMMUNITY CENTRE INC</td>
<td>Portable PA System</td>
<td>$2,100</td>
</tr>
<tr>
<td>AUSTRALIAN RETIRED PERSONS ASSOCIATION INC</td>
<td>Photocopier to Enable An Effective Community Orchestra.</td>
<td>$5,000</td>
</tr>
<tr>
<td>SOUTHERN SENIOR CITIZENS CLUB INCORPORATED</td>
<td>Update Equipment</td>
<td>$3,410</td>
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<tr>
<td>MALLALA BOWLING CLUB INCORPORATED</td>
<td>Greencare</td>
<td>$3,835</td>
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<tr>
<td>SOUTH AUSTRALIAN RETIREMENT VILLAGES RESIDENTS ASSOCIATION INC</td>
<td>Purchase PA System for Community Centre</td>
<td>$1,815</td>
</tr>
<tr>
<td>PROBUS CLUB OF BURNSIDE INC</td>
<td>Computer, Audio Visual, It Equipment With Quality Vision and Electronics</td>
<td>$2,654</td>
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<tr>
<td>WAIKERIE COMMUNITY SENIOR CITIZENS HOME INC</td>
<td>Waikerie Cook and Share Project</td>
<td>$4,090</td>
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<tr>
<td>UNIVERSITY OF THE THIRD AGE MOUNT GAMBIER BRANCH INCORPORATED</td>
<td>Helping Seniors Connect Digitally</td>
<td>$2,503</td>
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<tr>
<td>ELDERCARE INC</td>
<td>Plot to Plate</td>
<td>$1,300</td>
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<tr>
<td>THE ITALIAN PENSIONERS OF THEBARTON AND SUBURBS INCORPORATED</td>
<td>Italian Pensioners Of Thebarton and Suburbs Inc. Equipment Replacement</td>
<td>$3,850</td>
</tr>
<tr>
<td>THE LADIES PROBUS CLUB OF STRATHALBYN INC.</td>
<td>Audio Visual&amp; It Equipment With Quality Sound, Vision and Electronics</td>
<td>$2,585</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>FIFTH CREEK RISE ECO RETIREMENT VILLAGE INC.</td>
<td>Fifth Creek Rise Group Activities</td>
<td>$3,845</td>
</tr>
<tr>
<td>VIETNAMESE WOMENS ASSOCIATION SA</td>
<td>Singing for Positive Living</td>
<td>$5,000</td>
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<tr>
<td>LIONS CLUB OF EDWARDSTOWN INC</td>
<td>Kitchen Equipment Upgrade</td>
<td>$1,540</td>
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<tr>
<td>THE HEIGHTS VILLAGE WITH SAVRA</td>
<td>Community Gardens for Seniors</td>
<td>$2,655</td>
</tr>
<tr>
<td>AUSTRALIAN SOUTH EAST ASIAN WOMANS ASSOCIATION INC</td>
<td>Equipment to Support Social Activities for South East Asian Seniors</td>
<td>$5,500</td>
</tr>
<tr>
<td>SOUTH AUSTRALIAN LEBANESE WOMEN'S ASSOCIATION INC</td>
<td>Engaging Elders for Their Mental, Social and Physical Well Being</td>
<td>$5,500</td>
</tr>
<tr>
<td>MURRAYLANDS GEM AND MINERAL CLUB INCORPORATED</td>
<td>Faceting Machine &amp; Facet Saw to Satisfy Increased Workshop Demand</td>
<td>$4,411</td>
</tr>
</tbody>
</table>

* These figures provided by the Office for the Ageing 2014-15 were correct at the time of publication
For more information

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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.

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