

Ageing Well MEASURING SUCCESS FRAMEWORK

*South Australia's Plan for
Ageing Well 2020-2025*



Government
of South Australia

SA Health

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1. Introduction

Ageing is a part of life and something that we all experience.

Helping South Australians to age well is everyone's business. Responsibility resides with no one government department or agency, organisation, community group or individual. We can all play a role working individually and in partnership towards the priorities of home and community, meaningful connections and navigating change.

South Australia's Plan for Ageing Well 2020-2025 (the Plan) proposes a vision and forward agenda to enable South Australians to live and age well. The Plan challenges the status quo, busts ageist stereotypes and considers new approaches and partnerships. It identifies strategic priorities and a suite of enabling factors and supporting conditions required to achieve these strategic priorities.

Given this shared vision for ageing well in South Australia it is important to understand how projects, initiatives and activities contribute to the achievement of the Plan's vision and strategic priorities and the difference being made to our communities and the lives of older people. Office for Ageing Well has therefore developed this Ageing Well Measuring Success Framework (the Framework) to help understand the impact of the Plan and how we are supporting older South Australians to live well. It provides tools to help understand impact that helps build transparency and accountability, develop the narrative and evidence base that supports what and how we do things, identify good practice, share learnings and improve future practice. It sits within a broader context of activity that aims to support South Australians to age well (refer Figure 1).

The Framework employs a Theory of Change approach and is also a tool for effecting change. The Framework can support advocacy by Office for Ageing Well with other agencies, organisations, groups and individuals to build understanding and capacity about what ageing well looks like. In this way projects, initiatives and actions can be initiated, developed or changed to align with this vision of success.



1.1 Who is this Framework for?

This framework is for anyone who is or wants to be part of the vision for ageing well in South Australia.

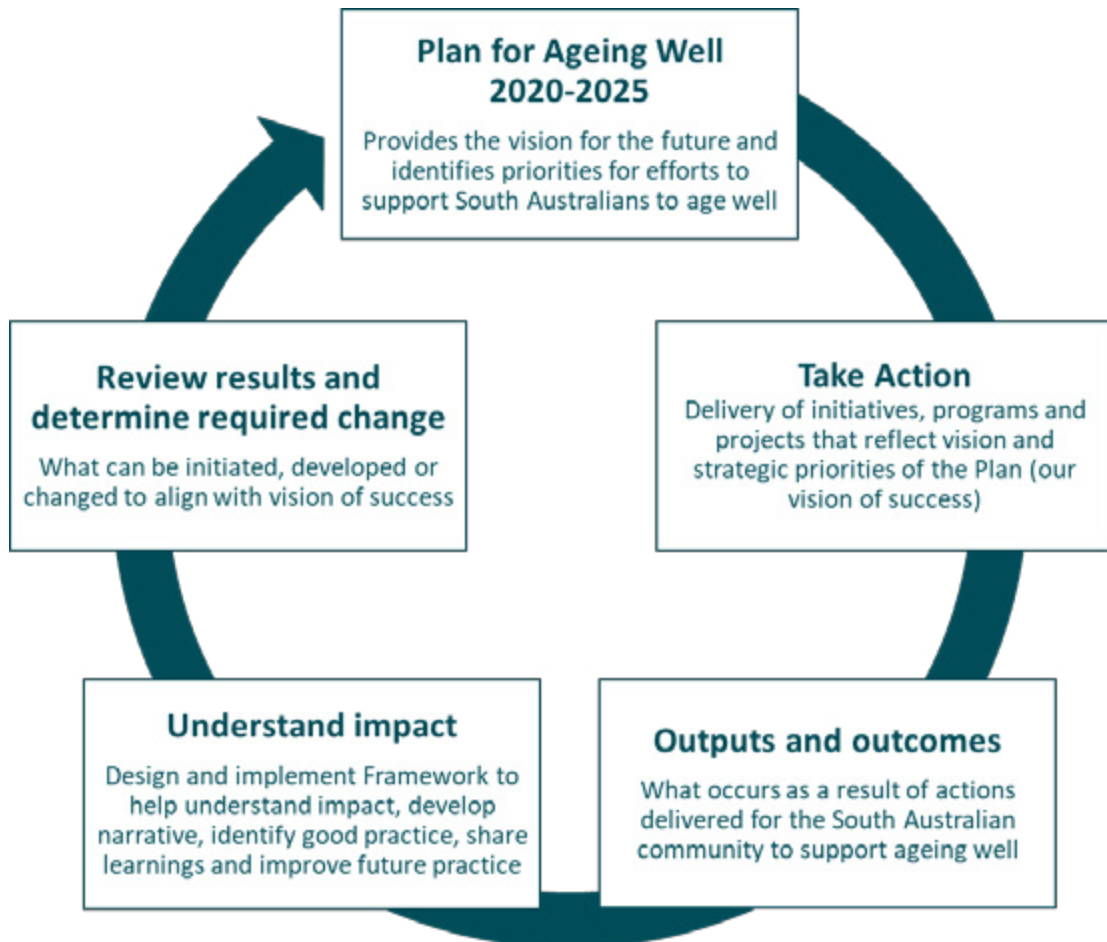
It recognises that there is a range of understanding about what it means to contribute to ageing well. For some, they will be aware of where they ‘fit’ and the contribution they are making. For others, they will be unaware that the role they play or the work they do already contributes to ageing well. And then there will be others who don’t realise that through changing an approach or thinking differently about a project or initiative they could make a contribution to the lives of older people.

For Office for Ageing Well, ageing well is core business. This Framework provides the

tools that can be implemented by Office for Ageing Well to gather data and information to understand how its key advocacy and influencing activities and public expenditure distributed via its grant programs contribute to the achievement of the priorities of the Plan. This will enable Office for Ageing Well to change or realign energy on activities that create the most positive impact along the way.

Other government and non-government agencies, organisations and groups can also use this Framework to understand what success looks like and further develop their own tools to measure their impact on the lives of older people. Some may already have their own measurement processes or tools in place that can be used or adjusted.

Figure 1 Role of Framework in context of broader activity





2. How has this Framework been Developed?

A co-design process was held to develop this Framework. The process comprised two face-to-face and one online co-design workshops involving over 100 people representing agencies, organisations and groups that play a role in ageing well as well as older people with lived experience of ageing.

This co-design process focused on understanding in relation to each Plan for Ageing Well strategic priority:

- > What does success look like, sound like, feel like?
- > How could success be measured?
- > The information collected from these discussions directly informed the descriptions of success (indicators). Measures to understand impact are key elements of this Framework.

Measuring Success

This Framework sets out what success looks like through the identification and measurement of indicators (refer Table 1 for description of key terms). Each of these indicators can be measured in myriad ways, and a selection of suggested methods, data sources and tools is provided.

These are not considered to be exhaustive but provide a starting point to understand impact.

It is anticipated that other government and non-government agencies, local government, organisations and groups may further develop their own methods and tools to measure their impact on the lives of older people. Some may already have their own measurement processes or tools in place that can be used or adjusted.

The Framework comprises two key parts:

Indicators that can be measured to understand how we are tracking as a State in relation to supporting ageing well.

Figure 2 provides a summary of these indicators. Table 2 sets out methods of measurement, data sources and measures of success/targets.

Appendix A contains selected examples of tools to support the gathering of data and information at this State level.

The information contained in Table 2 can also be used by government departments and agencies, organisations, community groups and individuals to inform the crafting of new projects, initiatives and actions or make changes to existing ones to create better alignment to this vision of success.

Indicators that can be measured to enable Office for Ageing Well to understand its impact and contribution to ageing well, given its advocacy and influencing activities and public expenditure distributed via its funding of projects and grants programs.

Figure 2 provides a summary of these indicators. Table 3 sets out methods of measurement, data sources and measures of success/targets.

Appendix A contains examples of tools to support the gathering of data and information.

Table 1 Framework key terms

Key term	Description
Indicators	Provide an indication of something at a point in time. They aid understanding of what may or may not be occurring in relation to a particular project, program or initiative. This Framework identifies indicators in relation to the strategic priorities, enabling factors and supporting conditions of <i>South Australia's Plan for Ageing Well 2020- 2025</i> .
Methods of measurement	Describe the methods for measuring information to address the indicator. Examples include qualitative analysis of focus group discussions, time series analysis of Australian Bureau of Statistics Census data, identification of average waiting times and the audit of policy or infrastructure initiatives.
Data sources	Describe where and when the information is going to come from. Examples include questions asked via a community perception survey, key informant interviews, focus group discussions and surveys and Australian Bureau of Statistics Census data.
Measures of success	Sometimes called targets, these describe the value of an indicator desired to be achieved. This can be a specific number or percentage change or could be the direction for change e.g. increase/decrease. Timeframes for achievement of the desired target can also be identified.
Tools	Instruments that can be used to collect information to enable measurement of the indicators. Examples include a community perception survey, focus group question bank and close out survey with funding/grant recipients.

Figure 2 Success looks like ...

Strategic priority 1

Home and community

There is no place like home

Older people feel they are able to stay in their own homes and communities

Older people identify that they love where they live

Homes are flexible and can evolve over time as needs change

Care and support is provided when needed

A diversity of housing types is provided across the State

Housing is provided in a variety of tenures across the State

Councils have an Age Friendly Plan

Older people identify that their local neighbourhood and community is age friendly (e.g. accessible and feel safe and valued)

Older people don't experience housing stress

Housing is provided utilising alternative financing options

Strategic priority 2

Meaningful Connections

The key to a good life

Older people feel connected to their neighbourhoods and community

Older people have someone they can rely on

A public realm that fosters connection and interaction

Attendance of older people at events

Participation of older people in volunteering

Participation of older people in paid employment

Participation of older people in further education and lifelong learning

Older people feel meaningfully engaged in decisions and processes that interest or impact them

Older people report that transport options (eg bus, train, tram, taxi, UBER/ ride share options, community transport options etc) take them where they want to go

A range of transport options is available ranging from scheduled to on demand solutions

Strategic priority 3

Navigating Change

Building resilience

Older people feel that support and services focus on the individual and what is important to them

Older people feel they have the information and support they need to navigate life change at key transition points (eg retirement, death of a partner, terminal illness, loss of driver's licence, change in financial circumstances etc)

Government and non-government organisations align their strategies and plans to *South Australia's Plan for Ageing Well 2020-2025*

Enabling factors

Older people are portrayed in positive and diverse ways

Older people feel that options and choices reflect diverse needs, wants and experiences

Access to options, information and supports that enable ageing well is improved

Office for Ageing Well projects, grants and funding

Office for Ageing Well projects or initiatives align to the Plan

Projects or initiatives contribute to the three strategic priority areas of the Plan

Older people's lived experience drives project or initiative outcomes

Older people are engaged in the planning, implementation and assessment of projects or initiatives

Awareness and capacity about ageing well is built across sectors

Conditions foster collaboration and recognise the multiple roles stakeholders can play

Older people feel valued and included through project involvement

Supporting conditions

Projects and initiatives are driven from older people's lived experience

Office for Ageing Well influences other government departments to consider implications of their policies and strategic plans for ageing well

Conditions foster collaboration and recognise the multiple roles stakeholders can play

Table 2 Statewide indicators

Strategic Priority 1				
Homes and communities enable flexibility and choice, no matter our age, needs, wants and desires				
Themes for action	Indicator	Method of measurement	Data source	Measure of success/ target following data collection
Accessible supports that make existing homes more flexible to people's changing needs and wants over time	Older people feel they are able to stay in their own homes and communities	Likert scale - strongly disagree to strongly agree	Community Perception Survey Question: To what extent do you agree with the following statement? I feel that I am able to stay in my own home and community	Increase from baseline or X% of older people report agree or strongly agree ¹
		Qualitative analysis of key informant interviews	Key informant interviews with targeted Community Perception Survey respondents to 'unpack' survey data and record stories (note key informant interviews is a well-known qualitative research method that enables detailed information to be gathered from people with knowledge and insights about a particular topic, issue or area of interest)	
		Spatial analysis of government supplied GIS data	Location/distribution of appropriate residential and aged care homes by detailed land use data by Council area/ region	Broadening of distribution of aged care homes from baseline across suburbs/regions
	Older people identify that they love where they live	Likert scale - strongly disagree to strongly agree	Community Perception Survey Question: To what extent do you agree with the following statement? I love where I live	Increase from baseline or X% of older people report agree or strongly agree
		Qualitative analysis of key informant interviews	Key informant interviews with targeted Community Perception Survey respondents to 'unpack' survey data and record stories	
Homes are flexible and can evolve over time as needs change		Likert scale - strongly disagree to strongly agree	Community Perception Survey Question: To what extent do you agree with the following statement? My home is able to meet my needs as they change over time	Increase from baseline or X% of older people report agree or strongly agree
		Qualitative analysis of key informant interviews	Key informant interviews with targeted Community Perception Survey respondents to 'unpack' survey data and record stories	
Care and support is provided when needed		Average waiting times for Aged Care Package by level of care	https://www.myagedcare.gov.au/assessment-decision-home-care-packages	Average waiting times are reduced from baseline

[1] An X% allows organisations flexibility to set targets and report improvements.

Themes for action	Indicator	Method of measurement	Data source	Measure of success/ target following data collection
Models and options for creating homes that suit a greater diversity of needs and aspirations	A diversity of housing types is provided across the State	Time series analysis of housing types	ABS Census Data Proportions of detached dwellings, semi-detached and flat, unit and apartments South Australia compared to Australia (ABS Table Builder)	Improved diversity of housing types over time
		Qualitative analysis of information gathered from focus group discussions	Focus group discussion/s with target groups e.g. older Aboriginal people, older people from CALD backgrounds, older LGBTI+ people etc	Evidence that a diversity of housing is available to meet different needs and aspirations
		Qualitative analysis of information gathered from housing providers	Survey of housing providers	
	Housing is provided in a variety of tenures across the State	Time series analysis of housing tenures	ABS Census Data Proportions of dwellings that are fully owned, being purchased, publicly rented and privately rented South Australia compared to Australia (ABS Table Builder)	Increase in less dominant housing tenure types over time
		Qualitative analysis of information gathered from focus group discussions	Focus group discussion/s with target groups e.g. older Aboriginal people, older people from CALD backgrounds, older LGIBTQ people etc	Evidence that a variety of tenures is available to meet different needs and aspirations
		Qualitative analysis of information gathered from housing providers	Survey of housing providers	

Themes for action	Indicator	Method of measurement	Data source	Measure of success/ target following data collection
	Councils have an Age Friendly Plan	Number of up to date Age Friendly Plans	South Australian Councils	Increase from baseline/ or 100%
	Older people identify that their local neighbourhood and community is age friendly (e.g. accessible and feel safe and valued)	Likert scale - strongly disagree to strongly agree Qualitative analysis of key informant interviews	Community Perception Survey Question: To what extent do you agree with the following statements? My local neighbourhood environment is easy for me to get around I feel safe in my neighbourhood and community. I feel valued in my neighbourhood and community. Key informant interviews with targeted Community Perception Survey respondents to 'unpack' survey data and record stories	Increase from baseline or X% of older people report agree or strongly agree
Affordable and accessible homes	Proportion of older people experiencing housing stress	Time series analysis of ABS data regarding housing stress	ABS Census Data Proportions of older people experiencing housing stress South Australia compared to Australia (ABS Table Builder)	Reduction from baseline or less older people experiencing housing stress
	Housing is provided utilising alternative financing options	Analysis of number of Homestart clients/ shared equity products	Homestart data	Alternative finance options are available and taken up by older people

Strategic Priority 2

A future where everyone has the opportunity, support and encouragement to maintain and develop meaningful connections

Themes for action	Indicator	Method of measurement	Data source	Measure of success/ target following data collection
Facilitate people being more connected to neighbourhoods and community (and vice-versa)	Older people feel connected to their neighbourhoods and community	Likert scale - strongly disagree to strongly agree	Community Perception Survey Question: To what extent do you agree with the following statement? I feel connected to my neighbourhood and community	Increase from baseline or X% of older people report agree or strongly agree
		Qualitative analysis of key informant interviews	Key informant interviews with targeted Community Perception Survey respondents to 'unpack' survey data and record stories	
	Older people have someone they can rely on	Likert scale - strongly disagree to strongly agree	Community Perception Survey Question: To what extent do you agree with the following statement? I have someone I can rely on	Increase from baseline or X% of older people report agree or strongly agree
		Qualitative analysis of key informant interviews	Key informant interviews with targeted Community Perception Survey respondents to 'unpack' survey data and record stories	
	A public realm that fosters connection and interaction	Audit of key policy that impacts public realm design (e.g. Planning and Design Code)	Audit of relevant policy	Evidence that the public realm fosters connection and interaction
			Professional assessment of public realm in targeted locations across the State	

Themes for action	Indicator	Method of measurement	Data source	Measure of success/ target following data collection
		Qualitative analysis of key informant interviews	Key informant interviews	
	Attendance of older people at events	Analysis of survey data	Survey of event providers e.g. Councils, Festival Centre, Fringe etc	Increase from baseline or X% of attendees at events are older people
Create diverse options for continual growth and meaningful contribution	Participation of older people in volunteering	Time series analysis of ABS data	ABS Census Data Proportions of older people who volunteer South Australia compared to Australia (ABS Table Builder)	X% of older people volunteer
	Participation of older people in paid employment	Time series analysis of ABS data	ABS Census Data Proportions of older people in paid employment South Australia compared to Australia (ABS Table Builder)	X% of older people are participating in paid employment
	Participation of older people in further education	Time series analysis of ABS data	ABS Census Data Proportions of older people in further education South Australia compared to Australia (ABS Table Builder)	X% of older people are engaged in further education

Themes for action	Indicator	Method of measurement	Data source	Measure of success/ target following data collection
	Older people participate in lifelong learning opportunities	Likert scale - strongly disagree to strongly agree Qualitative analysis of key informant interviews	Community Perception Survey Question: To what extent do you agree with the following statement? I have learnt a new skill or gained new knowledge in the last 12 months Key informant interviews with targeted Community Perception Survey respondents to 'unpack' survey data and record stories	Increase from baseline or X% of older people report agree or strongly agree
	Older people feel meaningfully engaged in decisions and processes that interest or impact them.	Likert scale - strongly disagree to strongly agree Qualitative analysis of key informant interviews	Community Perception Survey Question: To what extent do you agree with the following statement? I feel that I am meaningfully engaged in decisions and processes that interest or impact me Key informant interviews with targeted Community Perception Survey respondents to 'unpack' survey data and record stories	Increase from baseline or X% of older people report agree or strongly agree
Ensure access to transport is not a barrier for connection and contribution	Older people report that transport options (e.g. bus, train, tram, taxi, UBER/ ride share options, etc) take them where they want to go	Likert scale - strongly disagree to strongly agree Qualitative analysis of key informant interviews	Community Perception Survey Question: To what extent do you agree with the following statement? I have transport options that take me where I want to go Key informant interviews with targeted Community Perception Survey respondents to 'unpack' survey data and record stories	Increase from baseline or X% of older people report agree or strongly agree
	A range of transport options is available ranging from scheduled to on demand solutions	Analysis of available transport options	Audit of transport options available in South Australia	A variety of scheduled and on demand transport options is available

Strategic Priority 3

A future where we all have the capabilities and supports for remaining active participants throughout all life's transitions

Themes for action	Indicator	Method of measurement	Data source	Measure of success/ target following data collection
Services and supports start by focusing on what is most important to the person	Older people feel that support and services focus on the individual and what is important to them	Likert scale - strongly disagree to strongly agree Qualitative analysis of key informant interviews	Community Perception Survey Question: To what extent do you agree with the following statement? I feel that the support and services I use focus on me as an individual and what is important to me Key informant interviews with targeted Community Perception Survey respondents to 'unpack' survey data and record stories	Increase from baseline or X% of older people report agree or strongly agree
Better access to support that builds resilience and ability to cope with difficult transitions-when needed	Older people feel they have the information and support they need to navigate life change at key transition points (e.g. retirement, death of a partner, terminal illness, loss of driver's licence, change in financial circumstances etc)	Likert scale - strongly disagree to strongly agree Qualitative analysis of key informant interviews	Community Perception Survey Question: To what extent do you agree with the following statement? I have access to the information and support I need to navigate life changes at key transition points (e.g. retirement, death of a partner, terminal illness, loss of driver licence, change in financial circumstances etc) Key informant interviews with targeted Community Perception Survey respondents to 'unpack' survey data and record stories	Increase from baseline or X% of older people report agree or strongly agree
Systems and bureaucracies enable options, choice, flexibility and are outcome focussed	Government and non-government organisations align their strategies and plans to <i>South Australia's Plan for Ageing Well 2020-2025</i>	Qualitative analysis of stakeholder interviews Qualitative analysis of Government Agencies Audit Quantitative and qualitative analysis of survey of Government agencies	Stakeholder interviews with representatives from targeted South Australian State Government agencies Audit of Government agencies' contribution to ageing well Survey of Government agencies	A shared understanding of the opportunities problems and challenges facing older people Efforts are aligned to delivering better outcomes for older people

Enabling factors				
Themes for action	Indicator	Method of measurement	Data source	Measure of success/ target following data collection
Tackle ageism	Older people are portrayed in positive and diverse ways	Purposive sampling and application of inclusive and diverse language rubric and inclusive and diverse imagery rubric (refer Ageism Benchmarking Report and Toolkit, 2020)	Organisational publications such as website content, media releases and newspaper articles (refer Ageism Benchmarking Report and Toolkit, 2020)	Positive, inclusive and diverse language and imagery is used to represent older people in public discourse
		Refer other indicators regarding: <ul style="list-style-type: none"> • Older people identify that their local neighbourhood and community is age friendly (e.g. accessible and feel safe and valued) • Older people feel connected to their neighbourhoods and community 	Refer other indicators	Increase from baseline or X% of older people report agree or strongly agree
Grow diversity	Older people feel that options and choices reflect diverse needs, wants and experiences	Qualitative analysis of the range of options and choices available to older people	Audit of the options and choices available for older people with a focus on regional and remote areas, Aboriginal and Torres Strait Islander peoples, older people from CALD backgrounds, older LGBTI+ people and older single women	Evidence of a diversity of options and choices available to older people
Increase accessibility	Access to options, information and supports that enable ageing well is improved	Refer other indicators regarding <ul style="list-style-type: none"> • Older people feel meaningfully engaged in decisions and processes that interest or impact them • Older people feel they have the information and support they need to navigate life change at key transition points • Older people identify that their local neighbourhood and community is age friendly 	Refer other indicators	Increase from baseline or X% of older people report agree or strongly agree

Supporting conditions

Themes for action	Indicator	Method of measurement	Data source	Measure of success/ target following data collection
Outcomes driven	Projects and initiatives are driven from older people's lived experience	Likert scale - strongly disagree to strongly agree	Community Perception Survey Question: To what extent do you agree with the following statement? I feel that I am meaningfully engaged in decisions and processes that interest or impact me (Note this is same question as for indicator Older people feel meaningfully engaged in decisions and processes that interest or impact them.)	Increase from baseline or X% of older people report agree or strongly agree
		Qualitative analysis of key informant interviews	Key informant interviews with targeted Community Perception Survey respondents to 'unpack' survey data and record stories	
		Qualitative and quantitative analysis of targeted survey regarding engagement of older people to inform project or decision making	Survey of targeted agencies/ organisations	Increase from baseline or X% report engaging with older people to inform project or decision making Agencies/ organisations self-report that older people's lived experience has been a key driver for project or initiative outcomes
Systems perspective	Office for Ageing Well influences other government departments to consider implications of their policies and strategic plans on ageing well	Qualitative analysis of stakeholder interviews	Stakeholder interviews with representatives from targeted South Australian State Government agencies	Leaders are aware of what it means to age well
		Survey of leaders in Government agencies	Survey of Government agencies	Evidence of an ageing well lens to all policies

Themes for action	Indicator	Method of measurement	Data source	Measure of success/ target following data collection
Collaboration - The power of partnerships	Conditions foster collaboration and recognise the multiple roles stakeholders can play	Quantitative and qualitative analysis of survey to understand conditions for collaboration and level of recognition regarding role can play	Survey of targeted agencies/ organisations	Collaboration is a key feature of the project or initiative The appropriate conditions are available that foster collaboration A broad range of players and stakeholders understand the role they can play in ageing well

Office for Ageing Well specific measures

Themes for action	Indicator	Method of measurement	Data source	Measure of success/ target following data collection
Office for Ageing Well funding/grants programs deliver on SA's Plan for Ageing Well across the strategic priorities, enablers and supporting conditions (note each indicator will be reported on for: • 0-\$15,000 • \$15-\$30,000 • \$30,000 - \$45,000 • \$45,000 plus)	Office for Ageing Well projects or initiatives align to the Plan	Qualitative and quantitative analysis of Office for Ageing Well Grant/Funding Recipient Self-Assessment Survey	Office for Ageing Well Grant/ Funding Recipient's Self-Assessment Survey	X% report successful delivery of project objectives Older people/ stakeholders/project deliverers report positive stories of impact
		Qualitative analysis of project feedback	Office for Ageing Well project feedback/reports	
	Projects or initiatives contribute to the three strategic priority areas of the Plan	Qualitative and quantitative analysis of Office for Ageing Well Grant/Funding Recipient Self-Assessment Survey	Office for Ageing Well Grant/ Funding Recipient's Self-Assessment Survey	X% report project outcomes that contribute to strategic priority 1 X% report project outcomes that contribute to strategic priority 2 X% report project outcomes that contribute to strategic priority 3
		Qualitative analysis of focus groups or key informant interviews	Focus group or key informant interviews with older people/project partners/project participants to understand impact and record stories (use of Question Bank for key lines of enquiry)	Older people/project partners/project participants report positive stories of impact

Office for Ageing Well specific measures

Themes for action	Indicator	Method of measurement	Data source	Measure of success/ target following data collection
	Older people's lived experience drives project or initiative outcomes	Likert scale - strongly disagree to strongly agree and qualitative analysis of Office for Ageing Well Grant/Funding Recipient Self-Assessment Survey	Office for Ageing Well Grant/ Funding Recipient's Self-Assessment Survey	Older people's lived experience has been a key driver for project or initiative outcomes
	Older people are engaged in the planning, implementation and assessment of projects or initiatives	Likert scale - strongly disagree to strongly agree and qualitative analysis of Office for Ageing Well Grant/Funding Recipient Self-Assessment Survey	Office for Ageing Well Grant/ Funding Recipient's Self-Assessment Survey	Older people are engaged in the planning, implementation and assessment of projects or initiatives
	Awareness and capacity about ageing well is built across sectors	Likert scale - strongly disagree to strongly agree and qualitative analysis of Office for Ageing Well Grant/Funding Recipient Self-Assessment Survey	Office for Ageing Well Grant/ Funding Recipient's Self-Assessment Survey	Awareness and capacity about how to contribute to ageing well has been an outcome of the project or initiative
	Conditions foster collaboration and recognise the multiple roles stakeholders can play	Likert scale - strongly disagree to strongly agree and qualitative analysis of Office for Ageing Well Grant/Funding Recipient Self-Assessment Survey	Office for Ageing Well Grant/ Funding Recipient's Self-Assessment Survey	Collaboration is a key feature of the project or initiative

Office for Ageing Well specific measures

Themes for action	Indicator	Method of measurement	Data source	Measure of success/ target following data collection
		Quantitative and qualitative analysis of survey	Survey of Office for Ageing Well partners about collaboration and roles	The appropriate conditions exist that foster collaboration and roles are understood
	Older people feel valued and included through project involvement	Likert scale - strongly disagree to strongly agree and qualitative analysis of Office for Ageing Well Grant/Funding Recipient Self-Assessment Survey	Office for Ageing Well Grant/Funding Recipient's Self-Assessment Survey	Project outcomes contribute to an inclusive society where older people feel valued and included
		Purposive sampling and application of inclusive and diverse language rubric and inclusive and diverse imagery rubric (refer Ageism Benchmarking Report and Toolkit, 2020)	Organisational publications such as website content, media releases and newspaper articles (refer Ageism Benchmarking Report and Toolkit, 2020)	Positive, inclusive and diverse language and imagery is used to represent older people in public discourse Increase from baseline in positive, inclusive and diverse language and imagery to represent older people in public discourse

3.1 How will this Framework be Implemented?

The Framework will be implemented and tested in November 2021 to establish (selected) benchmarking data. A further process will be undertaken mid-way through the Plan (2023) and again in year 5 of the Plan’s implementation.

Once benchmarking data is established, measures of success or targets (X%) can be further refined and/or identified.

3.2 Analysis and Reporting

Data and information will be collated and documented using the format set out in Table 4.

An infographic will be prepared providing a high-level summary of key statewide indicators.

Further work will be done to identify how collective efforts can be reported on to give a more comprehensive statewide picture of trends in ageing well across government and non-government agencies, local government, organisations and groups. A wide range of activities will be underway that supports ageing well, which may not be captured via the implementation of data collection processes identified by this Framework.

Table 4 Reporting format

Strategic priority	Theme for action	Indicator	Results	Commentary/ analysis of results	Attainment scale in relation to measure of success/target (e.g. high, medium, low or directional arrow ↑⇒↓)

Appendix A

Example tools to support data collection

Community Perception Survey

[To be implemented via Survey Monkey]

[landing page, introductory words]

Office for Ageing Well wants to understand how older South Australians are feeling about a range of aspects and importantly, if you consider that you are 'living well'.

Living well involves:

- > Having homes and communities that enable flexibility and choice, and support us to live how we choose, no matter our age, needs, wants and desires
- > A future where everyone has the opportunity, support and encouragement to maintain and develop meaningful connections.
- > A future where we all have the capabilities and supports for remaining active participants throughout all life's transitions such as retirement, death of a partner, terminal illness, loss of driver's licence, change in financial circumstances etc.

To help us understand if you are living well, please answer the following questions. Your responses will be anonymous and will be used by Office for Ageing Well to help focus efforts and resources that support older South Australians to live well.

[Questions 1 to 11 to be forced response i.e. must be answered and use scale of 5 intervals ranging from strongly agree to strongly disagree]

Question 1

To what extent do you agree with the following statement?

I feel that I am able to stay in my own home and community.

Question 2

To what extent do you agree with the following statement?

I love where I live.

Question 3

To what extent do you agree with the following statement?

My home is able to meet my needs as they change over time.

Question 4

To what extent do you agree with the following statement?

My local neighbourhood environment is easy for me to get around.

Question 5

To what extent do you agree with the following statement?

I feel safe in my neighbourhood and community.

Question 6

To what extent do you agree with the following statement?

I feel valued in my neighbourhood and community.

Question 7

To what extent do you agree with the following statement?

I feel connected to my neighbourhood and community.

Question 8

To what extent do you agree with the following statement?

I have someone I can rely on.

Question 9

To what extent do you agree with the following statement?

I feel that I am meaningfully engaged in decisions and processes that interest or impact me.

Question 9

To what extent do you agree with the following statement?

I have transport options that take me where I want to go.

Question 10

To what extent do you agree with the following statement?

I have learnt a new skill or gained new knowledge in the last 12 months

Question 11

To what extent do you agree with the following statement?

I feel that the support and services I use focus on me as an individual and what is important to me.

Question 12

To what extent do you agree with the following statement?

I have access to the information and support I need to navigate life changes at key transition points (e.g. retirement, death of a partner, terminal illness, loss of driver's licence, change in financial circumstances etc)

Question 13

Is there anything else you would like to share about being an older South Australian and living well?

[unforced response, free form text, up to 250 characters]

Question 14 [forced response]

Would you mind being contacted to discuss the overall results of this survey via telephone? All contact details will be kept private and responses anonymous.

Yes/no

[If respond yes, prompt for name and telephone number]

A bit about you

Question 15

How would you best describe your living arrangements? (tick all that apply) [forced response, may tick more than one]

I live independently at home I live at home with support

I live in a retirement village

I live in a supported residential care facility I live in a rental property

I live in a home I own or are paying a mortgage for

Question 16

Do you identify as: [forced response, tick a box, one response only]

Male

Female

LGBTI+

Prefer to self describe [insert free form text] Prefer not to say

Question 17

Are you: forced response, tick a box, one response only]

From a non-English speaking background

Aboriginal and Torres Strait Islander Other (please specify)

Question 18

Do you live in a: forced response, tick a box, one response only]

Regional area

Remote area Metropolitan area

Question 19

What is your age range? [forced response, tick a box, one response only]

50-59 years

60-69 years

70-79 years

80 years plus

Thank you for completing this survey. Office for Ageing Well appreciates the time you have taken to share your views.

Question Bank

Questions for key informant interviews to explore Community Perception Survey results

These questions need to be developed once data is collated from the Community Perception Survey. Examples of lines of enquiry that will provide deeper exploration of survey responses are provided below.

Introductory words

You recently completed a survey that asked a range of questions to help Office for Ageing Well understand how older South Australians are feeling about a range of aspects and importantly, if you consider that you are 'living well'. At the end of the survey you identified that you would be happy to be contacted to discuss the overall results of this survey in more detail.

Examples of the approach to key lines of enquiry to explore the survey results in more detail

Results from the Community Perception Survey show that many people who responded feel that they are able to stay in their own home and community.

Why do you think people responded that way?

What key things do you think support people to stay in their own home and community as they get older?

Or

Results from the Community Perception Survey show that many people who responded don't feel that they are able to stay in their own home and community. Why do you think people responded that way?

What key things prevent people from staying in their own home and community as they get older?

ABS data collection requirements

- > All data to be presented as time series for last two Census periods
- > South Australia compared to Australia
- > When data calls for proportion of older people needs breakdown as follows:
 - o age 50 plus total (compile all data as one age cohort)
 - o 50-59 years
 - o 60-69 years
 - o 70-79 years
 - o 80-89 years
 - o 90-99 years
 - o 100 years plus

Data to be collated for the following:

1. Proportions of detached dwellings, semi-detached dwellings, and flats, units and apartments
2. Proportions of dwellings that are fully owned, being purchased, publicly rented and privately rented
3. Proportions of older people experiencing housing stress
4. Proportions of older people who volunteer
5. Proportions of older people in further education
6. Proportions of older people in paid employment

GIS

Spatial analysis of GIS data

- > Location/distribution of aged care homes by detailed land use data by Council area/region

Audit tool for reviewing other government agency strategic/corporate plans for contribution to *South Australia’s Plan for Ageing Well 2020-2025*

Government agency			
Name and date of corporate /strategic plan			
Does the Plan explicitly cross-reference <i>South Australia’s Plan for Ageing Well 2020-2025</i> ? (yes/no)			
If yes, briefly describe how and where in the Plan			
If no, describe how your Agency’s Plan aligns with <i>South Australia’s Plan for Ageing Well 2020-2025</i> generally?			
What else does your Agency do that contributes to ageing well in South Australia?			
Colour coding assessment of Agency alignment with/ contribution to <i>South Australia’s Plan for Ageing Well 2020- 2025</i> (High=green, Moderate= blue, Low/none=orange)			

[note this will be provided in electronic format via SurveyMonkey]

Grant/Funding Recipient Self-Assessment Survey

Understanding the impact of projects/initiatives on ageing well in South Australia

As part of the close out process for [insert grant or funding stream] Office for Ageing Well would appreciate if you could complete this self-assessment survey. This information will help us understand the impact of your project/initiative on ageing well in South Australia and how it has contributed to older people living good lives.

Date	
Name of organisation	
Contact person name	
Contact person email	
Contact person phone number	
Funding amount received (please tick one)	
<input type="checkbox"/> \$0 to \$15,000	
<input type="checkbox"/> \$15,000 to \$30,000	
<input type="checkbox"/> \$30,000 to \$45,000	
<input type="checkbox"/> \$45,000 plus	
Outcomes that contribute to the achievement of South Australia's Plan for Ageing Well strategic priorities	
1.	Which of the following strategic priorities are most relevant to your project or initiative? 1. Home and community-there is no place like home <input type="checkbox"/> 2. Meaningful connections-the key to a good life <input type="checkbox"/> 3. Navigating change-building resilience <input type="checkbox"/>
2.	Identify three key ways your project or initiative has contributed to ageing well in South Australia and contributed to older people living good lives. Contribution 1. Contribution 2. Contribution 3.

3.	To what extent do you agree with the following statement? <i>We succeeded in achieving the original objectives we identified for our project or initiative.</i>						
	Strongly agree	Agree	Somewhat agree	Neutral	Somewhat disagree	Disagree	Strongly disagree
4.	To what extent do you agree with the following statement? <i>Our project or initiative has helped tackle ageism and promote positive ageing.</i>						
	Strongly agree	Agree	Somewhat agree	Neutral	Somewhat disagree	Disagree	Strongly disagree
5.	To what extent do you agree with the following statement? <i>We worked with older people and drew on their lived experiences to drive the outcomes of our project or initiative.</i>						
	Strongly agree	Agree	Somewhat agree	Neutral	Somewhat disagree	Disagree	Strongly disagree
6.	To what extent do you agree with the following statement? <i>Our project or initiative helped build awareness and capacity about how others can contribute to ageing well.</i>						
	Strongly agree	Agree	Somewhat agree	Neutral	Somewhat disagree	Disagree	Strongly disagree
7.	To what extent do you agree with the following statement? <i>We collaborated with others to undertake this project or initiative.</i>						
	Strongly agree	Agree	Somewhat agree	Neutral	Somewhat disagree	Disagree	Strongly disagree
8.	What are two key learnings from this project or initiative that can help others wanting to contribute to ageing well in South Australia? Learning 1. Learning 2.						
	Thank you for completing this feedback.						

Question Bank

Questions for focus group discussion, key informant interview or small meeting to understand the impact of projects/initiatives on ageing well in South Australia

The following information and questions can be used to guide conversation to help gather stories about how projects and initiatives have impacted the lives of older people. Not all questions may be needed depending on the project or target audience. Anyone can use these to gather and record stories such as Office for Ageing Well, project partners and older people themselves.

Introductory words

Office for Ageing Well wants to understand the impact of the projects and initiatives it funds on ageing well in South Australia and how they enable older people to live good lives.

Through deep conversations and storytelling, Office for Ageing Well can understand the impact of different interventions on the lives of older people and learn from these experiences.

In particular, Office for Ageing Well is interested in hearing stories from older people themselves to better understand how their lives have been positively impacted as a result of a project or initiative and how it has enabled them to live well.

What is living well?

Living well involves:

- > Having homes and communities that enable flexibility and choice, and support us to live how we choose, no matter our age, needs, wants and desires.
- > A future where everyone has the opportunity, support and encouragement to maintain and develop meaningful connections.
- > A future where we all have the capabilities and supports for remaining active participants throughout all life's transitions such as retirement, death of a partner, terminal illness, loss of driver's licence, change in financial circumstances etc.

Enabling older people to live good lives

- > Reflecting on those aspects above that contribute to living a good life, what difference has [insert name of project or initiative] made to the lives of older people?
- > In what ways has [insert name of project or initiative] enabled older people to live well?

Drawing on the lived experiences of older people

- > How were older people involved in the planning and delivery of [insert name of project or initiative]?
- > What outcomes have resulted due to the involvement of older people in [insert name of project or initiative]?

Raising awareness and building capacity

- > In what ways did [insert name of project or initiative] help build the awareness and capacity of others about how they can contribute to ageing well?
- > What were the benefits of building awareness and capacity about ageing well in others?

Collaboration

- > What three key words or terms describe what collaboration looked like for [insert name of project or initiative]?
- > Did the different stakeholders and those involved in [insert name of project or initiative] understand their role in relation to contributing to ageing well?
- > What have been the benefits of collaborating across different sectors and stakeholders?

Tackling ageism

- > What impact has [insert name of project or initiative] had on helping to tackle ageism and promote positive ageing?

Learning and continuous improvement

- > What are two key learnings from [insert name of project or initiative] that can help others wanting to contribute to ageing well in South Australia?

For more information

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