



**Government
of South Australia**

SA Health

Office for the Ageing 2016-17 Annual Report

Office for the Ageing

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To:

Honourable Zoe Bettison, M.P.

Minister for Ageing

Minister for Communities and Social Inclusion

Minister for Social Housing

Minister for the Status of Women

Minister for Multicultural Affairs

Minister for Youth

Minister for Volunteers

This annual report is presented to Parliament to meet the statutory reporting requirements of *Office for the Ageing Act 1995*; *Retirement Villages Act 1987* and *Regulations 2006*, and meets the requirements of Premier and Cabinet Circular *PC013 Annual Reporting*.

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

Submitted on behalf of the Office for the Ageing by:

Skye Jacobi

Executive Director Policy and Governance

Finance and Corporate Services



22 / 09 / 2017

Signature

Date

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

Agency purpose or role

Office for the Ageing is included in the Department for Health and Ageing Annual Report on the SA Health Website.

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

Objectives

Office for the Ageing is included in the Department for Health and Ageing Annual Report on the SA Health Website.

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

Key strategies and their relationship to SA Government objectives

Key strategy	SA Government objective
<p><i>Office for the Ageing is included in the Department for Health and Ageing Annual Report on the SA Health Website.</i></p> <p><i>Refer to: www.sahealth.sa.gov.au</i></p>	<p><i>Economic Priority 3: A global leader in health and ageing</i></p> <p><i>Strategic Priority 5: Safe communities, healthy neighbourhoods</i></p> <p><i>State Ageing Plan priorities: Health, Well-being and Security; Social and Economic Participation; All-ages-friendly communities.</i></p> <p><i>Strategy to Safeguard the Rights of Older South Australians 2015-21 and Action Plan</i></p> <p><i>Age Friendly SA Strategy five key priorities</i></p>

Agency programs and initiatives and their effectiveness and efficiency

Program name	Indicators of performance/effectiveness/efficiency	Comments
<p><i>Office for the Ageing is included in the Department for Health and Ageing Annual Report on the SA Health Website.</i></p> <p><i>Refer to: www.sahealth.sa.gov.au</i></p>		

Legislation administered by the agency

Office for the Ageing Act 1995
Retirement Villages Act 1987 and Regulations 2006

Organisation of the agency

The Office for the Ageing Organisation Chart is included in the Department for Health and Ageing Annual Report on the SA Health Website.

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

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

Department for Communities and Social Inclusion
Department for Health and Ageing

Employment opportunity programs

Program name	Result of the program
DHA supports OFTA staff to access all DHA opportunity programs.	<i>The Department for Health and Ageing Annual Report on the SA Health Website includes key programs available to staff. Refer to www.sahealth.sa.gov.au</i>

Agency performance management and development systems

Performance management and development system	Assessment of effectiveness and efficiency
DHA supports OFTA staff to access all DHA programs.	<i>The Department for Health and Ageing Annual Report on the SA Health Website includes key systems available to staff. Refer to www.sahealth.sa.gov.au</i>

Occupational health, safety and rehabilitation programs of the agency and their effectiveness

Occupational health, safety and rehabilitation programs	Effectiveness
DHA supports OFTA staff to access all DHA programs.	<i>The Department for Health and Ageing Annual Report on the SA Health Website includes key programs available to staff. Refer to www.sahealth.sa.gov.au</i>

Fraud detected in the agency

Category/nature of fraud	Number of instances
Nil to report.	0

Strategies implemented to control and prevent fraud

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

Data for the past five years is available at: <https://data.sa.gov.au/data/organization/sa-health>

Whistle-blowers' disclosure

Number of occasions on which public interest information has been disclosed to a responsible officer of the agency under the *Whistle-blowers' Protection Act 1993* 0

Data for the past five years is available at: <https://data.sa.gov.au/data/organization/sa-health>

Executive employment in the agency

Executive classification	Number of executives
This data is available on Data SA - South Australia Government Data Directory and is highlighted in the DHA Annual Report on the SA Health Website. <i>Refer to:</i> www.sahealth.sa.gov.au	0

Data for the past five years is available at: <https://data.sa.gov.au/data/organization/sa-health>

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

Consultants

The following is a summary of external consultants that have been engaged by the agency, the nature of work undertaken and the total cost of the work undertaken.

Consultants	Purpose	Value
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Consultants	Purpose	Value
All consultancies below \$10,000 each <i>This data is available on Data SA- South Australia Government Data Directory and is included in the DHA Annual Report on the SA Health Website. Refer to: www.sahealth.sa.gov.au</i>		***
Consultancies above \$10,000 each		
<i>This data is available on Data SA- South Australia Government Data Directory and is included in the DHA Annual Report on the SA Health Website. Refer to: www.sahealth.sa.gov.au</i>		***
Business name		
Total all consultancies		***

Data for the past five years is available at: <https://data.sa.gov.au/data/organization/sa-health>

See also <https://www.tenders.sa.gov.au/tenders/index.do> for a list of all external consultancies, including nature of work and value. See also the Consolidated Financial Report of the Department of Treasury and Finance <http://treasury.sa.gov.au/> for total value of consultancy contracts across the SA Public Sector.

Financial performance of the agency

The following is a brief summary of the overall financial position of the agency. The information is unaudited. Full audited financial statements for 2016-17 are attached to this report.

*The Department for Health and Ageing Annual Report on the SA Health Website includes the financial performance of Office for the Ageing.
Refer to: www.sahealth.sa.gov.au*

Other financial information

*The Department for Health and Ageing Annual Report on the SA Health Website includes the financial performance of Office for the Ageing.
Refer to: www.sahealth.sa.gov.au*

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

The Department for Health and Ageing Annual Report on the SA Health Website includes information of other reported areas of Office for the Ageing.

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

Section B: Reporting required under any other act or regulation

<p>Name and date of act or regulation</p> <p><i>Office for the Ageing Act 1995</i></p>
<p>Office for the Ageing - Part 2</p> <p>6-Annual Report</p> <p>(1) The Director must, on or before 31 October in each year, provide a report to the Minister on the administration of this Act during the preceding financial year.</p>
<p>Office for the Ageing administers the <i>Office for the Ageing Act 1995</i> with responsibility for the development and co-ordination of strategic ageing policies and programs in line with the key priorities of the State Ageing Plan, and fostering innovation and strategic partnerships across state, Commonwealth and local government, non-government organisations, and the community.</p> <p>Office for the Ageing leads a range of reforms to strengthen the rights and improve the lives of older people in South Australia, in line with the priorities of the South Australian Government. Recognising the strong role of older people as significant contributors to their families, communities and the economy, Office for the Ageing brings together older South Australians, researchers, local and state government agencies, policy makers and industry to realise the South Australia Government's vision of creating an all-ages-friendly state.</p> <p>Office for the Ageing has the following objectives under the <i>Office for the Ageing Act 1995</i>:</p> <ul style="list-style-type: none"> • to achieve proper integration of the ageing within the total community thus ensuring that the skills and experience of the ageing are not lost to the community through social alienation; • to create social structures in which the ageing are able to realise their full potential as individuals and as members of the community; • to create a social ethos in which the ageing are accorded the dignity, appreciation and respect that properly belong to them; • to ensure that the multicultural nature of the community is reflected in the planning and implementation of programs and services for the ageing or affecting the ageing; • to achieve a proper understanding within the community of the problems of the ageing and to ameliorate those problems so far as it is practicable to do so by modification of social structures and attitudes. <p>From these objectives, <i>Prosperity through Longevity: South Australia's Ageing Plan 2014-19</i> outlines three key priorities that strengthen public value through bringing the community together to create an all-ages-friendly state by:</p> <ul style="list-style-type: none"> • improving the health, wellbeing and security of older South Australians; • promoting opportunities that increase the social and economic participation of older South Australians; and • supporting the development of all-ages-friendly communities, which are inclusive and accessible to people of all ages.

During 2016-17, Office for the Ageing achieved outcomes for older South Australians in line with state government strategic and economic priorities, and contributed to public value through implementation of three key strategies:

1. Developed and coordinated State government policies and strategies aimed at maximising the health, wellbeing and security of older people, improving opportunities for social and economic participation, and encouraging development of all-ages-friendly communities in partnership with older South Australians, universities, government and non-government organisations.
2. Strengthened the rights and enhanced the wellbeing of older South Australians through coordinated programs, research and related activities.
3. Developed and improved practices, resources and tools to ensure the diverse needs and interests of older people are represented in the development of policies, programs, services or projects that affect them.

In 2016-17, Office for the Ageing delivered a range of programs aligned to its legislative requirements and key objectives, a number of which are highlighted below.

Age Friendly SA

In late 2016, Office for the Ageing held the first State-wide Conversation with Older South Australians to explore issues such as sense of purpose, contribution to society, relationships and how the future will look. More than 425 older people from across South Australia participated in over 50 separate community conversations, which reinforced the importance of feeling valued, maintaining independence and staying connected, and informed the priorities of the *Age Friendly SA Strategy*.

The *Age Friendly SA Strategy* was launched in May 2017 at an event to engage local government leaders around the strategic value of age friendly and the important leadership role of Councils in developing age friendly communities. Through inspiring innovation and commitment, the *Age Friendly SA Strategy* promoted and established new partnerships across sectors to increase South Australia's liveability for people of all ages.

An Age Friendly SA Grant Round was established as an early action under the *Age Friendly SA Strategy* to provide grants of up to \$25,000 to deliver projects that contribute to an age friendly South Australia. Eight Age Friendly SA Grants, totaling \$150,000 were awarded to metropolitan and regional local Councils and community organisations in 2016-17, including a specific northern suburbs grant in support of the Northern Economic Plan.

Focused around the key themes of 'Intergenerational Connectedness' and 'Time, Talents and Energy,' the 2016-17 Age Friendly SA Grant projects supported older South Australians aged over fifty years, to connect to their communities, including regional, develop relationships across generations, and participate in meaningful activities to share their existing talents or learn new skills.

Safeguarding the Rights of Older South Australians

The *Strategy to Safeguard the Rights of Older South Australians Action Plan 2015-2021* sets out the South Australian Government's commitment to addressing elder abuse awareness, prevention and response, with a number of significant projects undertaken in 2016-17.

On World Elder Abuse Awareness Day, Office for the Ageing launched its third *Stop Elder Abuse* media campaign, which ran for six weeks over July and July 2017 and focussed on raising awareness amongst volunteers and carers, as well as the general community. The *Stop Elder Abuse* campaign sends a clear message to the community: that elder abuse can be stopped, and directs people with concerns to call the South

Australian Elder Abuse Prevention Phone Line or visit the Stop Elder Abuse website.

Another key action in 2016-17, was a partnership with the University of Adelaide School of Nursing to develop an Elder Abuse Simulation Learning Tool. This tool, is publically available on the Stop Elder Abuse Website, aims to help students across a range of disciplines recognise the signs of elder abuse and where to go for information or support.

Seniors Card Program

In 2016-17, the Seniors Card Program supported social and economic participation of older people and their connectedness to the community, by increasing access to and utilisation of free public transport, important information about community news, events and services, and discounts and entitlements available through participating businesses supporting South Australia to be an affordable place to live. In 2016-17, 9000 new Seniors Card registered memberships, bringing the total number of Seniors Card holders to 370,000, while 5,000 additional subscriptions to Weekend Plus digital magazine, increased the total to 60,000 subscribers. Public transport validations by Seniors Card members increased by 1.6 per cent to a total of 8,112,071, validations of which 6,799,685 or 84 per cent were made during free periods, and 1,312,386 or 16 percent of validations during paid periods. The number of 2017 Seniors Card business partners increased by 20 per cent to 666, of these approximately 50 per cent were registered metropolitan business partners and 50 per cent regional.

Over 22,000 queries were responded to by the Seniors Card Unit, registered members with the Feedback Network increased to 3182, and 75 per cent of respondents subscribed to WeekendPlus rated the overall appearance and content of WeekendPlus as excellent or very good.

Aged Care Assessment Program

In 2016-17, Aged Care Assessment Teams (ACATs) comprehensively assessed the needs of frail older people and approved access to Commonwealth funded aged care services, actioning 14611 referrals.

As one of the highest performing jurisdictions, South Australia achieved a 3 per cent increase in assessments, from 12,827 assessments completed in 2015-16, to 13,245 assessments in 2016-17. South Australia maintained a timely performance in the completion of assessments, with the median days from referral to assessment approval currently at 7 days, compared to 13 days nationally. 95% of all assessments are completed in South Australia within 35 days compared to 98 days nationally.

Name and date of act or regulation

Retirement Villages Act 1987

Retirement Villages Regulations 2006

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

In 2016-17, legislative requirements under the Act were managed by the retirement village team including 1 ASO-7 Chief Retirement Villages Officer, 2 x AS05 Senior Retirement Villages Officers and an AS0-4 Retirement Villages Officer. Activities included:

- Responding to 790 enquiries relating to matters associated with resident or administering authority rights and responsibilities under the Act
- Conducting 97 meetings and information sessions with residents & interested groups
- Delivering monthly “retirement village information” sessions presented at the Catalyst Foundation
- Conducting 3 mediation sessions
- Providing advice and recommendations to the Minister and Parliament.

The Retirement Villages Bill completed its passage through Parliament in November 2016. Regulations to support the Retirement Villages Act 2016 were subject to public consultation in April and May 2017. New legislation will commence 1 January 2018.

As at 30 June 2017, 531 retirement villages were registered across the state, operated by 160 companies, groups or organisations. Information about registered retirement villages in South Australia is available on Data SA at <https://data.sa.gov.au/data/dataset/retirement-villages-register/resource/6abdc454-bcea-4ca1-9ae4-bc94509127f0>

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

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

There were **18,470** residences in retirement villages in South Australia. Calculations based on past census data showed that 60 per cent of all residences (10,941) were housed by one person only while the remaining 40 per cent (7,294) of residences had dual occupancy. It could be estimated that the number of people living in retirement villages totalled approximately **25,858**.



There were **146** villages with exemptions under the *Retirement Villages Act 1987*:

- 4 x s18: with client consent, no need to hold premium in Trust
- 46 x s22: can have consolidated meetings and financial reports
- 96 x s22 & s23: can have consolidated meetings, financial reports & interim financial reports.

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

Retirement Villages Survey

The Office for the Ageing engaged the University of Adelaide to undertake a survey of retirement village residents and operators in late 2016. With a new legislative regime imminent, the results of the survey aimed to provide valuable insight into the industry and its residents, a greater awareness of the ageing population and a baseline into an increasingly important part of South Australia's housing landscape. There was a strong response to the survey from residents, with 2,154 responses from some 240 villages across the state. A small number of residents reported to be receiving assistance with some activities for daily living, housework the most common reported support followed by transport. Nearly a quarter of residents responding to the survey reported they did not seek any contractual advice on their contract prior to entering the village. For those who did seek advice, over half received that advice from the village salesperson. Of concern is that only a small proportion of residents received legal or financial advice prior to signing their contract. The full report is available at:

<http://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/about+us/department+of+health/office+for+the+ageing/resources+about+ageing>

Reporting required under the *Carers' Recognition Act 2005*

The *Carers' Recognition Act* is deemed applicable for the following: Department for Communities and Social Inclusion, Department for Education and Child Development, Department for Health and Ageing, Department of State Development, Department of Planning, Transport and Infrastructure, South Australia Police and TAFE SA.

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

The Department for Health and Ageing Annual Report on the SA Health Website includes key programs available to staff. Refer to: www.sahealth.sa.gov.au

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

Summary of complaints by subject

A whole of SA Health response is provided in the Department for Health and Ageing 2016-17 Annual Report, which can be accessed on the [SA Health website](#).

Data for the past five years is available at: <https://data.sa.gov.au/data/organization/sa-health>

Complaint outcomes

A whole of SA Health response is provided in the Department for Health and Ageing 2016-17 Annual Report, which can be accessed on the [SA Health website](#).

Appendix: Audited financial statements 2016-17

2016-17 Office for the Ageing financial statements are included in the Department for Health and Ageing Annual Report on the SA Health Website. Refer to: www.sahealth.sa.gov.au