

# Service Review

## Disability Service Review

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Date: October 2017

Version: 2

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# Executive Summary

## Purpose of review

The introduction of the National Disability Insurance Scheme (NDIS) from January 2018 will result in significant changes to how disability services are delivered and funded. These proposed changes present a number of immediate challenges and opportunities for local government.

This report details the findings of the review of the programs currently being funded by state government through agreements with the Department of Communities and Social Inclusion (National Disability Agreement – NDA and the Home and Community Care program – SA HACC). The review has been undertaken to better understand current unit costs, alignment with emerging community needs and the external funding environment.

The objectives of this review were to identify whether the service is:

- appropriate, in terms of legislation, councils role and strategic objectives;
- meeting the needs of our communities;
- being delivered in an efficient and effective manner; and
- meeting any necessary quality standards.

This report considers a number of different options regarding the disability services provided by the Active Ageing and Disability Team and makes recommendations in relation to future service provision.

A detailed list of all review objectives is included in the Review Scope at Appendix 1.

To assist your understanding and reading of this report, a list of definitions and acronyms used throughout the report is provided at Appendix 2. An overview of NDIS is also provided at Appendix 3.

## Recommendations

Based on the review undertaken, the following recommendations are being made:

### Recommendations

1. Delivery of a Transition Program as a registered NDIS provider.
  - Register with NDIS to provide community participation, coordination, support and transport services.
  - Advocate with state government to fund clients who are not eligible for NDIS.
  - Accept state government funding if available for 2018-19 financial year to continue to deliver services for clients who are not eligible for NDIS.
  - Transition clients receiving home assist and personal care services to existing providers such as ACH Group.
  - Support clients through the delivery of our Community Links program who have 'fallen through the cracks' by advocating for them with other agencies and supporting them to access appropriate services.
  - Proactively engage with the Local Area Coordinator when appointed to facilitate transition for clients.
  - Evaluate service delivery of our Disability program in early 2019 considering client numbers, market capacity, funding income, legislative requirements and future NDIS service provider status.

2. Submit a report to Council in March 2019 on the evaluation of our '2018 Disability Program Service Delivery' and recommend a service delivery model for disability services in 2019-2020 and ongoing.
3. Review our Disability Access and Inclusion Management Plan to align the objectives, aims and actions with the SA Disability Inclusion Bill 2017.
4. Implement appropriate measures to manage the recommended 2018 service delivery option based on the findings of this review.

### **Rationale for recommendations**

The following rationale supports the recommendations being made above:

- The environmental scanning undertaken identified that in other states where NDIS has been rolled out, the time taken to transition clients to be assessed for eligibility is significant and in some cases has taken up to 18 months.
- Registration with NDIS provides the best chance for the impact of changes to be minimised for clients already participating in services delivered.
- Estimations have been made in relation to the number of clients likely to be eligible for NDIS. The time allowed for a transition period will enable the impact on clients to be tracked and supports implemented as required to minimise these.
- Benchmarking activities identified that our demographics, funding sources and service mix was reasonably aligned with City of Salisbury and City of Playford. The response of both of these councils has been to register as an NDIS provider, focussing on the provision of services that achieve community inclusion outcomes, resource a transition program, during which time detailed scenario modelling of preferred service options will be undertaken.
- Analysis of the strategic alignment of existing programs with a range of frameworks and policy documents at state and local levels supports the targeted delivery of services that are not widely available in the community and continue to support those in the community not eligible for funded supports.
- Legal advice received in relation to the National Competitive Policy and council being a provider of services in a competitive market, confirms council to be well placed in providing a unique service to the community that is unlikely to be operating in direct competition with other operators in the market.
- Feedback from engagement undertaken with program participants relating to the importance of our social programs supports the continuation of services that enable clients to be connected with others, their community and improves their wellbeing.
- Recent media reports have indicated that the NDIS rollout in South Australia may miss the July 2018 deadline, noting that they are not meeting their targets. This makes it important that as a council we plan to support our disability program participants in 2018 as they transition to NDIS.
- Local market analysis undertaken confirms that programs with a social inclusion focus are unique in the disability sector so that council can provide a service that is likely to be well supported.
- Financial modelling of current service costs and the impact of funding changes has shown that this is a viable service delivery option and can be implemented within existing resources and budgets.

- Monitoring of sector impacts of the NDIS roll out in relation to service provision and client participation in the scheme will be critical in undertaking informed analysis of impacts on future service delivery options.
- Improved management of client information and internal processes will enable an increased reliance to be able to be placed on data captured (participation, spend, income) to provide an informed position when setting future service delivery options.
- Evaluation of the 2018 recommended service delivery option early in 2019 will inform what service we provide into the future and include consideration of NDIS service provider registration.

### **Key findings**

In addition to the rationale for recommendations provided above, the following findings have been noted during the course of the review.

- Financial modelling of current service costs provides an indicative reference to the estimated future cost of service provision. All estimations have been modelled on the 2016-17 budget.
- Monitoring of sector impacts of the NDIS roll out in relation to service provision and client participation in the scheme will be critical in undertaking informed analysis of impacts on future service delivery options.
- Improved management of client information and internal processes will enable an increased reliance to be able to be placed on data captured (participation, spend, income) to provide an informed position when setting future service delivery options.
- A review focussing on the value and efficiency of services, early in 2019 will ensure the impact of services provided to the community have the greatest impact and benefit to those participating.
- Development of a new business model will require a review of our service delivery to better understand unit costs, alignment with emerging community needs and the external funding environment, and co design of future provision in partnership with our communities and local service providers.

### **Options considered**

In addition to the recommended service delivery option, the following options were also considered as part of this review:

- Stop the service from 30 June 2018.
- Continue to provide a service, not registering as an NDIS provider with a focus on transition for 2018, offering support for ineligible clients through our Community Links program.
- Employment of a project officer to revise our Disability Access and Inclusion Management Plan.

An overview of each of these options, including an analysis of the risks and opportunities for each option is presented at Section 5 of this report.

# 1 Introduction

## 1.1 Reason for the review

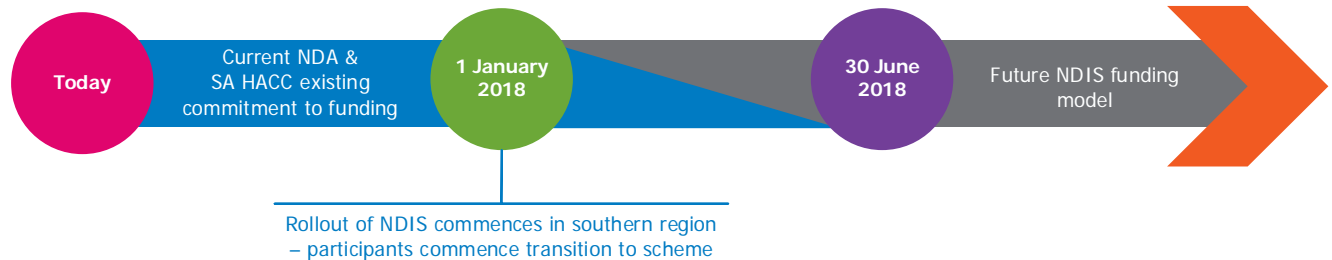


Diagram 1: Timeline of key dates

The introduction of the southern region rollout of the National Disability Insurance Scheme (NDIS) from January 2018 will result in significant changes to how disability services are delivered and funded. As shown in Diagram 1, the funding currently received from DCSI will start to decline from 1 January 2018 as clients transition to the NDIS, with funding ceasing as at 30 June 2018.

*The provision of disability services is changing to focus on the principles of choice and control, market competition between providers and a focus on restorative care and wellbeing. People impacted by changes to funding are adults aged between 18 to 65 years living with a disability or are a carer of a person with a disability.*

Please refer to the overview of NDIS provided at Appendix 3 for further information.

The City of Onkaparinga's Active Ageing and Disability team deliver a range of services to the community which are currently funded via two funding agreements with the Department of Communities and Social Inclusion (DCSI), being the National Disability Agreement and the Home and Community Care programme.

### **National Disability Agreement (NDA)**

The NDA governs the delivery of 'Community Access Services' to residents aged 18 – 65 years of age who have a disability living in the City of Onkaparinga.

Guidance of service provision outlined in the agreement translates to a range of activities that council delivers in the Disability Program.

Approximately \$67,000 of funding is received from the NDA to deliver activities.

### **Home and Community Care Programme (SA HACC)**

SA HACC governs the delivery of services to clients in the aged care sector who are under 65 years of age with a moderate, severe or profound functional disability or a carer of a person with a disability.

Guidance of service provision outlined in the agreement translates to the support provided to clients to be independent at home and in the community enhancing their quality of life and/or preventing or delaying their admission to long term residential care.

Approximately \$380,000 of funding is received from SA HACC to deliver activities.

Services delivered with funding from the NDA and SA HACC will be delivered via the NDIS once the rollout of NDIS commences on 1 January 2018. Diagram 1 below shows a summary of the key dates impacting service delivery.



As a result of the funding changes, a service review of the disability programs and services provided by council was identified to better understand current unit costs, alignment with emerging community needs and the external funding environment.

## 1.2 Review Scope

A copy of the scope prepared for this review is included at Appendix 1.

In summary, the objectives of the review were to:

- Better understand the level of service currently provided through the disability services and programs.
- Identify how council services needed to respond to changes in funding and the way in which services are delivered in the community.
- Consider varying levels of future service delivery, including if council even has a role in service delivery.
- Understand the level of impact services have on the community in determining sustainable service options.

Programs impacted by funding changes are:

- Disability Program – funded by NDA.
- Disability Support Services – funded by SA HACC.
- Disability Network which is run at cost to council with no funding support received.

A summary of the programs is provided in section 3.2 of this report.

## 1.3 Linkages with other reviews

This review is being undertaken at the same time as funding changes are anticipated to be made in 2020 to the delivery of ageing related services currently funded through the Commonwealth Home Support Programme (CHSP) for residents over the age of 65 years and their carers. Review activities were outlined in a scope document prepared for the Active Ageing Service Review and endorsed by ARVEC on 8 May 2017.

The Department of Health, Ageing and Aged Care, confirmed an extension on 9 May 2017 to funding arrangements for CHSP for an additional two years from 30 June 2018 to 30 June 2020. The extension allowing for certainty to be provided to the sector and pave the way for further home care reform.

As a result of this extension, the timeframes initially outlined for the Active Ageing Service Review have been realigned taking this into account. A separate report on the renewed reporting dates has been prepared and will be presented to the Directors Group for endorsement on 25 October 2017 and subsequently to ARVEC on 4 December 2017.

This review also considers a strategic review undertaken of the City of Onkaparinga's community programs, including the Active Ageing and Disability team and disability support programs. The review was undertaken by Bronwyn Webster of Bronwyn Webster and Associates in late 2016. The purpose of the review was to recommend future directions for councils community programs, explore opportunities to develop collaboration and alignment of the service delivery model with other internal teams and initiatives.

A report of the strategic review and its findings was presented to the Directors Group at a meeting on 1 December 2016. This report will be used as a reference point for this review in relation to the analysis undertaken in section 4 of this report.



## 1.4 Key stakeholders

The following key stakeholders were consulted with at various stages throughout the review.

Business owners and subject matter experts	<ul style="list-style-type: none"> <li>• Philomena Taylor, Director Community Relations</li> <li>• Terra Lea Ranson, Manager Community Capacity – Community Relations</li> <li>• Lui Di Venuto, Team Leader Active Ageing and Disability – Community Relations</li> <li>• Eliza Paelma, Management Accountant – Finance and Commercial</li> <li>• Kristy McGregor, Financial Modeller – Finance and Commercial</li> <li>• Marie Nicholls, Senior Disability Coordinator, Community Relations</li> <li>• Jennifer Day, Disability Network Officer – Community Relations</li> </ul>
Other internal stakeholders consulted	<ul style="list-style-type: none"> <li>• Terry Hales, Senior Respite Program Coordinator – Community Relations</li> <li>• Lisa Elder, Community Transport Project Officer, Community Relations</li> <li>• Jason Haskett, Team Leader Arts and Cultural Development – Community Relations</li> <li>• Darren Styler, Manager Finance – Finance and Commercial</li> <li>• Jock Berry, Manager Property and Commercial – Finance and Commercial</li> <li>• Daniel Jellings, Manager Strategic Futures – Community Relations</li> <li>• Mike Brown, Social Planner – Community Relations</li> <li>• Jessica Tucker, Manager People and Culture – Culture and People</li> <li>• Vicki Radford, Community Engagement Advisor – Community Relations</li> <li>• Kate Smith, Research Officer – Community Relations</li> </ul>
External stakeholders	<ul style="list-style-type: none"> <li>• Bronwyn Webster, Bronwyn Webster and Associates</li> <li>• Carrie Hayter, Carrie Hayter Consulting</li> </ul>
Business Performance Improvement	<ul style="list-style-type: none"> <li>• Janine Nation, Business Performance Improvement Partner</li> <li>• Greg Hassam, Acting Team Leader Business Performance Improvement</li> </ul>

## 2 Service Context

### 2.1 Overview of existing service

The City of Onkaparinga has been involved in the delivery of disability support related activities since before amalgamation.

Services and programs have been established over time as a result of skilled staff engaging with the community to deliver activities that are responsive and flexible. Opportunities have been taken to secure funding from state and federal government, building over time into a robust offering of disability related supports to those in need in the community.

The Active Ageing and Disability Team now deliver one of the largest suites of coordinated supports in the southern region.

The Active Ageing and Disability Team has a total of 27 staff (19.6 FTE) participating in the delivery of a range of programs and activities.

There are seven staff members currently supporting the Disability Program, Disability Network and Disability Support Services together with 13 volunteers.

Further details on the alignment of staff numbers with service delivery is provided at Appendix 2.

A majority of staff in the Active Ageing and Disability Team are employed on a contract basis on the condition that funding is available.

Eligibility criteria is established for a majority of programs delivered to ensure client participation is in line with funding agreement outcomes.

The diagram below provides a high level overview of the current funding sources relating to the delivery of disability services by the City of Onkaparinga.

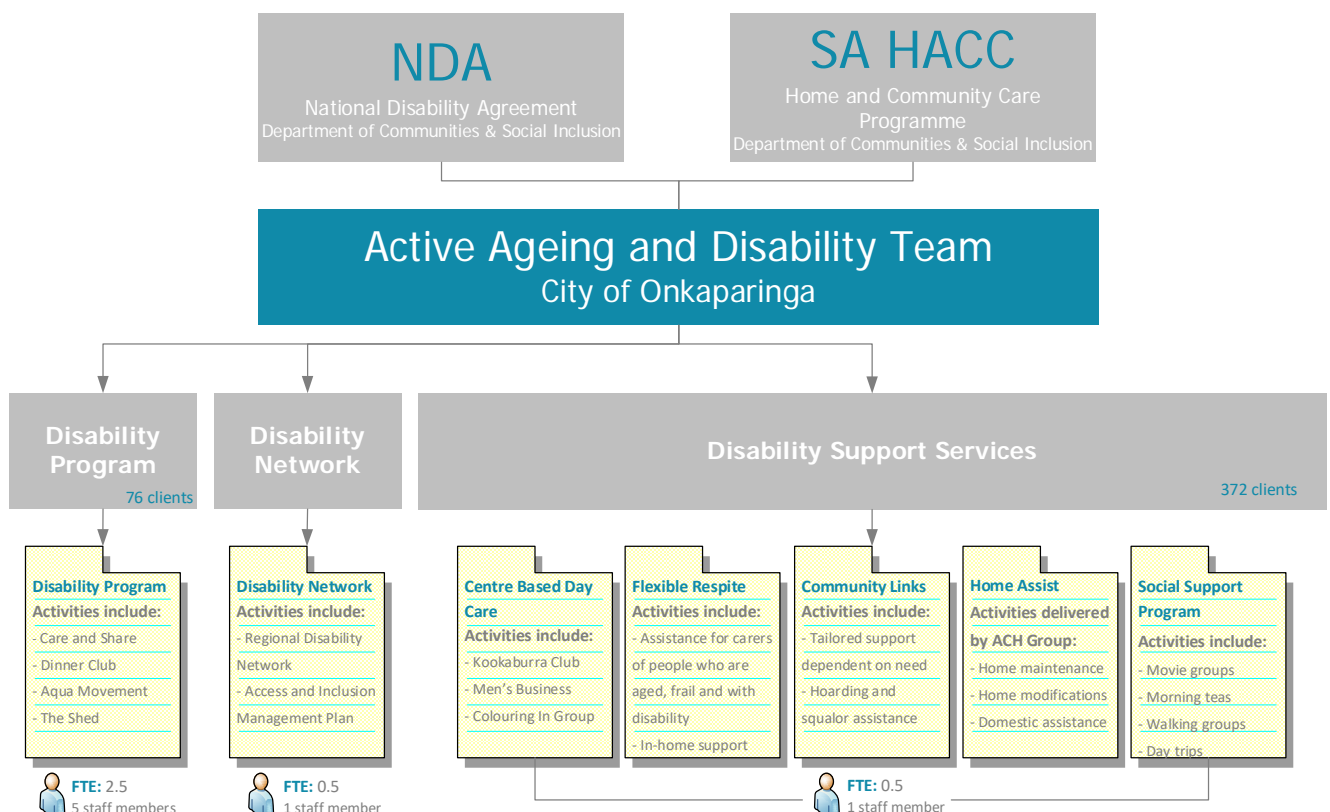


Diagram 2: Overview of funding/service relationship

## 2.2 Service legislation or mandatory requirements

Service provision in relation to disability support is not legislated to be undertaken by council.

The City of Onkaparinga does however have a responsibility to ensure people with disability in the community have the same rights to access services and be included in activities, as do all other businesses as per the Disability Discrimination Act (DDA) 1992.

The Disability Network is a pivotal role for council in the pursuit of DDA compliance through the facilitation of activities linking the community and service providers on disability issues, raising awareness of community needs and management of the City of Onkaparinga Disability Access and Inclusion Management Plan 2013-2018 (the Plan).

The SA Disability Inclusion Bill 2017 is currently under review in state parliament and will result in increased responsibilities on local governments to formally comply and report on access and inclusion activities. This will place an increased reliance and focus on the role of the Disability Network and the management of the Access and Inclusion Management Plan to be a whole of council responsibility impacting services and events, buildings and facilities, information, quality of service, complaints, consultation processes and employment. Legislated responsibilities will ensure business' like the City of Onkaparinga are focused on providing access and being inclusive of everyone in the community, not just people with a disability. Changes will also ensure those in the community who are not eligible for funded supports via NDIS are being included in the community and have equal opportunity to participate.

The impact of this legislation is included in the service delivery options considered and outlined in section 5 of this report.

## 2.3 Alignment to strategy

A wide range of activities are delivered by the Active Ageing and Disability team which achieve a range of strategic outcomes as outlined in the City of Onkaparinga's Community Plan. Table 4 provides a summary of the strategic alignment of disability related activities.

**Table 4** – Summary of alignment with City of Onkaparinga Community Plan

Objective / Outcome	Example of achievement
<p>Active, Diverse Destinations (ref 1.1)</p> <p>Our centres are active hubs for gathering, shopping, business, health and community services, entertainment and education.</p>	<p>The Disability Program and various Disability Support Services utilise council's Positive Ageing Centres for social gatherings, education, community services and entertainment. The Active Ageing and Disability Team promote facilities across the city to give participants the opportunity to visit and interact with their community.</p>
<p>Connected and Accessible Places (ref 1.2)</p> <p>Work, recreation, shopping, socialising and community facilities are easily accessible through an integrated network of quality public and private transport and walking and cycling options.</p>	<p>The Social Support Program supports a number of walking groups and walking companions are promoted by the Active Ageing and Disability Team as a means of improving the health, wellbeing and fitness of participants.</p> <p>Assistance is also provided to program participants to utilise transport options available in the community to enhance their mobility and choices to attend activities.</p>

<p><b>Healthy Active Lifestyles</b> (ref 2.1)</p> <p>Our communities lead healthy and active lifestyles with access to high quality locally produced food, open space and recreational opportunities.</p>	<p>Programs and activities delivered to participants engage them in leading healthy and active lifestyles. Work is undertaken with local recreation centres to promote both existing programs and to create new activities in response to demand from the community.</p>
<p><b>Dynamic and Safe Communities</b> (ref 2.2)</p> <p>Our public spaces and place are lively, accessible, and draw people together with a range of opportunities to interact and connect with each other. Essential services such as doctors, health and community services are available and easily accessible.</p>	<p>All programs and activities delivered by the team provide opportunities for participants to connect with others and their local community. The activity of connecting with peers who have similar interests is amongst the most positive recurrent feedback theme received about programs and activities delivered by council.</p> <p>Walking groups and training on use of public transport are examples of a number of offerings assisting participants to interact safely in their community.</p>
<p><b>Artistic and Creative Expression</b> (ref 2.3)</p> <p>The city is recognised for supporting local artists and providing opportunities for our communities to participate in the arts.</p>	<p>Vibrant and resilient communities are enabled through a range of activities.</p> <p>The arts have a long history of encouraging social inclusion and participation as well as facilitating positive health outcomes.</p>

The strategic alignment of disability support services delivered by the Active Ageing and Disability Team has also been noted with the following plans:

- Regional Public Health Plan 2015
- South Australia's Strategic Plan
- National Standards for Disability Services
- City of Onkaparinga Integrated Transport Strategy 2008 – 2013
- South Australia's Ageing Plan 2014 – 2019: Prosperity Through Longevity
- Age Friendly SA Strategy
- Local Government Association Strategy

A number of other acts referencing the roles and responsibilities of local governments in ensuring equality of rights and access for people with disabilities are referenced in City of Onkaparinga's Disability Access and Inclusion Management Plan 2013-18.

## 2.4 Council role

The way in which services are delivered to the community differs from one council area to another based on a range of influencing factors including the needs of the community, location and the presence of other services.

A discussion paper written in 2017 by the University of Technology Sydney together with a Reference Group including the Local Government Association of South Australia, National Disability Insurance Agency and City of Salisbury explored the role that local governments play in supporting people with disability.

The following excerpt has been para-phrased from the discussion paper titled '*How local governments can increase the social and economic participation of people with disability: A place-based framework for success*':

*Local government is the closest to the community and has a significant role in ensuring inclusion and access for people with disability, amongst other responsibilities. Whilst this role isn't a legislated responsibility, local governments have a role to support diversity in their communities.*

*Local governments play an important role to ensure local infrastructure, services and programs are accessible and inclusive and that their workforces reflect the diversity in their communities. The initiatives and activities which local governments undertake to support people with disability include:*

- Providing services directly to people with disability, their families and carers
- Enabling or facilitating services and access to services and facilities
- Advocating for services or support
- Employing people with disability
- Providing accessible services and infrastructure

*This level of support is vital to people with disability, their families and carers to ensure they remain engaged in everyday community and social activities. Involvement in the community is very important for people with disability. Greater access to community and social activities will enable more people with disability to participate in the community delivering social and economic benefits for localities including local governments and other organisations supporting people with disability.*

*It is estimated that the introduction of the NDIS will increase the social and economic participation as well as employment opportunities in the disability sector.*

The services currently delivered by council support the inclusion of people with disability in the community. Removal or the cessation of services would significantly impact those in the community seeking support, creating a gap in service delivery unlikely to be filled by other service providers.

The discussion paper aims to build the capacity of local governments to identify and plan for strategies and actions to increase the social and economic participation of people with disability. For further information and to access a copy of the discussion paper, visit [ippg.org.au](http://ippg.org.au).

We know from an anecdotal perspective and regular contact with program participants that the programs offered by council provide people with much needed support and are in some cases, the only opportunity people have to get out of their homes and connect with other like-minded individuals experiencing similar challenges.

Council plays a number of roles in the delivery of disability services to the community depending on the activity outcome and needs of the client. Table 5 summarises council's role in reference to the role statements in the current Community Plan.

**Table 5** – Councils role in the provision of disability services

Role	Current role in the provision of service
<b>Service provider</b> Council as an <b>agent</b> providing a service on behalf of, and	Current role: Council provides a range of services made possible through funding agreements and partnerships with other service providers in the community.

<p>funded by, others that involves hosting or other in-kind use of council resources.</p>	<p>Future role post NDIS: the significance of council fulfilling a service provider role into the future will increase as those receiving funded support via NDIS spend a significant percentage of their package on community participation. Estimated in June 2015 to be approximately 18.7% of disability packages spent on community participation activities.</p>
<p><b>Owner/ custodian</b></p> <p>Council owning or managing infrastructure, facilities, reserves and natural areas. This is supporting role to 'service provider' and will appear together with one of these provider roles.</p>	<p>Current role: Council is able to offer a wide range of programs and activities to the community, made possible through utilising council owned/ managed facilities such as positive ageing centres, community centres, community bus etc.</p> <p>Future role post NDIS: keeps service delivery costs down, promotes use of local facilities and businesses, activates people participating in their local area, increases communities awareness of facilities available when programs/ activities make use of these facilities.</p>
<p><b>Advocate</b></p> <p>Council making representations on behalf of the community and seeking support from others who are able to apply influence to an issue, or funding/investment/ resources to a service, project or area.</p>	<p>Current role: Council is often considered to be an advocate to the community when trying to connect with government activities/ supports.</p> <p>Future role post NDIS: Council acting as an advocate for community members will only likely increase over time as funded supports are directed to consumers, increasing reliance on them being aware of available funding and activating their entitlements. Particularly relevant through the NDIS transition period.</p> <p>Council will have an increased role in ensuring compliance with legislated responsibilities in relation to access and inclusion, resulting in advocacy towards residents living with a disability in the city.</p>
<p><b>Initiator/ facilitator</b></p> <p>Council bringing together or connecting stakeholders to pursue an issue, opportunity or shared interest or service and determine appropriate action.</p>	<p>Current role: Connection with stakeholders is currently the focus of the Disability Access and Inclusion Network to facilitate discussion and consultation activities between clients in the community and service providers.</p> <p>Future role post NDIS: there is likely to be an ongoing opportunity for council to work with stakeholders in a range of capacities to seek the best outcomes for the community.</p>
<p><b>Information provider/ promoter</b></p> <p>Council providing information on, or strategically promoting, community services, opportunities, events, people and places.</p>	<p>Current role: The Active Ageing and Disability team embrace the role of information provider and promoter through service delivery, connecting people with appropriate services, offering activities which are responsive to community needs, promoting and accessing other council activities and facilities, creating peer networks.</p> <p>Future role post NDIS: Council has an ongoing responsibility to connect members of the community with appropriate activities and programs which best fit their needs.</p>



## 2.5 Council policy or resolution

Services delivered by the Active Ageing and Disability Team are categorised from a financial management and budget stand point as 'value-add' activities. Activities are undertaken for a range of different reasons, and all achieve broad economic, environmental and social outcomes.

Council resolved in 2012 that community programs be supported via a ratio of 75% funding from external sources and 25 per cent funding from council. This position has since remained unchanged. Prior to 2012 the funding split across the Community Programs section (includes ageing and disability related programs) was closer to a ratio of 50% funding from external sources and 50% funding from council. Over the years, more funding has been attracted to support service delivery opportunities, decreasing the amount contributed by council.

## 2.6 Service relationships

There are a number of programs delivered in connection with other organisations and internal services to improve service delivery outcomes. Partnerships have been established with:

- **Aged Care and Housing (ACH) Group**  
The City of Onkaparinga has a partnership with ACH to deliver services to older people and younger people with a disability through the Home Assist Program. Council acts as an intermediary for the receipt of funding which is passed directly onto ACH. It is recommended that on the rollout of NDIS, service delivery is fully handed over to ACH.
- **Red Cross Transport**  
The City of Onkaparinga has a service agreement in place for the provision of non-emergency medical and social transport to eligible residents of the council area. Eligibility for this service is determined by SA HACC.

Persons seeking transport may have one or a combination of the following:

- Do not or cannot drive and are unable to access public transport due to mobility of health restrictions
- Live in areas where public transport and taxi services are unavailable or due to low population density
- Lack social networks to assist with transport needs
- Have low disposable incomes
- Have health or mobility restrictions that require assistance.

Clients eligible for NDIS will receive a provision for transport costs in their NDIS package. The availability of other transport funding from NDIS is at this stage unknown.

- **Agencies delivering in-home respite services**  
With the aim of giving residents increased choice and control, a range of agencies are engaged to provide in-home respite services. A total of six agencies are used by council's Flexible Respite Program to deliver services tailored to the needs of the client. Agencies used are Total Support Services, Integrity Home Care, Zenitas, Assured Home Care, LifeCare, Minda and Hendercare.

Support services under the NDIS for a carer's health and wellbeing are also being considered. Carers will still have a number of options available from which to seek assistance from including:

- the Department of Social Services (DSS) – providing assistance to carers with options to take a break through short-term and emergency respite, provide advice on and coordinate access to respite services.



- Carer Gateway – national online and phone service providing practical information and resources to support carers.
- Carers Australia – national support to improve the health, wellbeing, resilience and financial security of carers.

Demand for respite services will be monitored during the Transition Program proposed to ensure services remain relevant and align to the long term goals of the services provided by the Active Ageing and Disability Team. It is anticipated that the availability of respite care will need to increase to ensure that carers have the necessary support as the NDIS rolls out in the region.

Other initiatives supporting service delivery of the Active Ageing and Disability Team include:

- **Community Bus**  
Delivers transport for clients participating in programmed activities. Passenger numbers of the Community Bus will be impacted if the number of program participants change.
- **Positive Ageing Centres**  
Whilst not directly funded by external agreements, centres enable facilities to be accessible to programs run by the Active Ageing and Disability team. Centre usage for activities facilitated as per funding agreements is estimated to be approximately 2 days a week at each location (Elizabeth House and Wakefield House).
- **Community Centres**  
The nine neighbourhood and community centres provide local facilities for the delivery of programs and activities on an adhoc basis. Aberfoyle Park, Coromandel Valley and Aldinga community centres currently host a number of seniors programs facilitated by the Active Ageing and Disability Team.
- **Noarlunga Arts Centre**  
The Arts Centre located at Port Noarlunga supports a number of programmed activities including Moving into Dance held weekly on a Friday.

Community Links program provides coordinated support across a number of functions within council for those in the community who experience hoarding and squalor. Members of the Active Ageing and Disability Team work with mental health agencies, housing agencies, hospitals, social workers and internal council teams (Rangers, Environmental Health Officers) to support residents with tailored services depending on their requirements.

The Community Links program is currently managed through the use of SA HACC funding up until 30 June 2018. Funding reforms will require alternative sources of funding to be sought to support activities post 1 July 2018. Provision has been made in the options considered and outlined in section 5 of this report to ensure services provided to those most vulnerable in the community via the Community Links program are appropriately resourced.

Corporate support is provided by Finance to assist with the compilation of financial reports to funding bodies acquitting funds received for the period. A yearly acquittal is submitted to SA HACC and every six months to NDA.

## 3 Current Service

### 3.1 Service history

Services to support people with disability have been delivered by the City of Onkaparinga since records were kept.

Local government has a citizenship based approach to service delivery, rather than a client approach primarily adopted by the private sector. Onkaparinga is no different in its approach to service delivery, providing programs designed for people with a disability and those vulnerable in the community rather than 'older' people, using a community development strengths-based approach that empowers residents to make choices that suit them best. This approach results in the development of unique targeted service delivery options.

Local government centre- based programs, which focus on social connection, have complemented HACC services through reconnecting, re-abling and fostering community connections, networks and friendships between local people. Councils have a unique community development role which seeks to build the community's connection with the area they live, their capacity and wellbeing through inclusive programs that increase community participation, social connectedness, skills development, improving capabilities and contributions.

Services provided by the team continue to remain responsive to community needs. Specific outputs of each of the key program areas are mostly determined in conjunction with working with the participant group to understand their needs. Collection of participants views on services delivered generally occurs via surveys and planning days.

There is flexibility in relation to outputs acquitted against each funding agreement, as long as programs are meeting broad outcomes.

An overview of services was provided to elected members in 2012 as part of the data gathered to populate the Service Alignment Model (part of the Service Review Framework).

The Disability team was aligned with the Active Ageing team in February 2017 in response to recommendations made as part of the strategic review undertaken and in recognition of the close alignment of service delivery outcomes.

The rollout of NDIS and the legislated requirements for access and inclusion in the community will realign councils service delivery with supporting those most in need in the community.

### 3.2 Current operations

A summary of all programs and activities delivered by the Active Ageing and Disability Team is included below.

**Table 1** – Summary of Active Ageing and Disability Team activities

Program	Description	Clients	Total Program Cost	Funded by	Council funding	Staff (FTE)	Volunteers	Strategic Alignment
Disability Program	Assists adults with a disability to be engaged and involved in a variety of recreation and social activities and programs.  Includes activities like aqua movement, Care and Share, The Shed, Dinner Club, Happy Wanderers walking group, short courses, Shedtastics and discoes.	76	\$213,961	NDA (\$67,263) Client Contribution (\$8,000)	\$183,682	2.5	13	High
Disability Network	Provides opportunities for networking, information sharing and linking with stakeholders, individuals/carers and service providers regarding disability issues.  It is the responsibility of this position to manage the Access and Inclusion Management Plan. A consultative group provides support of the Plan as an informal network, including the management of enquiries relating to access and inclusion across the council area.	-	\$44,984	Council	\$44,984	0.5	n/a	High

Program	Description	Clients	Total Program Cost	Funded by	Council funding	Staff (FTE)	Volunteers	Strategic Alignment
Disability Support Services								
Social Support Program	Activities are delivered to adults who are socially isolated needing a low level of support. Activities are also offered to those who are carers of someone who is frail, aged, socially isolated or living with disability.  Movie groups, theatre groups, morning teas, walking groups, shopping trips, day trips, fishing group, moving into dance, aqua aerobics, men's shed (delete), cake decorating and lunches are among the activities delivered in this program.	74	\$14,764	SA HACC (\$14,764) Client Contribution (\$1,749)	(\$1,749)			High
Flexible Respite	Support and assistance provided to carers of people who are aged, frail and with a disability. In home respite, flexible respite options, information and advocacy are among the activities provided.	23	\$103,289	SA HACC (\$103,289) Client Contribution (\$10,330)	(\$10,330)	3.0		Low
Home Assist	Delivery of services to people with a disability to assist with daily living, such as home modification, home maintenance and domestic assistance. Services are delivered by Aged Care and Housing (ACH).	157	\$148,000	SA HACC (\$148,000)	n/a			Low

Program	Description	Clients	Total Program Cost	Funded by	Council funding	Staff (FTE)	Volunteers	Strategic Alignment
Community Links	Supporting vulnerable members of the community particularly residents who experience hoarding and squalor. The program also supports residents who have 'fallen through the cracks' by advocating for them with other agencies. The program works collaboratively with mental health agencies, housing agencies, internal council teams including rangers and environmental health, and hospital social workers.	94	\$94,228	SA HACC (\$94,228)		1.0		High
Centre Based Day Care	The Kookaburra Club, colouring in group, men's business, cake decorating, tailored activities for those diagnosed with younger on set dementia are amongst the activities provided in this program onsite at the Positive Ageing Centres.	24	\$20,452	SA HACC (\$20,452) Client Contribution (\$483)	(\$483)			Low

There are currently approximately 500 participants engaged with activities funded by NDA and SA HACC across the key program areas:

- Disability Program
- Disability Network
- Disability Support Services
  - Social Support Program
  - Flexible Respite
  - Home Assist
  - Community Links
  - Centre Based Day Care

Of the total number of clients participating in the programs listed above, approximately 390 clients participate in programs funded by SA HACC, approximately 70 clients participate in activities funded by NDA.

### 3.2.1 Disability Program

Disability Program receives state funding through the National Disability Agreement (NDA). The NDA governs the delivery of 'Community Access Services' to residents aged 18 – 65 years of age who are eligible for services from Disability SA, are referred from individuals, carers, disability agencies, medical professionals, hospitals etc.

Eligibility for participation in the Disability Program is stipulated as:

- Adults who have a disability, from 18 years to 65 years living in the City of Onkaparinga
- Participants to be independent in their personal care, medication administration or specialised meal time management requirements
- People with high support needs are able to attend if supported by a personal carer

Eligibility for 'The Shed' Program is stipulated as:

- Adults with acquired brain injury living in the City of Onkaparinga
- Eligible for Disability SA services
- Participants to be independent in their personal care, medication administration or specialised meal time management requirements
- People with high support needs are able to attend if supported by a personal carer

Services outlined to be included under the agreement include; learning and life skills development (participation in community-based activities, development of skills and independence, leisure and social interaction), recreation/holiday programs (integration and participation in recreation and leisure activities available in the general community), community access services (provision of other services promoting skills development and recreational opportunities).

The program is currently operating under a 'hosting agreement' until 30 June 2018 as participants undertake an assessment process through NDIS to establish their eligibility for funded supports available from 1 January 2018. The Disability Program team have started to look at the types of activities required to support clients through this period of transition.

Referrals for participation in the disability program are received from a variety of sources including Disability SA, through enquiries of carer respite options or by word of mouth in the community.

Council staff work with participants when they commence to ensure suitable activities are recommended based on the needs of the client and in line with their care plan.

A majority of participants in the Disability Program are currently participating in more than one activity on offer. Participation across multiple programs is generally not evident.

A variety of programs are offered to clients across various days, times and community settings across the city.

It is estimated that approximately 80% of the number of current program participants (76 current program participants) are likely to be eligible for NDIS funded support.

### **3.2.2 Disability Network**

The Disability Network supports the operation of the Regional Disability Network providing opportunities for individuals, carers and service providers to connect and share information about disability issues.

The Disability Network also holds responsibility for the management of the City of Onkaparinga's Access and Inclusion Management Plan. A consultative group provides support of the Plan as an informal network, including the management of enquiries relating to access and inclusion across the council area.

Responsibilities in relation to the Disability Access and Inclusion Management Plan will increase when legislation is finalised in Parliament. This will require council to report annually on the implementation of the plan and steps taken to further access and inclusion for people with a disability across the council area. The first report will be due by October 2018.

Whilst council already has a plan in place, plan strategies and subsequent activities will require a whole of council approach to ensure all aspects of enabling access and inclusion are appropriately considered. Impacts of the NDIS rollout will also need to be considered.

### **3.2.3 Disability Support Services**

The Department of Community and Social Inclusion (DCSI) Home and Community Care (SA HACC) provide a range of supports for those under 65 years of age.

Eligibility for basic community care services is based on the:

- person being under 65 years of age at the time of referral or under 50 years of age for Aboriginal or Torres Strait Islander people
- person must have a moderate, severe or profound functional disability which, in interaction with various barriers, hinders the persons participation in society on an equal basis with others
- person must require support to enable participation in society on an equal basis with others
- person must not reside in a disability supported accommodation service or residential aged care facility where the disability service provider or aged care facility is receiving government funding for the delivery of the same or similar services
- person must be a carer of a person with a disability who meets the above eligibility criteria.

Participants funded by SA HACC commence in programs generally via referrals from individuals, families, agencies, doctors, hospitals. A further assessment is undertaken by council staff to ascertain the level of support able to be provided via services on offer. A level of contribution is established at this time as well with the client based on an individual's financial situation. Assessment information is noted in relation to living arrangements, mobility, if a carer is required, language issues etc.



As with NDA, SA HACC funding agreement formally ceases as at 30 June 2018.

DCSI have however, recognised that as the NDIS rollout commences in the region, existing clients may either not be eligible for NDIS or be eligible for NDIS, but not all existing support may be deemed 'reasonable and necessary' at the time of assessment. Current communication with DCSI (3 April 2017) has indicated commitment to participants under the age of 65 years will be financially supported through this transition phase.

It is estimated that approximately 20 per cent of the number of current program participants (300 participants) are likely to be eligible for NDIS funded support.

#### **3.2.4 Management of client records**

Client details are managed via a Service Management System (SMS), supported by Alchemy Technology. Alchemy Technology provides a range of system support solutions to agencies delivering community care, nursing and other in-home services. City of Onkaparinga is amongst a number of other councils and local agencies who utilise this system to manage client records, service activities and data uploads to meet regular reporting requirements with government agencies.

Data entry in relation to the management of client records is distributed amongst the Active Ageing and Disability team. Client records are updated by the team primarily engaging with a particular client.

The way in which data is captured, and the fields that are used in SMS meet the requirements of reporting outcomes to funding bodies. Data reported to acquit funds received are generally based on the number of client outputs achieved for a particular period.

The Finance team provides financial support to the Active Ageing and Disability team in the management of budgets, reporting, funding acquittals.

Standards outlined in the NDA require council as a service provider to ensure records are managed appropriately to ensure clients are involved in all necessary supports as covered in the agreement.

The team work with clients who participate in the Disability Program to establish 'care plans' documenting requirements for participation in programmed activities, supports requires, goals and aspirations of individuals. Care plans are updated by the team annually to ensure supports remain current and relevant for individuals.

An upload is completed annually in July of client details who have participated in the Disability Program showing evidence of participation in activities. Funding acquittals are prepared annually for the SA HACC program and six monthly for NDA.

#### **3.2.5 Volunteer support**

A significant point of difference for councils is the extensive use of volunteers who contribute significantly to the delivery of a range of services. During 2016 the productivity commission calculated the value of volunteer service at 427.42 per hour.

The Disability Program is currently supported by 13 volunteers. Volunteers perform a variety of tasks including bus driving, participant involvement and contributions in all services. The programs could not offer the variety and amount of services without volunteer contributions.

### 3.3 Service performance

There are no clear service levels established for services provided in the delivery of disability services. Outputs of programs are measured by hours of support provided and the success of programs delivered is generally based on the collection of regular feedback from clients.

Whilst the hours of service delivered meets funding agreement requirements, measures of performance do not establish appropriateness of the service, efficiency, level of impact or value for money.

A summary of service delivery, transition activities, and service excellence activities are provided here to give an overview of

#### 3.3.1 Service delivery

Services are provided to the community based on level of need and outcomes required by agreements to be met. The level and extent of services provided is boosted through the input of council funds to support service delivery.

The service and programs are currently delivered in line with the expectations of the community utilising the services.

Regular surveys are sent to program participants seeking feedback on current activities and gauge interest in other activities to inform planning processes.

The quality of services supported by the Active Ageing and Disability Team is strengthened by being able to encourage peer support of clients within group based activities, provision of activities in a variety of settings which increases client's familiarisation with community facilities and promote community connection.

A significant focus of the programs delivered are aligned with social and recreational outcomes as well as the promotion of wellness and resilience. This is likely to be a trend supported for anticipated funding changes in the aged care sector for services to be inclusive in nature and provide supports to people to be able to remain independent and living at home for as long as possible.

The level of service provision wouldn't be able to be provided at current levels without the financial support of council as well as ancillary support in the form of facility hire and transport options being available to participants.

#### 3.3.2 Transition activities

As more information is known about the rollout of NDIS in the southern region, the focus of the Active Ageing and Disability Team is turning from regular service delivery to the provision of transitional support for clients.

Transition activities are involving members of the team undertaking tailored activities to ensure clients are in the best position possible when contacted by NDIS to assess their eligibility.

To date, the team has been involved in:

- Informing clients of NDIS information sessions being held in the area and providing contact details for further information about eligibility and the scheme
- Helping with the translation of information clients are receiving about NDIS
- Responding to requests for information evidencing the level of support currently being provided by council, including transport costs and usage
- Helping participants prepare for NDIS planning appointments

The most recent surveys sent to participants in August/ September 2017 included a number of questions relating to the NDIS rollout to gauge participants level of

understanding of the rollout. Results from the survey indicated that a majority of those who responded nominated to receive some level of assistance with understanding new funding requirements. A summary of engagement activities is included at Appendix 4.

### **3.3.3 Service excellence**

One of the measures of performance the Active Ageing and Disability team has used to gauge level of performance has been through participating in a service excellence audit. Audits undertaken by the Department of Communities and Social Inclusion (DCSI) provide evidence of services being delivered in line with community expectations and state imposed funding agreement outcomes.

The last audit was undertaken in 2013 across all programs offered by the Disability Program against the Certificate level of the Australian Service Excellence Standards (ASES).

The assessment included a site inspection of the locations where programs are undertaken and interviews with management and key program stakeholders. Areas of review include sound management, planning, governance, financial and contract management, people partnerships and communication and service provision (service and customer outcomes).

Key documents guiding the assessment included the Strategic Framework 2013 – 2018, the 2013 – 2014 Annual Business Plan, Community Capacity Section Business Plan 2013 – 2014, Community Programs Team Business Plan, Disability Program Work Plan 2013 – 2014, Continuous Improvement Framework, Program and Project Register, policies and procedures, minutes of meetings, promotional materials and funding and partnership agreements.

The audit concluded that service delivery was meeting the necessary outcomes of the funding agreement. A subsequent audit or evidence of formal followup of areas recommended for improvement have not been undertaken.

The process by which audits are now undertaken by DCSI have changed, making audits and subsequent ASES certification a requirement to be eligible for state level funding.

An audit to achieve certification is currently underway and anticipated to conclude by February 2018 to be eligible for funding from 1 July 2018. Accreditation once achieved will be applied at a whole of organisation level for a period of three years.

### 3.4 Method of service delivery

Programs and activities delivered by the Active Ageing and Disability team are facilitated and managed by a team with a mix of skills and experience.

The outcomes defined in funding agreements allow the team to have a level of flexibility in the type of activities delivered. This enables activities to be responsive to the needs of participants.

Volunteers contribute to service delivery outcomes.

Mix of service delivery, not all programs delivered directly by council. Arrangements are in place with ACH, Anglicare, and various respite agencies to deliver specialist services which are focussed on the delivery of one on one home based support to participants. Due to the number of service providers in the sector who focus on the delivery of home based supports, it is unlikely that council will continue with service provision of this nature in future.

During the NDIS transition phase, clients already participating in services delivered by ACH and Anglicare will be supported by these organisations to seek NDIS eligibility.

### 3.5 Service users

Programs of focus of this review are clearly targeted to those 18 to 65 years of age. Participants identified through this review as being over the age of 65 years of age will be transitioned where applicable to aged services delivered via Commonwealth funding.

The demand for services in the targeted age bracket of 18 to 65 years of age is steadily increasing. In 2016 it was identified that those needing assistance with core activities aged between 20 – 64 years of age was estimated to be 3,700 people\* which represents 10.6% of the estimated population in the City of Onkaparinga at this time (169,073 people). The need for assistance with core activities was highest in the age bracket of 20 – 59 years of age out of all of age groups. It is anticipated that the need for services will only increase over time.

The types of support required by members of the community is anticipated to be the greatest in the areas of people needing assistance with daily living, improving daily living skills and accessing transport options enabling access and participation in daily activities.

Suburbs in the council area identifying as having the highest number of people needing assistance with core activities were Morphett Vale, Woodcroft, Christie Downs and Happy Valley\*. (\* Source: Australian Bureau of Statistics, Census of Population and Housing 2016, Compiled and presented in profile.id by .id, the population experts)

The number of current program participants assessed by the NDIS rollout as being eligible or ineligible for funded supports will be monitored as the proposed Transition Program is undertaken by council. Monitoring will ensure all necessary action is taken by the Active Ageing and Disability team to enable current participants to have access to some level of service from a relevant provider where possible.

It is estimated that approximately 80 per cent of current participants in NDA funded activities via the Disability Program and 20 per cent of current participants in SA HACC funded activities via disability support services to also be eligible for NDIS funded supports.

Council will undertake an advocacy role for those participants assessed as being ineligible for NDIS funded supports as part of the proposed Transition Program. Support may for example be provided in the form of additional funding opportunities being sought by council to facilitate targeted program delivery or sector opportunities monitored to help clients transition to other service providers.

### **3.6 Service cost**

The total amount of external funding currently received to deliver services for disability services is \$468,558. Council currently allocates \$171,120 which covers 26.7 per cent of service delivery costs.

The specific financial implications of the proposed changes to disability care and disability services through NDIS are still being determined however it is likely that some block funding traditionally (via SA HACC) implemented by local government programs will be significantly diminished.

Funding will be available for capacity building projects through ILC which will enable us to deliver on our social inclusion agenda.

We are recommending a service delivery model (option 4) that includes registering as a NDIS provider that has the potential to reduce the cost to Council by \$7,084 in the 2018-19 financial year.

## 4 Research and Analysis

### 4.1 Benchmarking

Bronwyn Webster of Bronwyn Webster and Associates was engaged to undertake some analysis of what other councils were doing in response to the pending funding changes in the sector. The following excerpt has been taken from Bronwyn Webster's report included at Appendix 5 as part of the Engagement Feedback Report.

Information was sought from 8 other metropolitan councils in order to establish benchmarks for comparison of service effectiveness and efficiency.

Information sought from councils included:

- level and source of external funding
- level of internal funding where relevant
- numbers of clients by service type
- staffing levels
- number of volunteers
- the nature of any partnership and brokerage arrangements.

In addition, information was sought about the council's future plans and how they are responding to the changes in both aged care and disability funding and service delivery.

Due to differences in the name of specific services delivered by each council, data was collected about the following service types (groups of services):

- Domestic assistance
- Social support for individuals
- Social support for groups
- Home modifications
- Home maintenance
- Transport
- Respite

Table 2 shows a summary of the funding arrangements, staffing and volunteer levels. This includes both ageing and disability funding information.

Council	Funding - CHSP	Funding - State HACC	Funding - NDA	Funding internal	Client contribution	No. staff FTE	No. volunteers	Partnering/ brokerage
Campbelltown	✓	✓	x	x	✓	4.7	35	✓
Mitcham	✓	✓	x	✓	✓	11.42	80	✓
Marion	✓	✓	x	x	✓	16	26	✓
Tea Tree Gully	✓	✓	x	x	✓	7	80	✓
Holdfast Bay	✓	✓	x	✓	✓	12.47	107	✓
Playford	✓	✓	✓	✓	✓	14.7	278	✓
Salisbury	✓	✓	✓	✓	✓	27*	250	✓
Port Adel/Enf	✓	✓	x	✓	✓	10.4	60	✓
Charles Sturt	✓	✓	x	✓	✓	17.06	116	✓
Onkaparinga	✓	✓	✓	✓	✓	19.15	150	✓

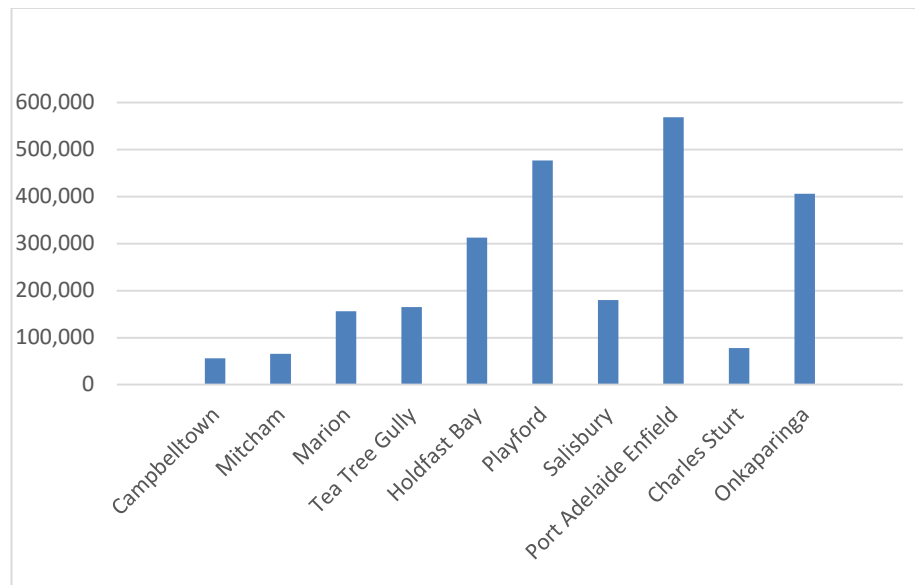
\*This figure represents fulltime and part time numbers of staff rather than fte

\*\* A summary of all terms/ references used in the table is available at Appendix 4

*Table 2: Summary of funding arrangements, staffing and volunteer levels*

Levels of funding vary across the surveyed councils. All councils surveyed receive funding via the Department for Families and Social Inclusion (DCSI) Home and Community Care Agreement (SA HACC).

The total amount of SA HACC funding is shown in Table 3. The figures included on the left hand side of the graph below indicates funding as a dollar amount (\$).



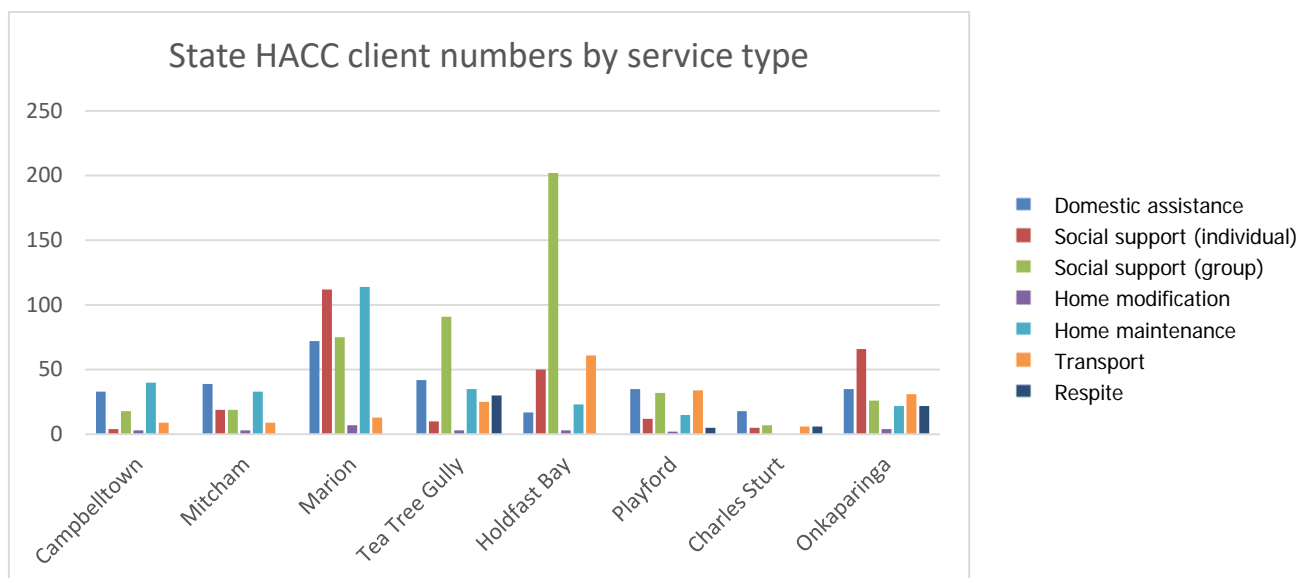
*Table 3: SA HACC funding per council*

It should be noted that Port Adelaide Enfield Council and Holdfast Bay Council receive funding for the Supported Residential Facilities program (SRF) which provides accommodation and care services in a group setting for people with disabilities, mental illness and older people. Inclusion of this program for these councils is a significant component of total funding received.

In addition, both Playford Council and Onkaparinga Council total funding amounts include amounts received for the Community Passenger Network (CPN). This funding amount is not widely received across the councils participating in this data collection exercise.

Table 4 below shows number of clients receiving each type of service through SA HACC. Note data not available for Port Adelaide Enfield and Salisbury councils.





*Table 4: SA HACC client numbers by service type*

It is also important to note that client numbers for Holdfast Bay council in the social support (group) reflect the Supported Residential Facilities (SRF) program as described above.

### ***Future plans***

The following table (table 5) indicates the intentions (as far as they have been determined) of the surveyed councils with regard to their future involvement in services for people with a disability. Of note is that the two councils who, like City of Onkaparinga, receive NDA funding have either registered for NDIS in the case of Salisbury, or are considering it in the case of Playford. The NDIS rolled out in the north in January 2017 and rolls out in the south in January 2018.

Council	Future Plans
Campbelltown	Not registering for NDIS. Will provide information and advocacy. Only provide State funded HACC services.
Mitcham	Not registering for NDIS. Have negotiated with State Government about transitioning clients.
Marion	Not registering for NDIS but would consider regional approach if any program funding became available.
Tea Tree Gully	Not registering for NDIS
Holdfast Bay	Not registering for NDIS but would consider regional approach if any program funding became available. Will take on advocacy and support role.
Playford	Consultancy currently underway. Everything is on the table.
Salisbury	Registered for NDIS. Developing business case for future of CHSP and Disability services. Council have extended disability staff to December in light of this (Note NDIS has already commenced in the north)
Port Adelaide Enfield	Not registering for NDIS. Have presented to Council. Awaiting further information. Concern about SRF clients.
Charles Sturt	Not registering for NDIS. Looking at a community development model for ageing and disability with a focus on transport and squalor.

*Table 5: Future plans of councils surveyed*

## 4.2 Overlap with similar services

As outlined in *the Market Position Statement – South Australia* published by NDIS in June 2016, Southern Adelaide is anticipated to be one of three regions across South Australia who will experience the largest growth in terms of the number of people receiving supports and total funding for supports.

The position statement also notes that the Victoria trial site for NDIS rollout, found the largest support category by committed funding was 'Assistance with Daily Living' representing around 69 per cent of funded supports. It is envisaged as the scheme matures that investments in capacity building supports such as assistive technology, community participation, improved daily living skills and home and vehicle modifications will increase so that participants can experience increasing levels of independence in daily life.

From an environmental scan of the sector utilising a list of service providers already registered with NDIS in South Australia, of which there are 1061 there are approximately six service providers that look to be offering comparative services to those aligned with Onkaparinga council.

Services flagged as NDIS funded supports that align with council's current service provision have been identified as the following service categories:

- *Group/ centre activities* – social and recreational activities delivered in a centre-based program or community setting.
- *Innovative community participation* – designed to allow providers the opportunity to develop programs focussing on skills based learning, developing a participants independence in accessing their community.
- *Participate community* - enable participants to engage in community/ social or recreational activities in the community, decreasing the risk of social isolation.
- *Support coordination* – assistance to strengthen participant's abilities to connect to and coordinate informal, mainstream and funded supports in a complex service delivery environment. This might include resolving points of crisis, developing capacity and resilience in a participant's network and coordinating supports from a range of sources.
- *Assist-travel/ transport* – transport assistance for participants unable to use public transport without substantial difficulty due to their disability.

Minda, SCOSA, Bedford, Reclink, Skylight and Partners in Recovery – working collaboratively with Workskills, Junction Australia and Life Without Barriers are the businesses registered as NDIS providers offering group/centre activities. There are however far more agencies identified as providing support coordination and plan management activities focussing on supporting individuals preparing for NDIS rollout. The scan undertaken of service provision by NDIS registered providers highlighted that SCOSA are likely to be the most closely aligned with councils current service provision and would be out closest competitor in relation to offering similar services.

What makes service delivery of Onkaparinga council different to other service providers is that the team offers a community approach, programs and activities are flexible and tailored to meet the needs of participants, they are often the only connection people have with other like-minded individuals. Whilst services may overlap, there are unique offerings by Onkaparinga council that make people come back to the services on offer.

It should be noted that a number of service providers from the NDIS registered providers list have provided details identifying they are based interstate or currently have operations in the Barossa, Light, Lower North and Northern Adelaide regions of South Australia.

At this stage, this list should be used as a guide only. The full scope of services likely to be available in the southern region as rollout of the scheme commences will likely be expanded

overtime and should be an area of future review ensuring services delivered maintain a focus on outcomes delivered to those most disadvantaged in the community.

### 4.3 Support trends and statistics

Current service delivery is consistent with other councils. Demographics, funding and mix of services is most closely aligned to Salisbury Council and Playford Council. These two councils together with Onkaparinga are amongst a small number of councils currently receiving funding via the National Disability Agreement (NDA).

The response of Salisbury and Playford councils has been to register as an NDIS service provider with a focus on the provision of services that achieve community inclusion outcomes, resource a transition program and during the transition period undertake detailed scenario modelling of preferred service options.

We don't know if people eligible for NDIS funding will stay with the services provided by council if we register as a service provider. Based on feedback from surveys and focus group sessions held, it is highly likely that the majority of participants would stay with council if registered as a provider.

Whilst it is currently unknown the number of current clients anticipated to be eligible for NDIS funded support, it is estimated that approximately 20 per cent of clients currently participating in activities funded by SA HACC are likely to be eligible and approximately 80 per cent of clients currently participating in activities funded by NDA are likely to be eligible.

If the service delivery model allows, it is estimated that a majority of clients will remain as participants of activities on offer as they await NDIS eligibility assessment.

It is important to note that the scheme aims for clients to have more choice and flexibility in relation to where they can get their services from as a result of the NDIS rollout.

Work undertaken to establish the legal impacts of service delivery, in what will now be a competitive market, has confirmed a neutral position for council in line with the National Competitive Policy. Legal advice supports the suite of services planned for provision by council to be a unique service offering in the market and unlikely to be viewed as operating in direct competition with other operators. This position will require further assessment into the future and as the NDIS rollout is completed.

#### 4.3.1 Feedback from regional rollout process

Trends from the regions where NDIS has already been rolled out (locally and interstate), it is anticipated that clients eligible for NDIS funded support are likely to continue to participate in activities they are most familiar with. This may change in year two of the rollout as client plans are updated and needs are reassessed.

Feedback from preceding regional NDIS rollouts have noted that the transition of NDIS eligible clients may take up to 12 -18 months due to the number of clients requiring assessment being significant and the time required to establish a plan with individuals is unavoidable. It is anticipated that this will place increased financial pressure on level of service delivery able to be provided if financial support is not provided beyond 1 July 2018.

From the contact current program participants have had with NDIS, people still have a varying level of understanding of the impacts and implications that NDIS will have on their personal situations. Feedback from program participants strongly indicates that people would prefer to remain involved in current activities on offer at council, at least in the interim while processes are still being embedded.

The level of understanding of individuals is hindered to some degree by the capabilities of people needing funded supports. If not supported by a carer or family member to be an advocate on their behalf, individuals will be faced with not understanding what is required of them or what they are entitled to receiving, significantly disadvantaging them in the

rollout process. The eligibility assessment process will take time as all clients are contacted and plans are established.

The assessment process adopted by NDIS planning staff is already a topic of concern in the community with the Commonwealth Ombudsman receiving a jump in the number of complaints received about the nationwide rollout of NDIS. The number of complaints jumped from 62 in 2015-16 to 429 in 2016-17. The main cause for concern is in relation to meetings often being held over the phone as opposed to face to face meetings.

Council strongly supports being an advocate where possible for those in the community who may be disadvantaged and provide support where there are noticeable gaps in the provision of advice and support. During the NDIS transition phase, this will be a learning experience for all involved.

The approach taken by Whittlesea council (located in the north east Melbourne region of Victoria) in relation to the NDIS rollout which commenced on 1 July 2016 was to invest additional funding in an 18 month transition program, not register as a service provider and increase the focus of service delivery on the inclusion of people with a disability and social procurement to facilitate outcomes. The progress and impact of the NDIS rollout in this region and other areas will continue to be monitored as an opportunity to learn from previous rollouts and predict future impacts in our local area.

Recent media reports have indicated that the NDIS rollout in South Australia may miss the July 2018 deadline which highlights some of the frustration experienced by the scheme rollout interstate.

#### **4.3.2 Strategic Review of Active Ageing and Disability Support Programs**

Bronwyn Webster of Bronwyn Webster and Associates was engaged in late 2016 to undertake a strategic review of the City of Onkaparinga's community programs, including the Active Ageing team and the disability support programs. The purpose of the review was to recommend future directions for these programs, explore opportunities to develop collaboration and alignment of the service delivery model with other internal teams and initiatives.

A report of the review and its findings was presented to the Directors Group at a meeting on 1 December 2016.

The review found that based on the demographic profile of the City that 5.2 per cent of the population of 159,583 (as at 2011 census, and estimated to be 168,798 as at 2015) reported needing assistance with core activities due to disability or age which was slightly less than the needs of greater Adelaide. It was also noted that 12.1 per cent of the population provided unpaid care which was estimated to be 15,552 carers providing unpaid assistance to a person with a disability, long term illness or old age. These statistics are higher than the greater Adelaide region.

The city has a significant ageing population and people with a disability which is likely to increase. The Positive Ageing Strategy 2014 – 2019 and the Disability Access and Inclusion Management Plan 2013 – 2019 both support creating an environment that supports the inclusion of people with disability who are ageing in all aspects of community life.

The review noted various references to strategies and concepts used worldwide which achieve great outcomes in support of the ageing.

The changing role of older people in the social care system are moving from passive recipients of support to more active citizens in relation to knowing what supports are available and how to access them. This becomes challenging for local government to understand the expectations of the current population and how best to provide support.

The review noted that council is faced with the following challenges as funding reforms are rolled out in the aged care sector:

- The direct competition councils will face from other 'not for profit' and private providers for the provision of home based care
- Uncertainty about future aged care funding and the challenges in operating in a consumer/ client orientated environment
- Renewed focus on social connection which has traditionally complemented aged care home services (funded by HACC)
- Potential loss of funding and a shift towards functional capacity rather than social inclusion providing greater impetus for local government to actively support their older residents across all facets of active ageing.

The review recommended that:

- it would be beneficial for council to focus on the gaps in service provision and implement programs that enhance the social capital of the ageing community
- ceasing the current sub-contracting arrangements council has in place with ACH and Anglicare to allow for the development of partnering arrangements more suited to the new funding environment would be advantageous
- a co-production approach would help foster relationships with people who use services, enhancing the wellbeing of citizens and consider how the most vulnerable in the community wish to be supported.
- Council capitalise on a potential gap under the new aged care and NDIS arrangements in relation to social connection amongst the aged.
- The Active Ageing and Disability teams be amalgamated to recognise the considerable cross-over of activity and needs of their target groups.

The strategic review concluded with a number of options being recommended for consideration in the development of a new service delivery model. These options formed the basis of the options considered and detailed in section 5 of this report.

#### **4.3.3 Funding opportunities**

A number of funding opportunities are currently being pursued to supplement the funding income received to support service delivery.

- 1) Successful project submission to the Local Government Research and Development Scheme – Impact of the rollout of NDIS in SA on local government.

Submitted by the Community Managers Network auspiced by Local Government Professionals South Australia for an amount of \$32,000 commencing January 2018 and concluding in March 2019.

The project aims to engage a consultant to review trends and models of practice post NDIS roll out across local government.

- 2) An application has been submitted for a capacity building grant through establishing an NDIS Transition information and support model provided utilising volunteer support and delivered via City of Onkaparinga libraries and community centres.

Funding opportunities will also be available to organisations from NDIA as part of their Information, Linkages and Capacity (ILC) Building grants. The focus of ILC is community inclusion, making sure our community becomes more accessible and inclusive of people with disability. Initiatives will assist:

- Personal capacity building – ensuring people with disability and their families have the skills, resources and confidence they need to participate in the community or access the same kind of opportunities or services as other people.
- Community capacity building – ensuring mainstream services or community organisations become more inclusive of people with disability.

ILC will fill the gap resulting from the move from a block funded system to individualised plans.

#### **4.4 Community engagement**

A series of engagement activities have been undertaken to establish a perspective on how the sector is changing and preparing for the NDIS rollout. A summary of the results of this engagement has been included at Appendix 5.

The following activities have been undertaken:

- 1) Eight councils were surveyed by Bronwyn Webster of Bronwyn Webster and Associates seeking information on the current level of service provided and understand the level of support required to be provided to help clients navigate the funding changes.
- 2) A series of focus groups were held, facilitated by Bronwyn Webster of Bronwyn Webster and Associates to provide information about council services, information about the commencement of the NDIS in our area and to seek feedback on what services and valued and needed.
- 3) In line with annual surveys sent to current clients seeking feedback on programs and activities, a number of questions were asked to gauge the level of understanding of NDIS.
- 4) Letters were sent to Disability Program participants and SA HACC funded participants informing them of upcoming NDIA facilitated information sessions and encouraged to contact NDIA for further information about NDIS.

Engagement activities undertaken with participants highlighted an overwhelming need for information and assistance in whatever activities are required to successfully transition to NDIS or prepare for discussions with NDIS to determine eligibility.

An overview of the strategic review undertaken by Bronwyn Webster and anticipated funding changes was delivered to internal stakeholders on 19 October 2016. The workshop style session included representatives from Human Resources, Finance, Strategic Futures, Property, Community Capacity and Business Performance Improvement teams.

The session also provided attendees with an opportunity to provide feedback on the service delivery options being considered at the time.

A series of engagement sessions were also held with staff to keep them informed of changes in the sector and progress of the review. Sessions were held on 24 October 2016 and 27 October 2016. Updates on progress of the review have also been provided to staff at team meetings in the Community Capacity section.



## 4.5 Analysis completed

Following is a summary of the analysis undertaken by BPI to support the options and recommendations outlined in this report. A number of areas relating to how services are delivered were reviewed to ascertain how services are currently managed.

Client data, management of budget/ financial information and the alignment of service delivery with NDIS categories of service were amongst the aspects of service delivery reviewed.

### 4.5.1 Client data

The client management system SMS (Alchemy) is the primary data capture of everything that is client related including contact and address details, logging of phone calls, registration paperwork, program attendance, mobility requirements/ issues etc. Alchemy was introduced as DCSI's preferred data capture tool at the time of the last round of funding changes which occurred in 2009. Alchemy is used by a number of other government funded organisations to manage client information.

Data for analysis was primarily sourced from Alchemy. Assistance from the Active Ageing and Disability team was required to interpret data, understand input methods and navigate the availability of reports.

Data is recorded for each client in Alchemy each time they are registered to participate in an activity. For example, a client participating in the Kookaburra club who requires transport to attend will have their attendance recorded in Alchemy for the day and time they've attended the club, an entry in Alchemy recording a bus trip to the venue and an entry in Alchemy recording their return trip home.

A series of standard fields are used in Alchemy to categorise client participation against an identifiable activity. Fields used to describe participation include 'category', 'sub-category', 'service type', 'data group', 'program funding' and 'description'.

Data captured for each client and the number of hours they participate in programmed activities is reported to funding bodies on a regular basis as an online acquittal of program outcomes to DCSI.

Whilst Alchemy meets the requirements of funding bodies in the reporting of achieved outcomes, it doesn't link in any way to the financial reporting system JDE to track use of funds with activities undertaken.

Manual acquittals are completed by Finance which provide a high level summary of outcomes achieved with funds received. However, a manual data match exercise was required to understand the link between activities attended by clients and the expense of this activity impacting the budget in the form of program expenses, operating expenses, staff costs and funding received.

Reports in Alchemy query the data or attendance of clients based on the activity they attend or participate in. This enables outcomes to be easily queried and reported as the reporting level is based at an activity level. To summarise data any other way, a manual matching process of activity level entries to a line in the budget where the expense is incurred and/or funding received is required to be undertaken.

Participant numbers and hours of services delivered have been sourced from Alchemy and included in the financial model. Whilst a level of participation has been established for each program area impacted by NDA and SA HACC funding, data sourced from Alchemy should be used as a guide only.



#### 4.5.2 Management of budgets

There is no link between a program or activity entry in Alchemy and the budget where expenses are incurred against funding received. A snapshot of participant data taken as at July 2017 and was used in the analysis to substantiate the participant numbers reported from Alchemy via standard reports. A level of interpretation was required of the data to define the participant activity and assign it to an appropriate program line in the budget.

Cost centres in the budget are not aligned with services delivered. Cost centres have also been established at an inconsistent level across the Active Ageing and Disability Services team budget, some cost centres are at an activity level and others are at a program level.

A majority of activities delivered are done so with assistance of the resources of the Positive Ageing Centres in facilities support, the Community Bus in the provision of transport getting participants to and from programs, the contribution that these two council funded services have on the cost of services delivery is not captured in the budget.

#### 4.5.3 Alignment with NDIS

Analysis was undertaken of the NDIS price guide to establish alignment of current service delivery to the services to be available to registered NDIS providers.

The review of the price guide showed that a majority of services that would be delivered by council if a registered NDIS provider are also nominated to be provided by a range of other providers in the sector. However, from our understanding and current relationships with some of these providers, very few offer a service comparable to the unique and tailored service offerings available at Onkaparinga.

A list of services to be considered as part of registering as an NDIS provider has been considered at section 4.2 of this report.

#### 4.5.4 Financial modelling

A financial model was established by Finance with the use of participant numbers and program outputs (in the form of hours of service delivered to participants) supplied by the Active Ageing and Disability team from Alchemy.

A series of models were created in order to analyse the impact of funding changes across a number of financial years based on an anticipated level of service delivery.

In order to provide some level of analysis of the current cost of services delivered and project anticipated future costs, a number of assumptions were required to be made. The resulting model should be used as a guide only as to the projected impacts of the service delivery method chosen.

The financial model made the following assumptions:

- Assumed 80 per cent of SA HACC clients will be ineligible from NDIS.
- Assumed 20 per cent of NDA clients will be ineligible.
- Assumed Social and Respite costs spent against SA HACC clients (eligible and ineligible) are equivalent to funding received.
- Modelling is based on 2016/17 adopted budget for financial year 1 July 2016 to 30 June 2017.
- The NDIS provider arrangements will start from 1 January 2018 - half way through the current financial year.
- Due to low take up rates experienced by other councils (Playford and Salisbury councils) in the first six months of the new funding arrangements the model assumes that the changing arrangements will not impact the current financial year (2017/18).

- All modelling has been based on 2016/17 financial year adopted budgets and hourly participation rates.
- Hourly rates for each service have been derived from adopted budgets and hourly participation rates.
- This modelling does not include any indexation of future year costs. All figures have been expressed in real terms.
- Direct costs are variable costs and will fluctuate depending on participation rates.
- Indirect costs are fixed costs in supporting the provision of the service and will not vary with levels of participation in the programs.
- No admin costs to setup invoicing, cash handling practices, data capture or costs associated with provider registration have been included in the model.

Analysis of the financial model concluded:

- The financial model is based on the current 16/17 budget as the baseline driver for cost rather than the number of hours or clients.
- The budgeted financial position has been approved until 30 June 2018. There will however be budget impacts commencing 1 January 2018 in line with when eligible clients transition to the scheme.
- Changes to funding agreements and the amount of funding received via current agreements with NDA and SA HACC will commence from 1 January 2018 with NDIS rollout.
- As clients determine their NDIS eligibility from 1 January 2018, NDA funding currently received will decrease from the time that their eligibility status is approved by NDIS.
- Similarly with SA HACC clients being assessed for NDIS eligibility. As soon as their eligibility status is approved by NDIS, SA HACC funding will reduce per client.
- The rate of NDIS signup by clients is anticipated to be relatively slow in the beginning and take up to 12 months to be assessed.
- NDA and SA HACC funding will cease as at 30 June 2018. No further extensions have been provided, however advice is currently being sought from state government of the arrangements in place if clients have not transitioned by this time.
- Current programs delivered inline with NDA and SA HACC funding outcomes cost \$639,678.
- If the service is stopped the savings to Council of service delivery costs will be \$126,136 ongoing.
- The cost of service delivery in 2018/19 if not registered as an NDIS provider and support is provided to ineligible clients an increase of \$69,733 should be expected.
- Cost to Council of service delivery in year 1 2018/19 if registered as an NDIS provider reduced by \$7,084.
- Cost of service delivery in 2018/19 if not registered as an NDIS provider, with no support provided to ineligible clients will result in an increase of \$24,495 per annum.
- Participant numbers and output hours have been sourced by the Active Ageing and Disability team and should be used as a guide only to the financial impacts of funding changes.
- Costs relating to the setup of systems, invoicing activities, reconciliation processes, budget setup, administration support etc to manage requirements of NDIS registered providers is not included in the model.

- The impact of use of supporting services such as the Community Bus and Positive Ageing centres, need to be considered as the cost of service delivery would increase if these council funded activities were not available.

#### 4.5.5 Findings from analysis

BPI analysis undertaken concluded the following:

Topic	Action required
Alchemy reports	Further work is required by the team to understand the suite of reports available in Alchemy and seek assistance from the software vendor to ensure reports are available to suit all data reporting requirements including the ability to report per participant at a program level.
Clear links of budget lines to services/ programs supported	Budget lines set in the budget need a stronger link to the programs delivered. Whilst there are limitations with the structure of budgets, a clearer understanding of how service delivery is grouped for budget reporting would alleviate confusion.
Data clean up	As Alchemy is the primary data capture tool used by the team, rigour needs to be established in relation to how it is used in order for meaningful data to be extracted for analysis. Inconsistent use of data fields amongst the team, limited use of drop down menus for activity descriptions, incomplete data sets, manipulation of historical records when updating participation information. Advice should be sought from the software vendor to maximise the use of the database to use selectable/ drop down fields when available.
Data management	<p>In order for appropriate client records to be maintained, accurate and consistent recording of participant activities is required. A standard dataset should be agreed and data recording practices should also be agreed to by the team.</p> <p>Changes made to client records to reflect changes to attendance etc are not dated appropriately in the system impacting historical client records/ history of attendance – staff are not aware that changes should be future dated so that historical data remains unchanged.</p> <p>Limiting the number of people able to enter data would also assist with managing the accuracy of client records.</p>
Scheduling transport activities	<p>Data analysed from Alchemy showed that an 'am' and 'pm' entry were being used to record community bus trips required by participants. Multiple entries for the purposes of scheduling or counting number of trips completed may contribute to over stating participation numbers/ bus trips completed/ clients impacted by services delivered.</p> <p>Alchemy should be used to record that transport is required by a client and the scheduling of trips to transport the client to and from an activity should be undertaken outside of the</p>

	client management system.
Maximise system use	<p>The level of understanding about how Alchemy could be used to analyse client records is limited. Data capture and system use will impact future ability to monitor program use if this is considered.</p> <p>Seek support from Alchemy to provide tailored support.</p>
Data analysis	<p>The ability to extract data from SMS to allow analysis based on activities undertaken by clients in a specific financial year was difficult. Standards established in relation to data capture, system use, reporting will improve the reliance able to be placed on data extracted from the system.</p> <p>Seek support from Alchemy to provide tailored support.</p>
Measuring impact of service delivery	<p>Further work is required to establish an appropriate means of measuring the impact services have on the lives of participants. Whilst anecdotal evidence is collected from participants to provide support for service delivery it is not quantifiable data. Engagement activities as part of this review were unable to provide any further input to advance a means of measurement to be developed.</p> <p>Ability to measure the impact of services/ programs will provide a solid base level of information which can then be used to track trends etc.</p>

## 5 Options Considered

### 5.1 Alternative levels of service/ service delivery methods

In considering the options available to council in relation to service delivery and if council has a role to play in the sector, an analysis of the risks and opportunities was undertaken to highlight the true impact of each option.

Option, Rationale & Benefits	Financial & Staff Implications	Risks
<b>Option 1: Stop the service 30 June 2018</b>		
<ul style="list-style-type: none"> <li>• Deliver services as per contractual obligations until June 2018.</li> <li>• Do not register as an NDIS provider.</li> <li>• Refuse SA HACC funding for 2018-19 financial year if available.</li> <li>• Transition all clients to NDIS service January to June 2018 where services are available and eligibility allows.</li> <li>• Transition all clients found to be ineligible for NDIS funded support to alternative service providers.</li> <li>• Advocate for clients unable to access services.</li> <li>• Advocate with state government to fund clients who are not eligible for NDIS.</li> <li>• NDA funding to reduce in line with NDIS eligible clients transitioning to the scheme.</li> </ul>	<p>Savings of \$126,136 in service delivery costs for 2018-19 financial year.</p> <p>6 (3.0 FTE) staff contracts not renewed.</p> <p>1 staff member (0.5) FTE redeployed.</p>	<ul style="list-style-type: none"> <li>• Additional costs incurred January to June 2018 as clients' transition to NDIS and funding is withdrawn. <b>HIGH RISK</b></li> <li>• Reduced capacity to meet legislative requirements. <b>HIGH RISK</b></li> <li>• Up to 500 disability clients to be disadvantaged through premature withdrawal of service provision and inadequate transition time before 30 June 2018. <b>HIGH RISK</b></li> <li>• Market not ready to meet demand. <b>MEDIUM RISK</b></li> <li>• Community perception that Council is not an inclusive organisation due to stopping a funded service in line with the withdrawal of state</li> </ul>

Option, Rationale & Benefits	Financial & Staff Implications	Risks
		<p>funding.</p> <p><b>HIGH RISK</b></p> <ul style="list-style-type: none"> <li>Community perception that council is not meeting the needs of the community by ceasing a service unable to be readily replaced in the sector, additionally putting members of the community at risk of not being able to access any localised support service if not eligible for funding.</li> </ul> <p><b>HIGH RISK</b></p>

Option, Rationale & Benefits	Financial & Staff Implications	Risks
<b>Option 2: Continue to provide a service, not registering as an NDIS provider with a focus on transition for 2018 offering support for ineligible clients through our Community Links program</b>		
<ul style="list-style-type: none"> <li>Deliver services as per contractual obligations until June 2018.</li> <li>Do not register as an NDIS provider.</li> <li>Transition existing clients to NDIS services in 2018.</li> <li>Increase capacity to deliver on legislative requirements.</li> <li>Clients receiving home assist and personal care services from ACH Group to receive their services direct rather than as a sub contract arrangement through council.</li> <li>Support clients for whom there is no other service available through our Community Links Program.</li> <li>Accept SA HACC funding for 2018-19 financial year if available to support clients for whom there is no other</li> </ul>	<p>Additional ongoing annual costs estimated to be \$69,733.</p> <p>5 (2.5 FTE) staff contracts not renewed.</p> <p>2 (1.0 FTE) retained to support clients to transition.</p> <p>1 new Level 6 FTE employed to revise our Disability Access and Inclusion Management Plan to align with new legislative requirements, considering costs of implementation.</p> <p>Review financial, staffing and</p>	<ul style="list-style-type: none"> <li>Additional costs incurred January to June 2018 as clients' transition to NDIS and funding is withdrawn.</li> </ul> <p><b>MEDIUM RISK</b></p> <ul style="list-style-type: none"> <li>Up to 170 clients to be disadvantaged through withdrawal of service provision due to being ineligible for funded support.</li> </ul> <p><b>HIGH RISK</b></p> <ul style="list-style-type: none"> <li>Community perception that Council is not an inclusive organisation due to stopping funded services in line with the withdrawal of state funding.</li> </ul>



Option, Rationale & Benefits	Financial & Staff Implications	Risks
<p>service available.</p> <ul style="list-style-type: none"> <li>Transition clients to NDIS service January to June 2018 where services are available and eligibility allows.</li> <li>Transition all other clients ineligible for NDIS funding to other services in the sector.</li> <li>Advocate with state government to fund clients who are not eligible for NDIS.</li> <li>Proactively engage with the Local Area Coordinator when appointed to facilitate transition for clients.</li> <li>Apply for ILC funding for capacity building initiatives via the NDIA.</li> <li>Revise councils Disability Access and Inclusion Management Plan to meet new legislative requirements.</li> <li>Opportunity to provide service support to NDIS eligible clients if self-managing plans.</li> </ul>	<p>service requirements early 2019 to inform 2019-2020 budget process and service delivery planning.</p>	<p><b>MEDIUM RISK</b></p> <ul style="list-style-type: none"> <li>Market not ready to meet demand.</li> </ul> <p><b>MEDIUM RISK</b></p>

Option, Rationale & Benefits	Financial & Staff Implications	Risks
<b>Option 3: Employment of a project officer to revise Disability Access and Inclusion Management Plan.</b>		
<ul style="list-style-type: none"> <li>Deliver services as per contractual obligations until June 2018.</li> <li>Do not register as an NDIS provider.</li> <li>Increase capacity to deliver on legislative requirements via the revision of the Disability Access and Inclusion Management Plan.</li> </ul>	<p>Potential savings of \$24,495 in service delivery costs based on current years modelling.</p> <p>6 (3.0 FTE) staff contracts not renewed.</p> <p>1 staff member (0.5) FTE</p>	<ul style="list-style-type: none"> <li>Additional costs incurred January to June 2018 as clients' transition to NDIS and funding is withdrawn.</li> </ul> <p><b>MEDIUM RISK</b></p> <ul style="list-style-type: none"> <li>Up to 400 disability clients to be disadvantaged through premature withdrawal of service</li> </ul>



Option, Rationale & Benefits	Financial & Staff Implications	Risks
<ul style="list-style-type: none"> <li>• Clients receiving home assist and personal care services from ACH Group to receive their services direct rather than as a sub contract arrangement through council.</li> <li>• Transition clients to NDIS service January to June 2018 where services are available and eligibility allows.</li> <li>• Transition all other clients ineligible for NDIS funding to other services in the sector.</li> <li>• Advocate with state government to fund clients who are not eligible for NDIS.</li> <li>• Proactively engage with the Local Area Coordinator when appointed to facilitate transition for clients.</li> <li>• Apply for ILC funding for capacity building initiatives via the NDIA when available.</li> </ul>	<p>redeployed.</p> <p>1 new Level 6 FTE employed to revise our Disability Access and Inclusion Management Plan to align with new legislative requirements, considering costs of implementation.</p> <p>Review financial, staffing and service requirements early 2019 to inform 2019-2020 budget process and service delivery planning.</p>	<p>provision and inadequate transition time before 30 June 2018.</p> <p><b>HIGH RISK</b></p> <ul style="list-style-type: none"> <li>• Market not ready to meet demand.</li> </ul> <p><b>MEDIUM RISK</b></p> <ul style="list-style-type: none"> <li>• Community perception that Council is not an inclusive organisation due to stopping a funded service in line with the withdrawal of state funding.</li> </ul> <p><b>HIGH RISK</b></p> <ul style="list-style-type: none"> <li>• Community perception that council is not meeting the needs of the community by ceasing a service unable to be readily replaced in the sector, additionally putting members of the community at risk of not being able to access any localised support service if not eligible for funding.</li> </ul> <p><b>HIGH RISK</b></p>

Option, Rationale and Benefits	Financial and Staff Implications	Risks
<p><b>Option 4: Recommended service delivery option</b></p> <p><b>Continue to provide a service, including registration as an NDIS provider to deliver programs that promote community inclusion with a focus on transition in 2018.</b></p>		
<ul style="list-style-type: none"> <li>• Deliver services as per contractual obligations until June 2018.</li> <li>• Transition clients to NDIS service January to June 2018 where services are available and eligibility allows.</li> <li>• Clients receiving home assist and personal care services from ACH Group to receive their services direct rather than as a sub contract arrangement through council.</li> <li>• Register with NDIS to provide community participation, coordination, support and transport services.</li> <li>• Accept SA HACC funding for 2018-19 financial year if available to support clients for whom there is no other service available.</li> <li>• Support clients for whom there is no other service available through our community links program.</li> <li>• Advocate with state government to fund clients who are not eligible for NDIS.</li> <li>• Proactively engage with the Local Area Coordinator when appointed to facilitate transition for clients</li> <li>• Apply for ILC funding for capacity building initiatives</li> <li>• Develop and plan delivery of Disability Inclusion and Action Plan.</li> <li>• Review service early in 2019 considering client numbers, market capacity and legislative requirements</li> </ul>	<p>Potential savings of \$7,084 in service delivery costs based on current years modelling.</p> <p>Retain current staff for 2018-19 financial year.</p> <p>Engage a consultant to revise our Disability Access and Inclusion Management Plan to align with new legislative requirements, considering costs of implementation.</p> <p>Additional administration costs off-set by increased client funding.</p> <p>Review financial and staffing service requirements early 2019 to inform 2019-2020 budget process and service delivery planning.</p>	<ul style="list-style-type: none"> <li>• Community expectation that council will offer a full range of disability services ongoing. <b>MEDIUM RISK</b></li> <li>• Perception that council is competing with local businesses. <b>LOW RISK</b></li> <li>• Market not ready to meet demand. <b>MEDIUM RISK</b></li> </ul>

# 6 Appendix 1

## 6.1 Review scope



PR#: PR7491  
DWS Document Set#: [ECM ref no.]

### REVIEW SCOPE

#### Disability Service Review

##### Review Name

Disability Service Review

##### Review Leader

Lui Di Venuto, Team Leader Active Ageing and Disability

##### Review Description

We provide services and programs to people under the age of 65 years with a disability and their carers including:

- The Disability Network, which provides opportunities for networking, information sharing and linking with stakeholders regarding disability issues.
- The Disability Program, which assists older adults with a disability to identify, join and participate in long term sustainable community recreation activities.

The table below summarises the costs, income and human resources for our disability services. Our income sources include funding from the state government Department of Community and Social Inclusion (DCSI) and client contributions.

Program	Staff FTE Allocation	Number of staff	Number of Volunteers	Cost of program	Income
Disability Network	0.67	1	N/A	\$59,129	N/A
Disability Programs	2.7	5	11	\$154,862	\$74,341
TOTAL	3.37	6	11	\$213,991	\$74,341

A service review of the disability programs and disability networks will be undertaken to determine our future role, level of service and service delivery model in response to the changing landscape of disability services within Australia.

##### Reason for Review

The introduction of the National Disability Insurance Scheme (NDIS) from January 2018 will result in significant changes to how disability services are delivered and funded. These proposed changes present a number of immediate challenges and opportunities for local government.

A service review of the disability programs and services provided by council is needed to better understand current unit costs, alignment with emerging community needs and the external funding environment.

## REVIEW SCOPE

### Disability Service Review

#### Review Objectives

The objectives of this review are to:

- Understand the existing disability services and programs delivered including council's role, strategic alignment, community need, service levels and unit costs.
- Analysis of the cost and benefit of service provision under NDIS having regard to the administrative costs relative to each service provision.
- Understand the financial implications of the NDIS and identify the potential impact on current service delivery and existing partnering arrangements.
- Understand the emerging needs of our communities in respect to disability services following the introduction of the NDIS.
- Understand whether council has relevant systems and processes in place to deliver services under an activity based funding model used by the NDIS.
- Identify council's future role if any, in the delivery of disability services in the changing landscape.
- Identify what services council will continue to deliver if any, under the NDIS.
- Explore council's transitional arrangements relating to a potential withdrawal from some or all of these service provisions.
- Identify risks, gaps and opportunities for service delivery improvement within our internal and external operating environments.
- Explore partnerships as a way to continue to provide support to residents with a disability.
- Identify opportunities to align the service delivery model with other internal teams and the emerging community facilities coordination activities.
- Identify innovative, integrated service delivery models responsive to our communities needs.

#### Review Outcomes (estimated)

Savings, income & efficiencies:	<ul style="list-style-type: none"> <li>• Potential savings and/or efficiency gains resulting from a revised service delivery model that is innovative, collaborative and responsive to community needs.</li> </ul>
Community/Customer Outcomes:	<ul style="list-style-type: none"> <li>• Improved community outcomes through the provision of a sustainable service aligned with our strategic direction and the needs of our communities.</li> <li>• Improved flexibility and responsiveness.</li> <li>• Increased collaboration within the sector.</li> <li>• Continued support for the more vulnerable members of our community.</li> </ul>
Risk Reduction:	<ul style="list-style-type: none"> <li>• Reduced reliance on external funding.</li> </ul>

## REVIEW SCOPE

**Disability Service Review****Review Constraints/Limitations**

- Funding for existing programs and services from DCSI is expected to continue until 30 June 2018.
- The NDIS will be rolled out in southern Adelaide from January 2018.
- The availability of information from external funding agencies in relation to how some of the reforms are to be rolled out to clients and subsequent impacts on council services is at this stage unclear.

**Scheduling**

Estimated Start Date:	3/04/2017
Estimated Completion Date:	31/12/2017

**Stakeholders**

Staff (Internal Resources):	Philomena Taylor, Director Community Relations Terra Lea Ranson, Manager Community Capacity Lui Di Venuto, Team Leader Active Ageing and Disability Jason Haskett, Team Leader Arts and Inclusion Yzza Paelma, Management Accountant Stakeholders (various) including but not limited to Active Ageing, Disability, Finance, Strategy, Commercial, Human Resources
External Resources:	Local Government Association of South Australia Other local government service providers Funding agency contacts
Business Performance Improvement team (Review Leaders):	Janine Nation, Business Improvement Partner Gary Thwaites, Team Leader Business Performance Improvement



## REVIEW SCOPE

**Disability Service Review****Key Milestones**

- Stage 1 Endorsement of Review Scope – report to ARVEC 27 March 2017
- Stage 2 Undertake review – April 2017 to September 2017
- Stage 3 Internal engagement – June 2017 to July 2017
- Stage 4 Draft report and consult – August 2017
- Stage 5 Report to Directors Group - September 2017
- Stage 6 Report to ARVEC - October 2017
- Stage 7 Final report to Council - November 2017

**Related Projects**

- Community Facilities Guidelines Implementation
- Active Ageing Service Review

**Officer who prepared this document**

Name: Janine Nation  
Position: Business Improvement Partner  
Department: Corporate and City Services  
Date Created: 30 January 2017  
Amended on: 31 March 2017

**Approved by:**

Name: Philomena Taylor  
Position: Director Community Relations  
Department: Community Relations  
Date Approved: 3 February 2017

## 7 Appendix 2

### 7.1 Review definitions and acronyms

Reference	Definition
Activity	Provides a single type of support to participants.
Client	Unique person participating in an activity.
NDIS participant	Client who is assessed by the National Disability Insurance Agency (NDIA) as eligible for any benefits under the National Disability Insurance Scheme (NDIS).
Participant	A person participating in one or more activities.
Program	A group of one or more activities which have the same outcome.
Service	A group of one or more programs which collectively have the same or similar objectives.
Alchemy	Alchemy Technology A database that is used to capture client information and program participation details across Active Ageing and Disability to manage all client services, provide multiple client/service reports, provide tools to upload expected outputs to the Data Exchange.
Brokerage	Aged care and disability services home support worker agencies Workers provided by agencies to do services for active ageing participants, mainly for in home respite services.
Carers Gateway	Carers Gateway is a national online portal and phone service that provides practical information and resources to support carers. The interactive service finder helps carers connect to local support services.
DCSI	Department of Community & Social Inclusion Funding is received for ageing and disability related services delivered by City of Onkaparinga.
NDA	National Disability Agreement The NDA governs the delivery of 'Community Access Services' to residents aged 18 – 65 years of age who are eligible for services.
HACC	Home and Community Care program Funding received from the Commonwealth and State governments previous to the change to CHSP funding. Funding is focussed on supporting people aged under 65 years.
Funding agreements	Funding agreements govern the criteria for service delivery and client participation.
Hosting	The agreement established by NDA to support current funded participants til 30 June 2018 providing 6 months of funded support from the commencement of the NDIS



Reference	Definition
Agreement	rollout on 1 January 2018.
COS programme	Commonwealth Continuity of Support Programme The COS programme will support people who are currently receiving a state funded disability service and will be 65 years or older when the NDIS commences in their area and not eligible for the NDIS.
CHSP	Commonwealth Home Support Program Program as entry level in home services to assist over 65's to stay at home. This is via block funding received by the Commonwealth government for ageing related services delivered by City of Onkaparinga.
ACH	ACH Group (formerly known as Aged Care & Housing) Onkaparinga engages ACH to perform Domestic, Home Maintenance and Home Modification (ramps, rails etc.) services.
CPN	Southern Metropolitan Community Passenger Network this is a team in Active Ageing that provides a critical transport support to program participants to attend activities, funded by both State and Commonwealth government.
NDIS	National Disability Insurance Scheme NDIS is the scheme being rolled out by the Commonwealth government, National Disability Insurance Agency (NDIA).
NDIA	National Disability Insurance Agency Agency who is implementing the NDIS.
LAC	Local Area Coordinator Due to be appointed in the southern region along with the rollout of NDIS for disability related services.
ILC	Information, Linkages and Capacity Building Funding opportunities provided by NDIA focussing on community inclusion through personal capacity building and community capacity building.

## 8 Appendix 3

### 8.1 NDIS overview

NDIS is the scheme being rolled out by the Commonwealth government, National Disability Insurance Agency (NDIA).

On 11 December 2015, a bilateral agreement for Transition to the National Disability Insurance Scheme (NDIS) was signed. From July 2013, South Australia has rolled out the NDIS across the state for children with disability from ages 0 to 14 years as an aged based model by area. From 1 July 2017 people aged 18 to 65 years will transition to the NDIS.

Service users from aged 18 to 65 years of age currently accessing funded supports through the SA HACC program and disability funding through the NDA will progressively transition to NDIS as the rollout occurs by region across the state. In the southern region which includes the City of Onkaparinga, this transition will commence from 1 January 2018.

The scheme will fundamentally change the way in which services are delivered to those with a disability. People with a disability will have the ability to choose supports and services to meet their individual needs, rather than a one-size-fits-all system. The scheme will provide a 'life-time' approach to care, supporting eligible members to set goals and apply reasonable and necessary supports required to achieve them. Funding will give eligible members choice and control in relation to where funded supports are sourced from.

Funding to support the goals identified by individuals is organised into three budget areas:

- Core supports – day-to-day living support and activities to better participate in the community
- Capital supports – resources or equipment, such as wheelchairs, assistive technology or home and car modifications
- Capacity building supports – focussing on building life skills, educational opportunities or helping members find employment.

When fully rolled out, the scheme will have provided funded support to more than 32,000 people in South Australia. The total cost of the scheme is estimated to be \$1.5 billion by 2018/19.

In the southern region it is estimated the demand for services will increase from 4,000 people estimated to be accessing \$210 million in funded supports in 2016 to 6,800 people accessing \$320 million in funded supports in 2019.

It is estimated that the City of Onkaparinga will have the largest number of new entrants into the scheme once full rollout in the region is achieved. This surpasses the growth expected in City of Holdfast, City of Marion and City of Mitcham council areas.

Funding for existing clients participating in the Disability Program has been extended via a hosting agreement to 30 June 2018 to facilitate the transition of clients to NDIS.

Any clients currently participating in the Disability Program who are over the age of 65 years (six clients have already been identified), from 1 July 2018 will have funded supports provided through the Commonwealth Home Support Programme (CHSP).

Whilst informal statements have been made by DCSI that clients will not be left unsupported if not transitioned to NDIS by 30 June 2018, no formal continuation of funding has been received beyond this time.

A Local Area Coordinator (LAC) will be appointed in the southern region as a funded organisation to promote community inclusion and provide strong visibility of the local

disability support system. At the time of writing this report, no LAC had been appointed to the southern region.

The role of the LAC has been charged with the responsibility of:

- Connecting people who have plans into mainstream services and community activities and get individuals plans into action;
- Assisting people who do not have a plan (in the short term) to connect into mainstream services and community activities; and
- Making communities more accessible and inclusive for people with disability.

The LAC will assist with building other support networks in the community that will support lots of people including people who are not eligible for NDIS funded supports. Initiatives include 'Information, Linkages and Capacity Building' (ILC) which is focussed on community inclusion, ensuring our community becomes more accessible and inclusive of people with disability. Unlike the NDIS, funding is provided in the form of grants to help achieve:

- Personal capacity building – ensuring people with disability and their families have the skills, resources and confidence they need to participate in the community or access the same kind of opportunities or services as other people.
- Community capacity building – making sure mainstream services or community organisations become more inclusive of people with disability.

Opportunities will be sought through the ILC grants process to fund services provided to participants who are ineligible for NDIS funded supports as available.

There are a number of different types of plans that can be established by participants depending on the requirements of the participants. Plans can be managed by a provider, the agency or self-managed by the participant.

It should be noted that if an eligible NDIS participant self-manages their plan or components of the plan, they have the choice and flexibility to be able to seek services from non-registered providers. Whilst there are pros and cons in relation to the flexibility to be able to do this, it is unlikely that current program participants likely to be eligible for NDIS funded supports from the Disability Program have the skills and capacity to be able to self-manage their care options effectively ruling out council as a service option if provider registration is not considered.

As funded participants are assessed by NDIS and become eligible for funded supports, the amount of funding council receives from NDA and SA HACC from 1 January 2018 will decrease as clients transition.

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## 9 Appendix 4

### 9.1 Engagement Feedback Report



## Engagement Feedback Report

## Disability Service Review

### Summary of Engagement Activities

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## 1. Introduction

A series of engagement activities have been undertaken as part of the Disability Service Review. The intent of the engagement activities completed was to establish an understanding of how the community and sector is responding to preparations being made for the NDIS rollout in the southern region.

The following engagement activities have been undertaken:

- Benchmarking with Councils
- Focus Groups with program participants
- Program surveys

This report provides a summary of the outcomes of each of the engagement activities undertaken.

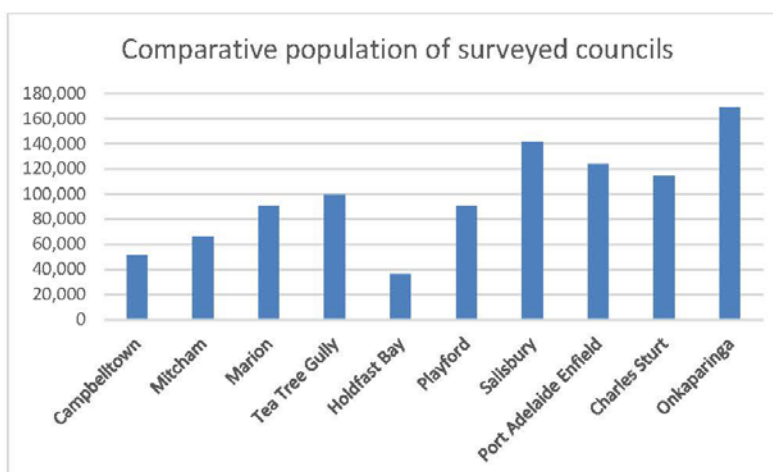
## 2. Benchmarking with Councils – Summary of Outcomes

Engagement with councils and focus groups are activities facilitated by Bronwyn Webster of Bronwyn Webster and Associates to provide an independent perspective on the impact of funding changes in the sector.

The following summary has been prepared by Bronwyn Webster and has been used as a reference point in the Disability Service Review report.

Information was sought from 8 other metropolitan Councils in order to establish benchmarks for comparison of service effectiveness and efficiency. Table 1 shows Councils contacted and relative population numbers.

**Table 1**



#### Information sought included

- level and source of external funding
- level of internal funding where relevant
- numbers of clients by service type
- staffing levels
- number of volunteers
- and the nature of any partnership and brokerage arrangements.

In addition, information was sought about their future plans and how they are responding to the changes in both aged care and disability funding and service delivery.

Data was collected about the following service types:

- Domestic assistance
- Social support for individuals
- Social support for groups
- Home modifications
- Home maintenance
- Transport
- Respite

**Table 2** shows a summary of the funding arrangements, staffing and volunteer levels. This includes both ageing and disability funding information.

**Table 2**

Council	Funding - CHSP	Funding - State HACC	Funding - NDA	Funding internal	Client contribution	No. staff FTE	No. volunteers	Partnering/ brokerage
Campbelltown	✓	✓	x	x	✓	4.7	35	✓
Mitcham	✓	✓	x	✓	✓	11.42	80	✓
Marion	✓	✓	x	x	✓	16	26	✓
Tea Tree Gully	✓	✓	x	x	✓	7	80	✓
Holdfast Bay	✓	✓	x	✓	✓	12.47	107	✓
Playford	✓	✓	✓	✓	✓	14.7	278	✓
Salisbury	✓	✓	✓	✓	✓	27*	250	✓
Port Adelaide/Enf	✓	✓	x	✓	✓	10.4	60	✓
Charles Sturt	✓	✓	x	✓	✓	17.06	116	✓
Onkaparinga	✓	✓	✓	✓	✓	19.15	150	✓

\*This figure represents fulltime and part time numbers of staff rather than fte

#### Description of funding sources:

Funding CHSP refers to the Commonwealth Home Support Program which replaced the Commonwealth Home and Community Care (HACC) program. This program is currently subject to review by the Commonwealth Government and will be considered in detail in a later service review.

Funding State HACC refers to the Home and Community Care Program funded by the State Department for Families and Social Inclusion (DCSI) and provides services and supports to people under 65 who have a disability to enable them to remain in their homes.



Funding NDA refers to the National Disability Agreement funding which is a Commonwealth program administered by the state government. This program is being replaced by the National Disability Insurance Scheme (NDIS) which is being progressively rolled out across the country. It is scheduled to commence in southern Adelaide from January 1 2018. Only three councils, Playford, Salisbury and Onkaparinga have received funding for disability services through the NDA.

Funding internal refers specifically to program funding. All councils provide some level of "in kind" support including in some instances staff salaries, but not all provide funding for programs.

Client contribution refers to whether clients contribute to the services they receive.

Number of staff FTE refers to the number of fulltime equivalent positions involved in providing the services. Note this also refers to CHSP funded programs as staff tend to work across both funded programs.

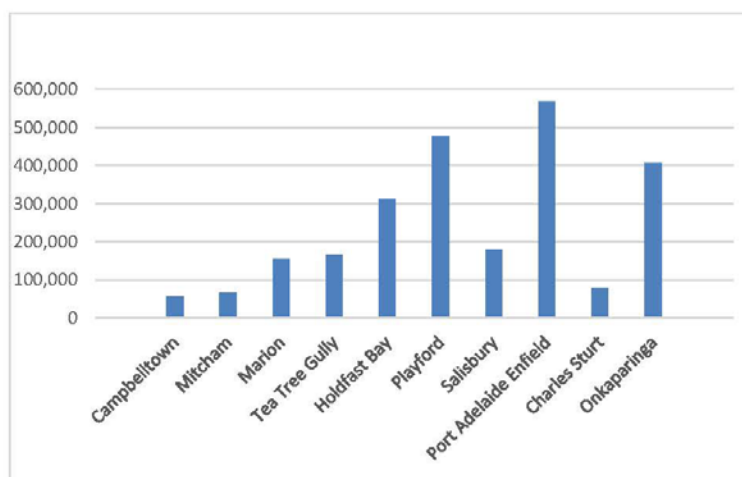
Number of volunteers refers to volunteers involved in providing services across all aged and disability programs.

Partnering/brokerage refers to arrangements between councils and other organisations involved in service delivery to the target groups. These arrangements differ across councils, with some being informal agreements to work together collaboratively and others being more formal contractual arrangements.

Levels of funding vary across the surveyed councils. All councils surveyed receive funding via the HACC Care Program funded through the State Department for Families and Social Inclusion (DCSI).

The level of State HACC funding is shown in Table 3.

**Table 3**



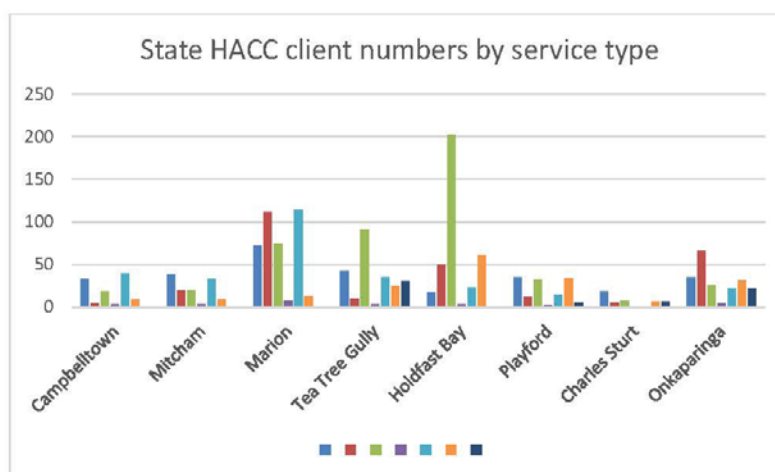
It should be noted that Port Adelaide Enfield and Holdfast Bay receive funding for the Supported Residential Facilities program (SRF) and this amount is included in these figures. Supported Residential Facilities (SRFs) provide accommodation and care services in a group setting for people with disabilities, mental illness and older people.

Supported Residential Facilities. Supported Residential Facilities (SRFs) provide accommodation and care services and people with disabilities, mental illness and older people in a group setting. SRFs

are regulated by the Supported Residential Facilities Act 1992 (South Australia) and are privately operated. In addition, both Playford and Onkaparinga figures include Community Passenger Network (CPN) funding and these funds are also included.

**Table 4** shows number of clients receiving each type of service through State HACC. Note data not available for Port Adelaide Enfield and Salisbury. It is also important to note that client numbers for Holdfast Bay social support Group reflect the Supported Residential Facilities (SRF) program as described above.

**Table 4**



#### Future Plans

The following table indicates the intentions (as far as they have been determined) of the surveyed councils with regard to their future involvement in services for people with a disability. Of note is that the two councils who, like City of Onkaparinga, receive NDA funding have either registered for NDIS in the case of Salisbury, or are considering it in the case of Playford. The NDIS rolled out in the north in January 2017 and rolls out in the south in January 2018.

**Table 5**

Council	Future Plans
Campbelltown	Not registering for NDIS. Will provide information and advocacy. Only provide State funded HACC services.
Mitcham	Not registering for NDIS. Have negotiated with State Government about transitioning clients.
Marion	Not registering for NDIS but would consider regional approach if any program funding became available.
Tea Tree Gully	Not registering for NDIS
Holdfast Bay	Not registering for NDIS but would consider regional approach if any program funding became available. Will take on advocacy and support role.
Playford	Consultancy currently underway. Everything is on the table.
Salisbury	Registered for NDIS. Developing business case for future of CHSP and Disability services. Council have extended disability staff to December in light of this (Note NDIS has already commenced in the north)

Port Adelaide Enfield	Not registering for NDIS. Have presented to Council. Awaiting further information. Concern about SRF clients.
Charles Sturt	Not registering for NDIS. Looking at a community development model for ageing and disability with a focus on transport and squalor.

### 3. Focus Groups – Summary of Outcomes

As part of the review process, input was sought from program participants, together with their families or other carers. This input was received through a series of three focus group sessions with approximately 50 people in attendance. The sessions were comprised of two brief presentations – one about the various programs and services that Council offers and the other a brief overview of the National Disability Insurance Scheme (NDIS) and its potential implications.

This was followed by table discussions which were focused on the following three questions:

- What is important about the services you currently receive and what difference do they make in your life?
- What should Council be doing to include people with a disability?
- What help do you need to transition to NDIS?

In addition, those unable to attend were invited to respond to these questions via email.

Each table had a scribe to record their discussion and the full outcomes are at attachment X

There was an overwhelming consistency in people's experiences and responses. All programs and services that the City of Onkaparinga provides for people with a disability and their carers are valued very highly, as is the support and professionalism of the staff and volunteers who run them.

A consistent theme was how important these programs are in providing socialisation and recreational opportunities for people who would otherwise remain housebound and isolated. Participants described increasing levels of confidence in getting out and about with the support of staff and the provision of reliable and flexible transport. Carers also value the opportunity for time out from caring responsibilities. There was a very clear view that participants want Council to continue to offer these programs.

#### Key responses to questions

What is important about the services you currently receive and what difference do they make in your life?

The programs that participants are involved in offer significant positive outcomes. They provide the opportunity to socialise in a safe and familiar environment; they help people to get out of the house and interact with others; they enable people to learn new skills; they provide much needed respite for carers with the knowledge that their family member is safe and cared for.

The programs provide motivation for participants to be active and to engage in a range of opportunities that help to increase their independence and develop lasting friendships. Participants in the Men's Shed program valued the opportunity to make things that they can gift or sell, which adds to their sense of self-worth and achievement. The outings are also highly valued, providing opportunities and experiences that many would otherwise not have. Trips to places of interest, monthly dinner club and discos all gave participants a sense of belonging, fun and involvement in the community.



There was a strong view that these opportunities are not available through any other organisation – “Council does it best”.

What should Council be doing to include people with a disability?

Responses ranged from “keep doing what you’re doing” through to Council needing to do more to make paths, ramps and doorways more user friendly and accessible. There was a call for more and better provision of information about programs and services and the introduction of some new programs specifically tailored to the needs of people with a disability. These included art groups, yoga and history walks. A concern was raised that there will be some who won’t be eligible for a package through NDIS thus leaving some people without any services. There was a view that Council needs to maintain the programs currently on offer to ensure people don’t miss out on the highly valued social and recreational opportunities that currently exist.

What help do you need to transition to NDIS?

There is a great deal of concern and confusion about what the NDIS means and how it will work. Participants are looking to Council for support in this process, particularly with filling in forms and providing information. There were a number of practical suggestions including the provision of a space where participants can access a computer, with support if necessary, to enable them to fill out the required forms. There was also a suggestion about providing written information about services they currently receive from Council so that the development of their NDIS plan can take those things into account. One group was particularly vocal in urging Council to register as a provider so that the services their family members (and they themselves) value so highly can continue.

Information was provided about upcoming information sessions being run by NDIS and participants were urged to attend if possible, including the offer of assistance with transport.

#### 4. Program Surveys – Summary of Outcomes

As part of transition activities relating to the commencement of NDIS, it was considered necessary to keep current program participants informed about changes to funding arrangements. A letter providing information on the pending NDIS rollout, upcoming sector information sessions and a review of services being undertaken at council was sent to current participants of the Disability Program. The letter was a timely encouragement for participants to learn as much as they could about the scheme and how it would likely impact their circumstances. For some participants, this was the first they had heard about the NDIS.

An engagement survey accompanied the letter to gather information for planning and scheduling of program activities for the next 12 months.

The letter and survey was sent to approximately 66 current participants of the Disability Program in August 2017.

Along with a series of regular questions about performance of the program, a number of questions relating to the NDIS rollout were included in the August survey to gauge participants level of understanding about the NDIS changes.

Responses from the survey provided a timely snapshot of the level of understanding program participants had of NDIS and the level of assistance which may be required of council staff to assist participants through the NDIS assessment process.

The questions included in the survey which related to NDIS and gathering data for the review were:

- What do you value MOST about your involvement with the Disability Program?
- What difference (if any) does the Disability Program make in your life?
- Do you receive support from other service providers? If YES, what do you receive support for? (shopping, house cleaning, social outings), How many hours per week from each one?
- Are you aware of the National Disability Insurance Scheme (NDIS)?
- Do you think you'll need help to register for the NDIS? If YES, in what way? (attending meetings, filling out forms etc)

The remaining survey questions gathered information about participants feedback on the activities they participate in – are they fun, do they meet your needs, is the program reliable, suggestions for improvement.

In relation to the questions included about NDIS, from a total of 40 survey responses received:

- 6 responses indicated an awareness of the NDIS
- 23 responses indicated that they weren't aware of the NDIS
- 11 responses indicated that they were unsure of what the NDIS was
- 15 respondents indicated that they would like assistance with registering for the NDIS

A letter and survey was also sent to current program participants funded by SA HACC. 2 questions were asked which related to NDIS. Responses indicated that the level of understanding and awareness of funding changes in the sector was varied and that support would likely be required to guide people through what funded support options would be available to them.

Responses to the survey and contact with participants supports the Active Ageing and Disability team taking action to support current program participants through this significant change event. Support activities undertaken by the team are likely to be guided by the support requirements of participants and be modified over time as new information is known about the NDIS rollout. Decisions made by council in relation to a future service delivery model will also impact on the information and support able to be provided to program participants and the community.