

Our Performance

Program 1: Status of Women

The Office for Women's role is to promote the full and equal participation of women in the social and economic life of the state by providing innovative and balanced public policy advice to government. It also provides high quality statewide information and referral services through the Women's Information Service and executive support to the Premier's Council for Women.

The achievements of the Office for Women contribute to the advancement of targets of *South Australia's Strategic Plan* including Target 18 (Violence against women), Target 30 (Boards and committees) and Target 31 (Chairs of boards and committees).

Domestic Violence Serial Offenders Database

During the 2014 state election, the government re-committed to developing a database to identify domestic violence serial offenders, in response to recommendations from the Hayward and Durance Inquest, which was handed down by the Deputy State Coroner in January 2012.

During 2014-15, the Office for Women contracted the Domestic Violence Gateway, a non-government organisation, to develop, host and manage a database which enables the identification of domestic violence serial offenders in order to identify risk of further serious injury and/or death. The database became operational in late 2014, improving risk management in key services involved in the Family Safety Framework information sharing and risk assessment processes.

Domestic Violence Response Review

The Domestic Violence Response Review is an early warning system outlined in the government policy, *Taking a Stand: Responding to Domestic Violence*. The system is designed to increase accountability and provide a review point when a domestic violence service provider believes there have been process gaps or flaws in the response of a government agency to domestic violence.

The Office for Women is responsible for the development, implementation and ongoing operation of the Domestic Violence Response Review, with staged implementation commencing in 2014-15.

The Domestic Violence Response Review is co-located with the Multi-Agency Protection Service (MAPS) to enable information sharing and systems development. MAPS co-locates staff from South Australia Police, the Office for Women, Education, Health, Housing SA and Families SA to share vital information faster and identify victims and emerging patterns of harm before they escalate, ensuring that at risk children and families do not slip through the net when incidents arise.

A Senior Policy Officer from the Office for Women is currently co-located with MAPS to implement the Domestic Violence Response Review within MAPS processes.

South Australian Body Image Campaign

Officially launched on 6 May 2015, the South Australian Body Image Campaign inspired girls aged seven to 12 years to build their self-esteem; love their bodies; and to realise that their value comes from their character, skills and attributes, not their weight and shape. Each weekday for six weeks a new piece of campaign content created by young women volunteers, aged 13 to 18 years, was released through the Women's Information Service social media sites on Facebook, Twitter and Pinterest.

Workshops were held at Hallett Cove, Tea Tree Gully and Woodville to support the creation of content. These workshops provided the young women and their mentors with information about body image and the factors that contribute to positive body esteem, to provide context for the creation of campaign content. An additional workshop was held at Mount Gambier High School during March, in conjunction with staff from Centacare's PACE and Reconnect Mental Health Services.

The digital media campaign was developed in collaboration with the Young Women's Christian Association and was inspired by a campaign run by New York City called the 'NYC Girls Project'.

Edith Dornwell Internship for Women in STEM (Science, Technology, Engineering and Mathematics)

The *Edith Dornwell Internship for Women in STEM* was developed by the Office for Women, with funding provided by the Office of Science, Technology and Research (Department of State Development), to encourage and enable women to undertake education, training and employment in STEM fields.

Launched in February 2015, the internship will provide one woman each year for the next three years with three months full-time or six months part-time paid employment with an organisation with a STEM focus. The first internship was awarded to a University of South Australia student who commenced employment with Santos in June 2015.

The second internship will be offered to a University of Adelaide student. Applications will open in December 2015, to coincide with the 130th anniversary of Edith Dornwell's graduation from that institution. The final year's internship will be offered to a Flinders University student, with applications opening in late 2016.

Governance Training Scholarships

During 2014-15, 25 women were awarded fully-funded scholarships to attend introductory level governance training delivered by the Australian Institute of Company Directors.

The Office for Women managed the application process, which was assessed by a panel that included the Equal Opportunity Commissioner, a representative of Multicultural SA and one of last year's scholarship recipients (who is also a member of the Youth Affairs Council of South Australia).

More than half of the women who participated in the training in August 2014 were from regional areas of South Australia. Two women were aged under 25 years and five over 60 years. The 2014 scholarships were awarded to three Aboriginal women, seven women from culturally and linguistically diverse backgrounds and two women with disability.

Program 2: Disability SA

The role of Disability SA is to lead disability policy development and planning in South Australia, provide a single access point for people with disability that provides clear and easy access from intake through to service delivery, and arrange for funding to go to individuals and service providers by the most effective and transparent means.

Sub-program 2.1: Non-Government and Individualised Funding

This sub-program includes individualised funding and services provided by non-government organisations to people with disability and their carers who are funded by the department. Initiatives under this sub-program contribute to the achievement of Target 11 (Housing for people with disabilities) and Target 25 (Support for people with disability) of *South Australia's Strategic Plan*.

Individualised Funding Program

The Individualised Funding program, which commenced in November 2012, is being implemented through a three-stage process and is part of the government's commitment to improve the lives of people with disability. It increases the choice and control that people have over their disability supports and provides flexibility around how and when they receive these supports.

Stage 1 is now complete and 3151 individuals have an identified personal budget and the option of increased choice and flexibility. This includes 242 individuals who have chosen to self-manage their services. Stage 2, which commenced in December 2012 and was concluded in June 2013, identified 1794 clients who now have a personal budget that previously received services through grant contractual arrangements.

Stage 3 of the Individualised Funding program commenced in January 2015 and is scheduled to conclude by July 2016. This stage involves identifying notional allocations to people who live in specialist disability group or shared accommodation, and will extend to all grant funded arrangements in place through Disability SA, providing a notional individual allocation to approximately 5000 people.

Services under Stage 3 of the implementation process are complex in nature and involve group-funded agreements. Opportunities for individuals to make alternate choices to move services will be negotiated on a case-by-case basis to ensure the continuation of services for others is not impacted and services remain viable.

Individualised Funding aligns South Australia's disability support framework with that of the National Disability Insurance Scheme (NDIS). Like the NDIS, it promotes choice and control. It also aligns approved disability support spending with that anticipated by the NDIS, using the NDIS purchasing guidelines.

Disability Housing Construction and Initiatives

The State Government is committed to increasing the availability of community accommodation and care options for people with disability. This is reflected in its significant investment in the construction of new housing for people with disability.

Nation Building - Economic Stimulus Plan Disability Project

The 2013-14 state budget allocated \$27 million for social housing construction, including up to 90 new specialised disability dwellings across South Australia, through the Nation Building - Economic Stimulus Plan (NBESP). Construction of all 90 disability dwellings was completed by December 2014.

The 90 dwellings have provided individualised supported accommodation for 127 people with disability who were homeless, living in emergency, high cost accommodation or in tenuous situations.

Access 2 Place

Established in April 2014, Access 2 Place Ltd is a fully independent disability-specific Community Housing Organisation, responsible for providing housing for people living with disability. The organisation is paving the way in disability housing with a new approach, including having a lease agreement directly with tenants, providing security of tenure and the separation of support services from housing provision.

A total of 135 newly constructed dwellings for people with disability are to be transferred to Access 2 Place by December 2015, along with 127 existing properties. As at 30 June 2015, 121 new-build properties were completed and transferred from the South Australian Housing Trust (SAHT) to Access 2 Place and are being tenanted. Fifty-seven existing properties were also transferred.

The 90 dwellings completed by 31 December 2014 under the NBESP Disability Project form part of the overall commitment of 135 newly constructed dwellings that will be transferred to Access 2 Place.

Affordable Housing Stimulus Program

In June 2013, the Premier announced the State Government's \$220 million Affordable Housing Stimulus Program, which included \$30 million for a social housing investment program to build 108 new social housing dwellings on SAHT land. The \$30 million social housing investment program was completed in December 2014, with 15 per cent of the dwellings (19 dwellings) directed towards people with disability who have high needs.

Sub-program 2.2: Disability Support

Disability Support provides services that support the non-government disability sector funded through Disability SA. These services include policy and planning, intake, assessment and resource allocation, funds management, strategic projects and business services, the South Australian National Disability Insurance Scheme launch (including country pilot for children) and adult community services for disability clients, their families and carers.

National Disability Insurance Scheme (NDIS)

The South Australian trial of the NDIS, which commenced on 1 July 2013, is being rolled out across the state over three years and is focused on children with disability aged from birth to 14 years. The second year of the NDIS trial commenced on 1 July 2014, focusing on children aged between birth and 13 years. The trial is progressing well; however, there has been a delay in the National Disability Insurance Agency (NDIA) assessing children in the trial due to the higher than expected number of applications to the NDIA.

It is now anticipated that up to 8500 children may be supported through the NDIS, much higher than the estimated number of 5000 children in the NDIS Bilateral Agreement. As a result, the NDIA has focused on finalising plans for younger children before moving on to planning for older children. This delay will have a significant flow-on effect for the third year of the trial, which commenced on 1 July 2015.

The higher number of children who may be supported through the NDIS is not unexpected. At the time of negotiation of the Bilateral Agreement it was recognised that the trial population estimates did not include children with non-global developmental delay and that as a result numbers could be significantly higher.

The department continues to work with state-funded disability service providers to support them during transition to full implementation of the NDIS in South Australia from July 2018. Regular meetings and information sessions were held with non-government disability service providers to support them in their transition to the NDIS, and to facilitate the transition of their clients and funding from state-funded programs.

According to the June 2015 NDIA Quarterly Report, 5506 children were deemed eligible for the NDIS in South Australia. Of these eligible children, 4660 have approved plans. When fully operational, the NDIS will include every eligible South Australian living with disability, under the age of 65 years, and is expected to benefit about 32 000 people.

NDIS Applied Principles

It is recognised that cooperation across the health and disability sectors is crucial to ensuring people with disability receive the supports they need, and for the sustainability of the NDIS. The department has therefore led the State Government's input to the national review of the NDIS Applied Principles, which determine the funding, policy and delivery responsibilities of the NDIS and mainstream service systems, including health.

The *NDIS - Principles to Determine the Responsibilities of the NDIS and Other Service Systems* provide for a clear definition of roles informing the interactions of the NDIS and other service systems. This means that, for people with disability who have a mental illness, the health system will be responsible for supports related to mental health that are clinical in nature and for any residential care where the primary purpose is for inpatient treatment or clinical rehabilitation. The NDIS will be responsible for non-clinical supports that focus on a person's functional ability, including those that enable a person with a mental illness or psychiatric condition to undertake activities of daily living and participate in the community and in social and economic life.

The impact of the NDIS Applied Principles on the experiences of South Australians with disability will be monitored throughout the trial phase and the transition to the full scheme by July 2018.

Respite Facility

The development of a new mixed-use housing apartment complex in the Adelaide central business district was a commitment made by the government during the 2014 state election. The facility, to be developed and managed in partnership with the private and non-government sectors, will incorporate a purpose-built respite facility with 18 apartments, utilising smart technology to provide flexible accommodation options for people with disability and their families or carers. This will include respite and other short-term accommodation, such as holiday accommodation and transition from hospital.

An expression of interest was called to identify potential sites and partner organisations. The evaluation of responses resulted in six organisations being invited to submit a tender through the Stage 2 Request for Proposal process, which closed on 2 June 2015.

Plans for the development and the service model for the new facility are now underway and requested submissions are being evaluated, with work to commence in 2015-16.

Disability Hub for the North

A feasibility study for a new disability hub in the northern suburbs is being undertaken. The disability hub has the potential to have a key role in providing services to people with disability and promoting training to people for new jobs in the disability sector.

During the year, the department undertook a series of community consultations with both consumers of disability services and providers of disability services. The three themes that emerged were:

- personal care and support: opportunities relating to providing quality training to support those working in the disability sector;
- general information source: the provision of easy access to information; and
- technology, research and development: the development of assistive technology, customised and locally manufactured.

The consultation sessions form the basis for Stage 1 of the feasibility study, which was completed in June 2015. Work has commenced on Stage 2 of this initiative, to be completed by 30 June 2016.

Program 3: Disability Services

Disability Services is the South Australian Government's service provider for people with disabilities.

Sub-program 3.1: Government Disability Services

Government Disability Services is responsible for providing services across the state, incorporating supported accommodation, specialist services (allied health, therapy and community nursing), and services for children including the early childhood program, the school age and youth program and child and youth specialist services.

Person-Centred Planning

Disability Services' Accommodation Services is implementing Person-Centred Planning to support people living with disability to experience greater choice, control, and opportunities to improve the quality of their lives. This process, which is being implemented over three years, supports people, in partnership with family and significant others, to develop goals and achieve outcomes based on their aspirations. Planning builds on the model of Person-Centred Active Support where support staff assist people living with disability to be actively engaged in their homes and community.

A pilot project trialling Person-Centred Planning commenced in 2013-14 with 15 participants. During the year, a planning framework and draft guide were developed. A review and evaluation of Person-Centred Planning was also undertaken and was completed in September 2014.

Phase 1 commenced with initial training using a train-the-trainer model for 12 program coordinators, and mentoring to commence the planning process. In the coming year, Phase 2 will commence with training for a further 20 program coordinators and other associated staff, in addition to mentoring and support to sustain the planning process.

Strathmont Centre

The State Government is committed to providing people with disability with opportunities to live and participate in the community. The closure of large residential facilities, such as the Strathmont Centre, is central to this approach.

Moving the remaining residents at the Strathmont Centre is complex and time-intensive. The housing and supports are a long-term investment for these vulnerable people, many of whom have complex needs and a high level of disability. Each client has support services designed especially for their needs, and support workers work closely with residents and their families to prepare them for the transition to independent living in the community.

During 2014-15, two residents moved from the Strathmont Centre to community-based supported accommodation. This transition occurred smoothly and the residents are living successfully in the community.

The remaining 20 Strathmont Centre residents will be re-located into community-based supported accommodation in 2015-16, with supports to enable them to live successfully in the community. This will complete the Strathmont Centre's devolution process.

Child and Youth Services

Child and Youth Services provides services to children and young people with disability in metropolitan Adelaide and peri-urban regions who have transitioned to the NDIS, as well as to those yet to transition. Its services include:

- early childhood intervention therapy for children from birth to eight years of age;
- service coordination and therapeutic services from age eight until transition from school; and
- specialist therapy services for children and young people with more complex needs, in areas such as behaviour, eating and drinking, and sleeping.

As a registered service provider under the NDIS, families are able to choose Disability Services as their preferred service provider. During 2014-15, 2597 children and young people received state-funded services from Child and Youth Services, while another 320 children and young people received services from Child and Youth Services under the NDIS.

Service Reform Project

With the introduction of the NDIS, services provided by the department will need to be able to compete with other providers. As a result, the role of the government provider and its ability to be competitive in a new market environment is being carefully reviewed through a major Service Reform Project.

Sub-program 3.2: Equipment Services

The statewide Equipment Program services the equipment and home modification needs of clients of Disability SA, Disability and Domiciliary Care Services, Novita Children's Services and Minda Inc. Assessment and prescription is undertaken within the specialist areas of Disability Services, Domiciliary Care and Novita Children's Services. Domiciliary Equipment Service (DES) manages the supply and maintenance of all equipment and home modifications for the equipment program.

Transition of Existing Equipment Program Clients to the NDIS

The department has worked closely with the NDIA to support the transition of existing clients serviced by the Equipment Program to the NDIS. As at 30 June 2015, there were 766 children aged under 15 years yet to transition from the Equipment Program to the NDIS.

By the end of June 2016, all children under the age of 15 should have transitioned to receiving their equipment services under the NDIS. Equipment Services will continue to work with the NDIA to transition eligible children as efficiently as possible, whilst ensuring that children and their families have continuity of services.

Equipment Program

During the year, a comprehensive range of stock items met 91 per cent of equipment needs for clients. Of 20 112 equipment items supplied to clients, 15 795 (79 per cent) were reissued items. This represents a slight increase in the level of refurbishments compared to 2013-14 (75 per cent) with an estimated net benefit of \$6.1 million for the program.

The average supply times for items delivered (after a prescription was received by DES) was seven days for stock items, 66 days for customised items, with customised wheelchairs (the most complex items) averaging 118 days. Compared with 2013-14, supply times for stock items averaged two days longer due to stock shortages and customised items remained steady. However, customised wheelchairs averaged 11 days less to supply.

The following table provides a comparison of services provided by the Equipment Program during the 2013-14 and 2014-15 financial years.

Service	Children (0-18)		Adults (<65)		Ageing (>65)	
	2013-14	2014-15	2013-14	2014-15	2013-14	2014-15
Stock equipment items (new and refurbished)	949	609	4 481	4 457	15 114	13 242
Customised equipment items (new and refurbished)	526	333	1 379	1 228	347	243
Consumables (single-use items)	1 465	1 291	4 626	3 895	6 727	4 933
Basic home modifications (such as rails and steps)	79	54	438	418	2 376	1 899
Major home modifications (such as bathrooms and large ramps)	29	19	113	151	109	103
Equipment modifications	315	211	1 444	1 256	64	114
Equipment repairs	582	499	7 314	7 428	658	780
Total	3 945	3 016	19 795	18 833	25 395	21 314

The decrease in service provision this year is due to children transitioning to the NDIS and an overall reduction in the number of people entering Domiciliary Care programs.

Program 4: Domiciliary and Community Care Services

Domiciliary and Community Care Services' role is to provide community care services, increasing people's ability to care for themselves and assisting them to stay living in their homes; South Australian Home and Community Care services; and assistance to people in Supported Residential Facilities.

Sub-program 4.1: Domiciliary Care Services

Domiciliary Care Services' role is to provide community care services, increasing people's ability to care for themselves and assisting them to stay living in their homes. The services provided include personal care, domestic assistance, respite care, falls prevention and intervention, case management, service coordination, specialist dementia support, rehabilitation, palliative care, allied health assessment and therapy.

Commonwealth Home Support Programme

Commencing from 1 July 2015, Domiciliary Care is contracted by the Commonwealth Government under the Commonwealth Home Support Programme (CHSP) to provide home support and allied health services for people over 65 years of age (over 50 years for Aboriginal and Torres Strait Islander people). The introduction of CHSP as part of the Commonwealth aged care reforms will bring to an end the Commonwealth Home and Community Care Program.

During the year, Domiciliary Care reoriented its services to comply with the new CHSP guidelines, which require providers to accept referrals for individual service types based on client choice and capacity. Domiciliary Care also commenced the process to transition existing older clients to the most appropriate form of care, according to the new CHSP guidelines. All affected clients were informed in writing of the changes, and will receive a transition visit where they will be provided with additional information to help them make an informed choice. Services to these clients will be maintained until transition to other options is possible.

Another significant change as a result of the reforms is the removal of the assessment and case management function from CHSP service providers, with these services re-allocated to other parts of the aged care system. Case management will continue to be provided for existing clients with complex needs during a 12-month transition period.

Access2HomeCare

Domiciliary Care was responsible for the operation of Access2HomeCare in metropolitan Adelaide, which provided information and referral to local aged care services to support older people to continue to live at home. During 2014-15, the metropolitan Access2HomeCare service received 23 173 enquiries and contacts and made 15 282 referrals to over 120 health and community service agencies.

A new entry pathway to access Commonwealth aged care services, which includes the My Aged Care Contact Centre and Regional Assessment Services, commenced from 1 July 2015. As a result, Access2HomeCare ceased operating on 30 June 2015.

Challenging Domestic Environments Project

It is estimated that between two and five per cent of current Domiciliary Care clients may experience problems with squalor and/or hoarding. Completed in October 2014, the Challenging Domestic Environments Project developed resources to support staff who work with clients living in challenging domestic environments and refined systems and processes to assist a consistent response.

Resources developed for staff include:

- an interactive 'Finding Your Way' online flowchart, to determine the most appropriate pathway to address specific concerns around challenging environments;
- a Responding to Challenging Domestic Environments procedure;
- a squalor and/or hoarding alert on the client management engine; and
- a directory of other community resources to assist the client and staff when dealing with squalor.

The successful completion of this project has provided Domiciliary Care staff with increased skills and resources to enable them to best support clients living in challenging domestic environments.

Sub-program 4.2: Community Care

Community Care comprises South Australia's Home and Community Care services and assistance to people in Supported Residential Facilities.

South Australian Home and Community Care

The South Australian Home and Community Care (SA HACC) Program funds low-level support services for younger people with disability (aged under 65 years) and their carers. Services provided include personal care, domestic assistance, delivery of meals, home maintenance and modifications, respite care, social support and transport. These important services support independence and community inclusion.

The SA HACC Program provided services to 21 392 South Australians aged under 65 years (and Aboriginal people aged under 50 years) and their carers in the past year, with 694 589 hours of service provided.

During the year, a small number of children who received services under the SA HACC Program were transferred to the NDIS.

Supported Residential Facilities

Supported Residential Facilities (SRFs) provide an accommodation and support option for people with low incomes and personal care needs. Councils are responsible for monitoring SRFs and employ authorised officers under the *Supported Residential Facilities Act 1992* to ensure licensing standards are consistent and that the needs of residents are met.

Together with the Department for Health and Ageing, the department provides board and care subsidies to SRFs, as well as supplementary payments to residents deemed eligible through the Single Entry Point assessment process, administered by Disability SA.

Disability SA, in consultation with the sector, conducted a review of the administration of the SRF program, which resulted in internal streamlined processes and responsibilities. All internal administrative and financial matters are now coordinated through one manager, who is also the main contact for the SRF Association, local authorities and the Coroner's office.

Program 5: Social Housing

Housing SA develops, implements and provides housing service responses for people who are at risk or in high need, and works with government and non-government agencies to improve the standard of existing social housing across the state. This encompasses the management of grants for housing services to low income households, people who are at risk or in high need and supported accommodation assistance for people in crisis. This includes grants and assistance for the provision of private rental services, public, Aboriginal and APY Lands managed housing, the regulation of community housing and homelessness and support services. The program also provides housing assistance strategy, policy development and advice to government.

Programs and services provided by Housing SA contribute to the achievement of targets of *South Australia's Strategic Plan* including Target 7 (Affordable housing), Target 8 (Housing stress), Target 9 (Aboriginal housing) and Target 10 (Homelessness).

New Service Delivery Model

Housing SA is transforming its business to better meet the needs of its clients and has a new service delivery model designed to improve the organisation's capacity to appropriately respond to the increasing risk and vulnerability of clients. The model is underpinned by a move towards a practice culture which directly supports Housing SA's vision of *Connecting People to Place*. The model is currently operational in four Housing SA regions (nine offices in total) while the other regions will transition to the new model over the remainder of 2015.

The new approach is designed to ensure proactive identification of at-risk tenancies and clients, including, importantly, where there may be children at risk due to child protection concerns. A Risk and Vulnerability Framework guides the practice approach, with tools to identify and respond to people whose safety and/or tenancies are at risk.

Another key element is partnerships. These operate across government, with local government, non-government partners and with local service providers.

New team structures and specialist roles are now in place and include:

- an Access Team, which provides the first point of contact for all people needing information, services, support, advocacy or referral regarding housing and homelessness services, including private rental;
- an Intake Team, which provides integrated tenancy and support services to new clients and those on short-term tenancies;
- a Place Management Team, which provides integrated tenancy and support services to people on long-term tenancies;
- Tenancy Practitioners, who provide tailored support to help clients connect to their community and services, including case management;
- a Business Services Team;
- a Regional Response Team, delivering multi-disciplinary specialist responses; and
- a Community Response Coordinator, who responds to disruptive tenancy issues and community concerns.

Sampson Flat Bushfire

Under South Australian emergency management arrangements, Housing SA is responsible for the Emergency Relief Functional Service (ERFS), which establishes and manages immediate relief and recovery services for affected communities following a disaster. As part of the immediate response to the Sampson Flat bushfire in January 2015, the ERFS was activated and Emergency Relief Centres were established at Golden Grove and Willaston, providing a safe haven for those affected by the bushfire. These centres also provided information and assistance regarding emergency grants and accommodation.

Emergency grant payments of \$280 per adult and \$140 per child, to a maximum of \$700 per family, were available to households who were unable to meet their own immediate essential needs and whose principal place of residence was inaccessible. As at 30 June 2015, emergency grant payments totalling \$679 000 had been paid to 1175 families.

The Willaston centre remained open until 8 January 2015 and the centre at Golden Grove until 15 January 2015. On 16 January 2015, the Sampson Flat Bushfire Recovery Centre opened at Gumeracha to provide ongoing information, assistance and support. In addition, three mobile Recovery Centres opened in March 2015, at One Tree Hill, Kersbrook and Cudlee Creek.

National Partnership Agreement on Homelessness

The specialist homelessness sector in South Australia is comprised of 40 non-government and government organisations providing 75 programs over 97 outlets across the state. These programs include specialist services for women and children escaping domestic violence.

These services are critical in supporting the sector to respond to people in crisis, providing access to early intervention and emergency accommodation, and helping turn their lives around.

Funding for homelessness services in South Australia is sourced from the National Partnership Agreement on Homelessness (NPAH) and the National Affordable Housing Agreement.

In March 2015, the Commonwealth Government announced a \$230 million national funding package for the NPAH for the years 2015-16 and 2016-17, including \$8.87 million per annum for South Australia. The State Government has matched the Commonwealth's commitment to the NPAH, allocating \$17.7 million for homelessness services over the same period. The government has also agreed to contribute an additional \$1.1 million over two years to address the shortfall in the provision for Consumer Price Index and Equal Remuneration Order wages increases.

Solar Hot Water Systems

To extend the benefits of lower utility costs to people living in social housing, in the 2014 state election campaign the State Government committed to replacing 1000 LPG gas and electric hot water systems on larger family homes with solar hot water systems.

Housing SA has identified properties suitable for solar hot water systems and developed a project plan to arrange the installation of the units through its Multi-Trade Contractors.

In February 2015, Housing SA began to contact tenants in identified properties advising them of the solar hot water program. As at 30 June 2015, over 1000 properties in metropolitan and regional locations had received a letter of offer to participate in the program. Those tenants accepting the offer will have a physical inspection of their property to ensure suitability for a solar hot water system.

During 2014-15, 395 property inspections were completed with 15 solar hot water system installed. The majority of the 1000 solar hot water systems will be installed by 30 December 2015.

National Partnership Agreement on Remote Indigenous Housing

The National Partnership Agreement on Remote Indigenous Housing (NPARIH) is a ten-year Commonwealth agreement that establishes a housing strategy to address overcrowding, homelessness, poor dwelling condition and severe housing shortages in remote Aboriginal communities. To date in South Australia, 191 new dwellings have been constructed and 218 existing properties refurbished through NPARIH. During 2014-15, work commenced on 15 new builds and the refurbishment of eight existing properties.

The NPARIH Employment Related Accommodation (ERA) Program addresses one of the key barriers to successful relocation for remote Aboriginal residents, by providing affordable housing in locations that offer a greater range of employment and education opportunities. During 2014-15, ten additional ERA properties were acquired for people moving from remote Aboriginal communities and five parcels of land were acquired in Whyalla for the construction of ERA properties.

Program 6: Communities and Partners

The focus of this program is to support and strengthen South Australian families and communities by providing services directly to them and in partnership with the non-government community services sector and other key partners across government. This program includes the provision of state concessions; the supervision of youth justice offending orders; the provision of grants to support disadvantaged South Australians; place-based initiatives to help communities prosper; support to build the capacity of the not-for-profit sector; and the coordination of recovery from disasters across South Australia.

High-level strategic and policy advice is provided across government in the areas of social inclusion, volunteering, carers, multicultural affairs, youth and issues affecting people in the northern and southern suburbs.

Sub-program 6.1: Affordable Living Programs

Affordable Living Programs include the development and delivery of quality low income support services to help alleviate financial hardship in South Australia, which contributes to the achievement of Target 16 (Economic disadvantage) of *South Australia's Strategic Plan*. Affordable Living Programs include support for South Australians on low incomes by administering a range of state concessions towards household costs and public transport.

Additional support is provided through the Personal Alert Systems Rebate Scheme, Spectacles Scheme, Funerals Assistance Program, and the Companion Card program. Other affordable living initiatives are the Emergency Financial Assistance Program, Low Income Support Program, Utilities Literacy Program, and the Emergency Electricity Payment Scheme.

Service planning for problem gambling interventions is also provided, including gambling help services funded through the Gamblers Rehabilitation Fund.

Concessions

Concessions towards household costs provide valuable assistance to low and fixed income households. The broad range of concessions, with eligibility varying between concession types, includes:

- the energy concession which is provided to offset the costs of electricity and gas and is directly applied as a reduction on the eligible customer's electricity bill;
- the council rates concession which is applied directly to the customer's rates notice;
- the Medical Heating and Cooling Concession which provides financial assistance to low and fixed income South Australians who incur increased heating or cooling energy costs as a result of a qualifying medical condition, to help manage their household energy costs;
- land-based remissions which are provided to assist with the cost of household expenses including water and sewerage charges and the Emergency Services Levy; and
- the Residential Parks Concessions Scheme which provides eligible residents with a quarterly payment to assist them with their household expenses.

During 2014-15, the State Government also continued to provide financial assistance through concessions to self-funded retirees (council rates, energy and Emergency Services Levy) who hold a Seniors Card or Commonwealth Seniors Health Card.

From 1 July 2014, eligible South Australian pensioners and low income earners were able to receive up to \$215 per annum to assist with meeting their energy bills. This builds on the State Government's election commitment to increase the energy concession from 1 July 2014 by \$50, which represents a trebling of the energy concession since 2002.

The Medical Heating and Cooling energy concession also increased by \$50, keeping it in line with the energy concession. This means that those people who incur increased energy costs as a result of serious medical conditions that require the regulation of temperature are now eligible to receive a total of up to \$430 per annum in energy concessions.

The following is a summary of concessions provided in 2014-15:

Concession Type	Rate Per Annum	Approximate Number of Recipients
Energy	\$215	208 000
Medical Heating and Cooling	\$215	2 685
Water		
▪ Home occupiers	\$185 (minimum) - \$295 (maximum)	152 800
▪ Tenants	\$120 (minimum) - \$230 (maximum)	32 600
Sewerage	\$110	133 950
Council Rates	up to \$190	152 960
▪ Self-funded retirees with Seniors Card	up to \$100	21 760
Emergency Services Levy	\$46	146 350
Residential Parks		
▪ Owner	up to \$700	1 400
▪ Tenant	up to \$335	Combined figure for Owner and Tenant

Financial support is also provided through the Emergency Electricity Payment Scheme, which provides a payment of up to \$400 to eligible South Australians to help with the costs of electricity bills. This assistance is available to low-income households suffering a financial crisis who are unable to pay for an electricity account, and who have been disconnected or are at risk of disconnection.

Consumer Credit Legal Services

Commencing operations in October 2014, the new Consumer Credit Law Centre is an important part of the government's strategy to keep South Australia an affordable place to live. The Centre provides free legal advice, legal representation, and financial counselling to support people experiencing consumer credit issues in South Australia.

Uniting Communities provides the services from locations in Adelaide, Medindie Gardens and Christies Beach. The Centre operates a telephone advice line that provides access to consumer credit services for people in regional and remote areas. A website also provides state-specific consumer credit information, resources, fact sheets, and educational materials.

The Centre also operates the Credit and Consumer Advice Clinic at the Adelaide Magistrates Court one day per week. Students from the Adelaide University Law School provide advice and assistance to clients under supervision from the Centre's lawyers.

During 2014-15, the Centre conducted 1256 sessions with 868 clients in total.

Utilities Literacy Program

The Utilities Literacy Program aims to reduce financial hardship associated with utilities-related cost of living pressures. The program provides workshops to community sector workers to build their skills and knowledge so they can more effectively help their clients. It also conducts information sessions and offers case management support for individuals or families who are having difficulties with their bills.

The department has service agreements with three organisations to deliver the Utilities Literacy Program. During the year:

- UnitingCare Wesley Bowden conducted 17 workshops with a total of 218 participants to build skills in the community sector on related issues;
- Uniting Communities conducted 88 public education sessions with a total of 2883 participants, including advice on services that are available to assist with the management of household utilities; and
- The Salvation Army conducted 6949 intensive case management sessions for 2362 individuals or families experiencing difficulty with utilities bills.

Foodbank SA - Food Hubs

Foodbank SA is a long-standing social enterprise that distributes food and groceries to welfare organisations, which then distribute prepared meals and food parcels to vulnerable clients. In the 2014 state election, the State Government committed to provide \$1 million over four years to Foodbank SA to establish and maintain food hub outlets in Port Pirie, Edwardstown and Elizabeth.

Community Foodbank outlets are a recent innovation that operate in partnership with community organisations in a local area. They offer a grocery-store environment to provide material support to people and enable them to shop for their own groceries in a dignified manner. The outlets also maximise the opportunity for people to access other services and supports that address the underlying factors of financial disadvantage.

In 2013-14, Foodbank SA established a community food hub in Edwardstown and a regional food hub in Port Pirie. A community food hub outlet in Elizabeth, established with community partner Anglicare SA, opened to the public in July 2015.

During the year, in excess of 240 000 kilograms of food has been distributed from these food hubs. Of this amount, 65 000 kilograms was free fresh fruit and vegetables. Foodbank SA estimates that the food they have distributed across the state has assisted around 6900 families or 35 000 people.

During 2014-15, an average of 48 clients per day were assisted by these food hubs.

Good Money Store

A partnership was established with Good Shepherd Microfinance to expand the provision of microfinance products in South Australia, delivering on the State Government's election commitment.

The partnership was formally established in October 2014 through a service agreement which will see Good Shepherd Microfinance:

- establish and operate a Good Money store that offers an integrated way for people to access microfinance products and support services at one convenient location;
- develop and implement a Debt Deduct program which, through the support of a financial counsellor, addresses an individual's immediate need for debt relief through a no-interest consolidation loan of up to \$2000; and
- employ microfinance workers to support the coordination and expansion of microfinance products in South Australia.

The National Australia Bank is a key partner of this initiative as it provides the capital for the microfinance products, including Debt Deduct, and has assisted Good Shepherd Microfinance with advice on planning, design and minor works for the establishment of the store.

The Good Money store in John Street, Salisbury opened to the public in August 2015.

Sub-program 6.2: Community Support Services

Community Support Services provides various services that directly or indirectly support South Australians and their communities, which contribute to the achievement of Target 23 (Social participation) of *South Australia's Strategic Plan*. This includes coordinating and promoting initiatives that improve the service delivery of non-government community organisations that are funded by the department.

This program includes the planning and management of grant programs to community organisations that provide services to help families and individuals to improve their quality of life and improve the wellbeing of the community as a whole. These grant programs include Community Benefit SA, the Family and Community Development Program, Aboriginal Youth Development Program and Aboriginal Youth Action Committees. Quality and continuous improvement guidance and training is also provided to organisations through the Australian Service Excellence Standards.

The program also includes initiatives that support independence and participation for individuals, families and communities through its lead role in embedding social inclusion practice across government. It also includes state disaster recovery, relief, the registering and mobilising of volunteers for emergency recovery and the provision of employment screening services.

Sampson Flat Bushfire

In January 2015, the department was responsible for both emergency relief during the Sampson Flat bushfire and leading the recovery effort after the event. A Recovery Centre was established at the Torrens Valley Community Centre, Gumeracha, with a Mobile Recovery Centre also offered at One Tree Hill, Kersbrook and Cudlee Creek one half day per fortnight at each location.

A Local Recovery Coordinator and Community Development Officer were appointed to work with the community and government to ensure services are coordinated and responsive. A range of community forums and events were also convened that provided practical information and an opportunity for people to connect with others affected by the bushfires.

The State Recovery Office and the ERFs, supported by the State Recovery Committee, will continue to work with fire-affected communities in 2015-16.

State Emergency Relief Fund

The State Emergency Relief Fund (SERF) is established under the *Emergency Management Act 2004* and provides a mechanism to receive and distribute donations following an emergency. The department administers SERF, with an independent committee making decisions about eligibility and payments, subject to directions of the Governor.

On 3 January 2015, the SERF and the SERF Committee were activated to administer the receipt and distribution of monies donated by the community to assist people who suffered significant loss or damage as a result of the Sampson Flat bushfire. Appeal arrangements were immediately put in place, including a communications strategy to inform people on how to donate.

At the close of the Sampson Flat Bushfire Relief Appeal on 31 May 2015, more than \$1.9 million had been donated by the community and corporate sector. A process was established to enable people affected by the bushfire to apply for money from the fund. This application process closed on 30 June 2015, with 440 applications received.

As at 30 June 2015, \$1.36 million had been distributed to people whose homes and properties were either destroyed or damaged by the bushfire. Final payments are due to be made in September 2015, completing the distribution of all donated monies to the people affected by the Sampson Flat bushfire.

Fund My Community

The Fund My Community initiative was trialled to give the public a say in how public funds are invested across South Australia. This reflected the government's commitment to involve the community in decisions that affect their lives and build public participation in government.

During 2014-15, \$1 million was made available through the program to eligible community groups to deliver projects or services to tackle disadvantage. Organisations could apply for a grant of up to \$100 000. A total of 151 applications for funding were received, and between 13 April 2015 and 4 May 2015 the community was invited to select those projects they thought would best tackle disadvantage.

Over 2000 community members had a say through the YourSAy website with 13 community programs selected to receive funding. These programs will support a broad range of South Australians, including young people, Aboriginal people, people from culturally and linguistically diverse backgrounds, people with disability, and people experiencing disadvantage.

LGBTIQ Grants

Launched in May 2014, the Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ) Inclusion Strategy outlines five priority areas for action: social and emotional health and wellbeing; employment and opportunities; awareness and education; inclusive service delivery; and engagement with LGBTIQ communities.

In recognition of the need to build capacity in LGBTIQ communities, grants were provided to community organisations to deliver projects that:

- increase the number of South Australians who are accepting of LGBTIQ people and communities;
- reduce the levels of discrimination experienced by LGBTIQ people on the basis of their sex, sexuality or gender identity; and
- increase the capacity of community organisations to improve the resilience and capacity of members of LGBTIQ communities.

During the past year, LGBTIQ grants funded 15 projects, including a grant to support access to the Australian and New Zealand Professional Association for Transgender Health Conference for disadvantaged members of the transgender community. An additional grant was provided to support the Queer Youth Drop-In Centre.

DCSI Screening Unit

Over the past two years, the DCSI Screening Unit received unprecedented levels of applications, which led to a backlog in processing applications.

During 2014-15, the Screening Unit received approximately 143 000 applications, well in excess of the forecast 112 000. This represents a 25 per cent increase on the applications received in 2013-14. Despite the significant increase in application numbers, the Screening Unit completed 80 per cent of applications within 30 business days.

In response to the level of demand, the department has increased staffing levels in the Screening Unit; reviewed systems and processes to ensure efficiency; and addressed 'over screening' by employees and organisations.

During the past year, the department also progressed the implementation of an online application form. This will save manual processing time to enter data and reduce errors. It will also enable employers and applicants to track the progress of screening applications. The online application process for screening checks commenced in July 2015.

Ceduna Integrated Service Model

The department has led the development of the Ceduna Integrated Service Model to respond to the long-standing issues of the safety and wellbeing of Aboriginal people who are, or are at risk of, alcohol abuse or homelessness away from home. This has included the development of the Ceduna Vulnerable Person's Framework, which is improving the safety and wellbeing of at-risk individuals by placing them at the centre of an ongoing case management group of key Ceduna agencies.

A Ceduna Youth Officer was also appointed to build collaborative approaches to youth services in Ceduna and the remote communities of Yalata, Oak Valley and Koonibba. This will improve immediate cross-agency responses to young people at risk. The Ceduna Youth Officer will also develop a youth leadership group.

Implementation of the five key strategies in the Ceduna Service Reform has commenced, with agencies:

- developing a 24/7 multi-agency outreach team to provide an after-hours response to immediate needs;
- developing more flexible and appropriate supported accommodation options in Ceduna;
- developing prevention, protection and treatment options for alcohol and other drug dependency;
- developing options for justice system responses that are more effective in reducing alcohol and other drug related harm; and
- continuing to build the capacity of the service system to improve safety and wellbeing outcomes for this group of people.

Nine key State Government agencies have agreed to contribute funding to support the Ceduna approach for three years, and the approach being used is now being considered for wider application as a response to complex social issues.

Universal Access and Inclusion Guidelines

The Universal Access and Inclusion Guidelines were produced to assist State Government departments to increase access to, and the inclusiveness of, their services. The guidelines provide a framework for all departments to assess their performance against three elements: inclusive leadership and governance; inclusive policies, programs and services; and inclusive workforce.

An implementation project has been developed, which is designed to support government departments with their use of the guidelines. A Social Inclusion Forum was also held in August 2014, which provided the opportunity for government representatives to increase their understanding and use of the guidelines.

Sub-program 6.3: Multicultural Services

Multicultural SA works with South Australia's culturally and linguistically diverse communities to promote community capacity and community harmony, which contributes to the achievement of Target 5 (Multiculturalism) of *South Australia's Strategic Plan*. A key aspect of this work is supporting culturally and linguistically diverse communities in their activities in the broader community. Multicultural SA also provides advice to the government on cultural, linguistic and religious diversity matters and engages with the community and the community service sector to ensure the government has an understanding of the issues currently facing the ethnic communities of South Australia.

Multicultural Grants Program

To support multiculturalism in South Australia, funding is provided to community organisations to:

- increase understanding of the culturally diverse community in which we live;
- celebrate and value cultural diversity;
- improve equality and acceptance in society; and
- increase participation by South Australians of all backgrounds in society.

During the year, 188 community organisations were funded to deliver major festivals and events, for equipment and furniture, cultural awareness programs and education and learning projects.

During 2014-15, the Multicultural Grants Program budget increased from \$650 000 to \$1 million per annum. The increase in funding has resulted in the average grant amount increasing from approximately \$3500 in 2013-14 to just over \$5000 in 2014-15.

Mentorship Program for Women from Culturally and Linguistically Diverse Backgrounds

Multicultural SA scoped a mentorship program for women from culturally and linguistically diverse backgrounds to support graduates from the Women's Leadership Course, by offering them opportunities to put their studies into practice through experience in leadership roles, mentoring or networking opportunities. The Women's Leadership Course is aimed at women who are already in, or are well placed to be in, leadership or supervisory roles within their workplace or community organisation. Women applying for this course may aspire to join governance boards and committees but require additional training with a management focus to do so.

A number of Women's Leadership Course graduates expressed interest in this opportunity and completed a leadership needs analysis. Each graduate was paired with a woman in a leadership role. Three recent graduates of the Women's Leadership Course are pursuing this opportunity.

Interpreting and Translating Centre

The Interpreting and Translating Centre (ITC) provides interpreting and translating services to a wide range of private, corporate and government clients. ITC employs, where applicable, NAATI (National Accreditation Authority for Translators and Interpreters) accredited staff to ensure the demand for high quality interpreting and translating services from specialised industry sectors, such as health, education, police and the courts, are met.

During 2014-15, ITC completed 36 833 interpreting assignments and 1892 document translations.

Where a gap in the market exists, ITC works actively to employ, train and retain skilled interpreters and translators to fill that requirement. During the year, 44 new interpreters and translators were recruited representing 36 languages. These new interpreters and translators were recruited due to specific requirements for emerging and in-demand language groups, as well as due to staff mobility.

Sub-program 6.4: Office for the Northern Suburbs

The role of the Office for the Northern Suburbs (known as Northern Connections) is to engage with local, State and Commonwealth Government agencies, the community, non-government and private sectors to deliver better social and economic outcomes for the Northern Adelaide region. The office achieves this by developing connections, partnerships and collaborations that are able to focus resources and effort on existing needs and new opportunities.

Beyond Auto One-Stop Shop

As part of *Building a Stronger South Australia: Our Jobs Plan* the State Government announced that it would provide a 'one-stop shop', known as Beyond Auto, to enable workers impacted by automotive closures to seek advice and be referred to services that suit their needs.

Beyond Auto commenced in October 2014 and operates out of the Northern Connections office in Elizabeth. It assists automotive workers, their families and other affected community members to identify and access local services that are most relevant to their needs. A partners group has been formed, bringing together about 15 agencies to provide a broad range of personal, family, financial, mental health and counselling services. This group will support the work of the shop-front and ensure that workers and their families are connected to available services in a timely and supportive manner.

Northern Adelaide Economic Plan

During the year, Northern Connections has advanced the economic and social outcomes for the northern Adelaide region by leading and supporting collaborative and regional initiatives, including assisting in the development of the Northern Adelaide Economic Plan. The plan recognises the serious challenges faced by the region. It promotes collaboration and partnership between the three tiers of government and industry to create jobs, diversify the region's economy, build a skilled workforce, and support a community that is confident about its future, and an attractive place to invest.

Sub-program 6.5: Office for the Southern Suburbs

The role of the Office for the Southern Suburbs (known as Southern Connections) is to assist in implementation of a whole-of-government approach to improve social and economic outcomes for the southern suburbs. This is actioned through engagement with the three tiers of government, non-government organisations and the private sector.

Thriving Communities Initiative

In March 2015, the Premier introduced the initiative *Thriving Communities: Achieving community-led renewal in disadvantaged South Australian communities*, to assist communities in regions experiencing strong patterns of intergenerational disadvantage. The four regions of focus are northern Adelaide, southern Adelaide, the APY Lands and Peterborough.

The department is leading the development and implementation of this initiative which will use a collective impact, community-led approach to assist the regions identify and take action to achieve a positive vision for their future in areas they consider a priority.

During 2014-15, the focus of Southern Connections was supporting the not-for-profit organisation, Together SA, to implement *Together in the South*, a collective impact initiative with the goal of improving the emotional and social wellbeing and success of over 6000 children in the southern suburbs aged from birth to eight years.

Sub-program 6.6: Volunteer Services

The Office for Volunteers supports the implementation of the Volunteering Strategy for South Australia and the Advancing the Community Together partnership. These initiatives endeavour to build community capacity, support civil society and increase volunteer rates in accordance with Target 24 (Volunteering) of *South Australia's Strategic Plan*. The Office for Volunteers provides both innovative policy and strategic advice that improves the government's capacity to identify, prioritise and respond appropriately to the needs of the volunteer community in South Australia and maintain programs that support and promote volunteering.

Volunteering Strategy for South Australia

The *Volunteering Strategy for South Australia 2014-2020* is a collaboration between the State Government, Business SA, the Local Government Association of South Australia and the peak body Volunteering SA&NT. The strategy was developed with the aim of achieving real and lasting improvements in the volunteer experience for South Australians.

The governance framework for the strategy is led by the Volunteering Strategy Partnership Board, which is made up of representatives from each of the four partner organisations and an independent chairperson.

The Volunteering Strategy Partnership Board, in collaboration with four cross sector working groups, developed a three-year operational plan for the strategy's implementation. A key action of the strategy's implementation plan is for an annual review to ensure it is relevant, addresses current trends and practice, and maintains partner and broader stakeholder and community support.

The annual review of the Volunteering Strategy took place during National Volunteer Week in May 2015, as part of the State Volunteer Congress. This Congress is an important contact mechanism between grassroots volunteers and key stakeholders in the volunteer community and government. The 2015 Congress was an opportunity for almost 200 delegates from the volunteer sector, not-for-profit organisations, business sector, local and State Government to be informed and share their views on the progress of the strategy to date. A facilitated workshop activity enabled delegates to contribute to the review by sharing their views on the gaps and the priorities for the strategy.

Volunteering Recognition Scheme

In 2014, the State Government committed to introduce both a time-exchange program and a volunteering recognition scheme to support South Australia's volunteers. During the year, the Office for Volunteers worked closely with the Volunteering Strategy Partnership Board to scope the two schemes for implementation. As a result of this work, the Board and the Office for Volunteers proposed an alternative strategy for a single Volunteering Recognition Scheme.

In March 2015, following extensive consultation and assessment, the two commitments were merged into one program: a new Volunteering Recognition Scheme for young South Australian volunteers. A working group, comprised of representatives from the Office for Volunteers, the Volunteering Strategy Partnership Board and Volunteering SA&NT, was established to develop a pilot for the new approach.

The working group developed an implementation plan for a six-month pilot, to be managed by Volunteering SA&NT. The innovative and creative scheme will involve young people registering to volunteer with organisations and then banking their hours, using a mobile application, or 'app'. Once a designated number of hours is banked, the volunteer can access certain rewards and benefits. This will act as an incentive to encourage young people to volunteer, as well as recognising the contribution they have made.

Sub-program 6.7: Youth Justice

Youth Justice ensures that children and young people who have offended are at a reduced risk of re-offending, facilitates the restitution to victims and communities as appropriate and provides secure youth training facilities for young people who are detained.

Behavioural Support Framework and Operational Model

The Behavioural Support Framework and operational model have been embedded across the Adelaide Youth Training Centre and a review completed to ensure the model continues to provide a high level of support. Originally introduced in 2013, the Behavioural Support Framework and operational model provide individual incentives to encourage and support young people to develop positive behaviours and take responsibility for their progress. This assists residents to reach short and long term goals, develop life skills, address dysfunctional patterns of behaviour and take responsibility for their choices. The model also provides a mechanism to tailor interventions and programs to each young person's needs.

The review of the Behavioural Support Framework has made a number of operational recommendations to ensure this model continues to provide a high level of support for the residents of the Adelaide Youth Training Centre.

Relationships with Aboriginal Communities and Service Providers

During 2014-15, the department continued to strengthen relationships with Aboriginal communities and service providers to increase the support provided to Aboriginal children and young people in the youth justice system. An Aboriginal Cultural Inclusion Strategy was finalised for 2015-16 that includes specific objectives and strategies to strengthen collaborative partnerships and improve family and cultural connection.

A Circles of Trust engagement tool was also implemented that will assist case managers in gathering information about Aboriginal clients, their family, cultural group and community supports. The tool promotes understanding of kinship, family structure, strengths and issues within this structure, grief and loss and connection to culture. This supports a young person's connection to culture and community while in the Adelaide Youth Training Centre and their transition back to the community.

The Youth Justice Aboriginal Advisory Committee, which includes Aboriginal representatives from relevant State Government Departments, Aboriginal Legal Rights Movement Inc and the Office of the Commissioner for Aboriginal Engagement, continues to play a crucial role in advising the Youth Justice Directorate on policy and strategic direction.

The Committee also provides valuable support to strengthen pathways of communication and information exchange between the Youth Justice Directorate, key partners and the Aboriginal community. A particular focus is the development of strategies that aim to reduce detention rates and increase the successful transition of Aboriginal Youth Justice clients back into the community.

Program Needs Analysis

The Youth Justice Directorate, together with its sector partners, provides a range of offence-specific programs and rehabilitation programs for young people in the Adelaide Youth Training Centre. These include therapeutic interventions, life skill development and social integration that build engagement back to community.

During 2014-15, a Program Needs Analysis for the Adelaide Youth Training Centre was undertaken to identify the highest priority areas for program delivery and identify priority groups. Data was gathered over a three-month period to develop a resident profile and identify the most prevalent areas of need, including whether these varied by gender, age and/or cultural background. The analysis identified high levels of need for young people in relation to substance abuse, risk of self-harm or suicide, and a history of abuse or trauma. Recommendations were also made regarding the ongoing focus of programs to meet the needs of Aboriginal and Torres Strait Islander young people.

The Youth Justice Directorate is working in partnership with other stakeholders to progress the key program development and implementation recommendations arising from the analysis.

Sub-program 6.8: Youth Services

The role of the Office for Youth is to support the State Government's effort in relation to young people. This is achieved through the implementation of the Youth Strategy 'It Starts With YOUth' and through the provision of grants, programs and strategic initiatives. The Office for Youth also provides both policy and strategic advice to improve the government's capacity to identify, prioritise and respond appropriately to the needs of young people and the sector.

It Starts With YOUth

South Australia's new youth strategy, *It starts with YOUth* was released in February 2015. It represents a fresh approach to addressing the needs of young people and will focus on particular areas of concern to young people. In 2015, the strategy has three areas of focus: homelessness, training and employment, and youth engagement.

Homelessness and difficulties transitioning into further education or employment are two areas that often intersect in the lives of disadvantaged and disengaged young people. These two issues are also particularly significant because they not only have immediate negative impacts on the social, economic and psychological wellbeing of young people, but they can also predispose them to a future of marginalisation and financial hardship.

The Service to Youth Council has been engaged to lead a South Australian Youth Homelessness Working Group to develop a framework which will deliver real and sustained improvements for young people. The Working Group is currently developing a white paper, *Pathways: Improving the economic and social participation for young people experiencing homelessness in South Australia*, which will be provided to the Minister for Youth for her consideration.

Five service providers were engaged to deliver a 12-month mentoring program, *Successful Transitions*, to engage and support a minimum of 30 vulnerable and disengaged young people aged 17 to 24 years to successfully transition into further education, vocational training or secure employment. This program is targeting five regions, namely northern Adelaide, southern Adelaide, the Limestone Coast, Yorke and Mid North and the Adelaide Hills/Murray Mallee.

A Youth Engagement Steering Group was established to focus on building community engagement with young people, and to provide advice on methods and tools considered to be most effective when engaging with young people. The advice of the Steering Group will influence the development of a guide for government to assist agencies in effective youth engagement. A website platform is also being proposed and other approaches are being considered, to enable government to listen and act upon issues that affect young people.

Youth Parliament Scholarship Program

The Youth Parliament program provides a forum for young people aged 15 to 24 years to express their views, develop skills (including public speaking, Bill writing and leadership), and to learn about South Australia's parliamentary system. The program is sponsored by the Office for Youth and is delivered by the Young Men's Christian Association of South Australia.

The State Government has also established a scholarship program to support more young people from regional areas to participate in Youth Parliament. Individual scholarships are provided for all regional participants for travel to and from the training weekend, to and from the residential week and accommodation in the city for the training weekend.

The 2015 Youth Parliament was held from 6 to 10 July 2015, with around 80 young people participating. Supported by the new regional scholarship program, 30 per cent of participants were from regional areas.