

Reference: AF15/500 FM

20<sup>th</sup> May, 2016

TO: CR PERSELLO (PRESIDING MEMBER)  
CR LOVETT  
CR RICHARDSON  
CHIEF EXECUTIVE OFFICER  
MANAGER - COMMUNITY SERVICES AND DEVELOPMENT  
COMMUNITY DEVELOPMENT OFFICER  
LIBRARY MANAGER  
JOHN AMOROSO  
ROB FOGGO  
CAROLINE HILL  
EMMA MILERA

COPY: ALL MEMBERS

**NOTICE** is given that the Community Engagement and Social Inclusion Sub-Committee will meet in the following Meeting Room on the day, date and time as follows:

**Community Engagement and Social Inclusion Sub-Committee**  
(Committee Room - Level 4 - Civic Centre):

Monday 23rd May, 2016 at 5.30 p.m.

An agenda for the meeting is attached.

Other Members not on the Sub-Committees are encouraged to attend the above meeting as your thoughts and contributions will be appreciated.



**Barbara CERNOVSKIS**  
MANAGER – COMMUNITY SERVICES AND DEVELOPMENT

COMMUNITY ENGAGEMENT & SOCIAL INCLUSION SUB-COMMITTEE

Meeting to be held in the Committee Room, Level Four of Civic Centre, 10 Watson Terrace,  
Mount Gambier, on Monday, 23<sup>rd</sup> May 2016 at 5.30pm

AGENDA

PRESENT: Cr Persello  
Cr Lovett  
Cr Richardson  
Caroline Hill  
Rob Foggo  
John Amoroso

APOLOGIES: Emma Milera (leave of absence)

COUNCIL OFFICERS: Chief Executive Officer, Mark McShane  
Manager Community Services & Development, Barbara Cernovskis  
Library Manager, Vicki Hutchinson  
Community Development Officer, Alison Brash

COUNCIL MEMBERS  
AS OBSERVERS:

**WE ACKNOWLEDGE THE BOANDIK PEOPLES AS THE TRADITIONAL CUSTODIANS OF THE LAND WHERE WE MEET TODAY. WE RESPECT THEIR SPIRITUAL RELATIONSHIP WITH THE LAND AND RECOGNISE THE DEEP FEELINGS OF ATTACHMENT OUR INDIGENOUS PEOPLES HAVE WITH THIS LAND.**

MINUTES: moved that the minutes of the previous meeting held on 22<sup>nd</sup> March 2016 be taken as read and confirmed.

seconded

QUESTIONS: (a) With Notice - nil submitted.  
(b) Without Notice –

**1. RECONCILIATION ACTION PLAN – Reconciliation Action Plan Progress Table Ref. - AF15/341**

The Community Development Officer reported:

(a) The Reconciliation Action plan progress table (attachment 1) be tabled for discussion

moved it be recommended:

(a) The Reconciliation Action Plan progress table be received;

seconded

**2. KEY FOCUS AREAS – Key Focus Area Progress Table Ref. - AF15/500**

The Manager Community Services & Development reported:

(a) Key Focus Area progress table (attachment 2) outlines progress against key focus area action items for Members information.

Community Engagement & Social Inclusion Sub-Committee Agenda, 23<sup>rd</sup> May 2016 cont'd...

moved it be recommended:

- (a) The Community Engagement & Social Inclusion Key Focus Area progress table be received and noted for information;

seconded

3. **LIMESTONE COAST COMMUNITY SERVICES ROUNDTABLE – Update Ref. - AF15/469**

Caroline Hill, Chair of the Limestone Coast Community Services Roundtable (LCCSRT) reported:

- (a) Presented the draft Limestone Coast Community Services Round table population plan for discussion.

moved it be recommended:

- (a) The report on the Limestone Coast Community Services Roundtable Planning Day be received.

seconded

**MOTIONS WITHOUT NOTICE**

The meeting closed at \_\_\_\_\_ p.m.

BJC

COMMUNITY ENGAGEMENT & SOCIAL INCLUSION SUB-COMMITTEE

Minutes of meeting held in the Mayoral Reception Area, Level Four of Civic Centre, 10 Watson Terrace, Mount Gambier, on Tuesday, 22<sup>nd</sup> March 2016 at 6.00 pm

PRESENT: Cr Persello (Presiding Member)  
Cr Lovett  
Cr Richardson  
John Amoroso

APOLOGIES: Cr Persello moved the apologies from Emma Milera (leave of absence) and Rob Foggo be accepted.

Cr Richardson seconded Carried

COUNCIL OFFICERS: Manager Community Services & Development, Barbara Cernovskis  
Library Manager, Vicki Hutchinson  
Community Development Officer, Alison Brash

NOT IN ATTENDANCE Caroline Hill

COUNCIL OFFICER

APOLOGIES: Chief Executive Officer, Mark McShane

COUNCIL MEMBERS

AS OBSERVERS: Nil

**WE ACKNOWLEDGE THE BOANDIK PEOPLES AS THE TRADITIONAL CUSTODIANS OF THE LAND WHERE WE MEET TODAY. WE RESPECT THEIR SPIRITUAL RELATIONSHIP WITH THE LAND AND RECOGNISE THE DEEP FEELINGS OF ATTACHMENT OUR INDIGENOUS PEOPLES HAVE WITH THIS LAND.**

MINUTES: Cr Lovett moved that the minutes of the previous meeting held on 22<sup>nd</sup> February 2016 be taken as read and confirmed.

Cr Richardson seconded Carried

QUESTIONS: (a) With Notice - nil submitted.  
(b) Without Notice .

**1. GUEST SPEAKER – Mr Alan March, Families SA and Mr David Copley, Pangula Mannamurna Inc**

Mr Alan March, Families SA and Mr David Copley, Pangula Mannamurna Inc presented on the issue of Indigenous children in care in the South East.

**Cr Persello moved it be recommended:**

**(a) Mr Alan March, Families SA and Mr David Copley, Pangula Mannamurna Inc be thanked for his presentation.**

Cr Richardson seconded Carried

**2. RECONCILIATION ACTION PLAN – Reconciliation Action Plan Progress Table**

The Community Development Officer reported:

Community Engagement & Social Inclusion Sub-Committee Minutes, 22<sup>nd</sup> March 2016 cont'd...

The Reconciliation Action plan progress table (attachment 1) be tabled for discussion.

**Cr Persello moved it be recommended:**

- (a) The Reconciliation Action Plan progress table be received;**

**John Amoroso seconded**

**Carried**

**3. KEY FOCUS AREAS – Key Focus Area Progress Table**

The Manager Community Services & Development reported:

- (a) Key Focus Area progress table (attachment 2) outlines progress against key focus area action items for Members information.

**Cr Persello moved it be recommended:**

- (a) The Community Engagement & Social Inclusion Key Focus Area progress table be received and noted for information.**

**Cr Richardson seconded**

**Carried**

**4. LIMESTONE COAST COMMUNITY SERVICES ROUNDTABLE – Update**

Caroline Hill, Chair of the Limestone Coast Community Services Roundtable (LCCSRT) was scheduled to provide a verbal update on the LCCSRT Planning day schedules for Tuesday 12<sup>th</sup> April, 2016. Due to non attendance, the report was not received.

**MOTIONS WITHOUT NOTICE - Nil**

CONFIRMED THIS                      DAY OF                                              ,2016

.....  
PRESIDING MEMBER

The meeting closed at 7.12 p.m.  
BJC/ES

**RECONCILIATION ACTION PLAN PROGRESS TABLE**

RECOMMENDATIONS ENDORSED BY COUNCIL	STATUS UPDATE
<p>A. That the Community Engagement and Social Inclusion Sub-Committee Report No 7/2015 on the Reconciliation Action Plan development workshop be received;</p>	<p>This was received in the meeting dated 27/07/15.  Recommendations from the report were endorsed by Council in the meeting dated 18/08/15.</p>
<p>B. Community Engagement and Social Inclusion Sub-Committee engage a RAP focus group to develop a Stretch RAP which identify measures that can be embedded into the organisation;</p>	<p>Liaison with Elders occurred and the RAP Focus group has been determined as consisting of the following members.</p> <p>Elders: Aunty Penny Bonney Uncle Mikey Hartman Aunty Val Brennan</p> <p>Elected Members: Cr. Hanna Persello – Presiding Member CESI Cr. Mark Lovett</p> <p>ATSI Justice Rep – Jason Bonney ATSI Health Rep – Peter May ATSI Education Rep - Kathy Watson Youth Rep – Mariah Unmeopa Non-ATSI Youth Rep – Shekinah Horsburgh</p> <p>COMG Staff: Mark McShane CEO Vicki Hutchinson – Library Manager Michael Silvy – Manager Services Manager Aaron Izzard – Sustainability Officer</p>
<p>C. Consult with Elders, and request that they identify who they wish to be</p>	<p>See above</p>

<p>represented by on the RAP focus group. This may be a male and female.</p>	
<p>D. Foundation of the RAP focus group will be made of RAP Champions to work alongside Elders. The group will also include:</p> <ul style="list-style-type: none"> <li>• Elected Members</li> <li>• City of Mount Gambier staff from across divisions</li> <li>• Community representatives</li> <li>• Young People</li> <li>• CESI Members</li> </ul>	<p>There have been two meetings of the focus group, with the third to occur on 16/3/16</p> <p>Further to the previous reports, the group recommend;</p> <ul style="list-style-type: none"> <li>• To use reclaimed Boandik language through the RAP process. For example the RAP is about <i>Yerkalalpata</i> - Leading The Way. It was recommended that language reclamation be a committed theme in the RAP - there are opportunities for leadership work from the City here, so that people, the media etc. increase awareness, and language is strengthened.</li> <li>• In relation to Cultural Awareness Training for the City of Mount Gambier – that training be provided by Eugene Warrior. Having the right trainer who can instil cultural safety is important and all members agreed Eugene is a good choice, based on Eugene’s training being informative, skilled and delivered from someone outside.</li> <li>• To consider opportunities to re-tell Mount Gambier/Berrin’s history - in partnership with the local Aboriginal community and University students. It was clear from the meeting - the importance of seeking opportunities to tell Mount Gambier’s history from an Aboriginal perspective – to retell the history – bring forth important missing elements and tell these alongside what already exists. This is important for generations into the future to experience pride, and it is hoped that this may “ shift the heavy chain off people’s necks”.</li> <li>• That cultural awareness training should occur with Aboriginal community members involved alongside Elected members and staff, so that the learning occurs together. It was recommended this might include YAG members and Pangula youth reps. Further discussion is still needed on this.</li> </ul>
<p>E. Communicate with the Aboriginal community so they are aware of what is proposed and occurring in developing the RAP.</p>	<p>Representatives from various sectors of the Aboriginal community are represented on the RAP Focus Group.</p> <p>Burrandies CEO Emma Hay has offered to be an advisor to the RAP when planning develops. New Pangula Mannamurna CEO David Copley has offered to be an advisor to the RAP.</p>

F. By end of August 2015 a meeting will occur to discuss potential employment issues and opportunities within Council for Aboriginal and Torres Strait Islanders. The group will comprise of Cr. Richardson, Cr. Lovett and key staff, inclusive of the CEO and HR Manager.

F. The meeting occurred on 24/08/15, identifying the following items.

- Council do not have any specific ATSI employment targets/programs in place.
- The HR Manager is currently reviewing diversity policy.
- There are currently 450 ATSI students in our local schools, many of who are linked to the FLO program.
- It was identified not to focus on developing an Aboriginal. Employment Strategy but instead explore the area further to increase understanding of local opportunities.
- It was felt Council could be an important corporate role model for Aboriginal employment through advocacy and demonstration.

The following recommendations were made at that meeting;

(F.1) Short term

F.1.1. It will be beneficial to link in with ATSI education programs as a source to engage work experience students and employ trainees for Council placements.

Update – HR requested Aboriginal Liaison Officers be made aware of Library Traineeships as part of promotion at close of 2015.

F.1.2 It was agreed, we should seek feedback from Senior staff re. where they can use trainees to be sought.

(No additional status update since previous report).

F.1.3 A budget adjustment would need to be considered for inclusion of ATSI designated positions.

(No additional status update since previous report).

F.1.4 Any employment/work experience initiatives, should link in to scaffolded support, which has been successful through ICAN program.

(No additional status update since previous report).

(F.2) Medium term

- Re: Workforce development, multifaceted staff up skilling and cultural sensitivity training should be explored, with a focus on inclusion as part of the all staff training.

(No additional status update since previous report).



	<p><u>(F.3) Longer term</u></p> <ul style="list-style-type: none"> <li>• Explore legitimate modelling of regional cultural tourism opportunities where these are complimentary to Council's work. Learning from collective experiences of Heywood and Portland and other regions demonstrating strong Aboriginal tourism employment opportunities. Liaise with universities and schools in this process. (No additional status update since previous report).</li> </ul>
<p>G. By December 2015 hold three targeted focus groups in order to consult, gather ideas and embed tangible outcomes in structure of the RAP. The focus groups should include:</p> <ul style="list-style-type: none"> <li>• Interested community members, young people, Educators</li> <li>• City of Mount Gambier Staff</li> <li>• The Business Community</li> </ul>	<p>These meetings have not yet occurred and dates have not been set for these meetings.</p> <p>Cr. Persello provided a community update on the RAP process to date on the anniversary of the Apology, at the Main Corner on 13<sup>th</sup> Feb 2016.</p>
<p>H. A representative from Families SA be invited to Community Engagement and Social Inclusion Sub-Committee meeting to present on the issue of Indigenous children in care in the South East.</p>	<p>Allen March has been invited to present to CESI at the March 2016 meeting.</p>

**Community Engagement & Social Inclusion Key Focus Area 2016 – Progress Table**

<b>Key Focus Area</b>	<b>Action</b>	<b>Progress Notes</b>
Domestic Violence	Domestic violence as a key focus area has also been identified as one of the 11 priority areas for the City of Mount Gambier Regional Health Plan Domestic Violence Policy	Address Domestic and Family Violence as part of the Regional Health Plan Implementation Committee provided a copy of the Great South Coast Strategy to Prevent Violence against Women & Children for review  The development of a Domestic Violence Administrative Principle has been presented
Reconciliation Action Plan	Reconciliation Action Plan be developed within the next 12 months using a Cultural Governance model	As per Reconciliation Action Plan progress table attached to agenda

<b>Guest Speakers</b>	<b>Topic</b>	<b>Status</b>
Environmental Sustainability Officer, Aaron Izzard	CHAT Tool	Council have asked the Community Engagement and Social Inclusion Sub-Committee to provide wording for an additional question referencing the Social Inclusion Charter which could be included as an additional requirement/field in the CHAT Survey for the further consideration of Council.
A representative from Families SA	Present on the issue of Indigenous children in care in the South East.	In Progress
Glenn Ahearn	Invited back to discuss the representation of the Aboriginal and Torres Strait Islander community in prison, the rehabilitation programs, release support, reoffend prevention and level of repeat offending.	In Progress
David Moon	Language Reference Group 1 <sup>st</sup> Edition of the reclaimed Language Diary	In Progress

# **Limestone Coast Community Services Round Table Population Plan**

**April 2016**



# Acknowledgments

*Leadership group to write this*



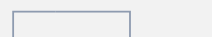
This population plan was developed following a two-day workshop in April and May 2016 with members of the Limestone Coast Community Services Round Table.

The Community Centres SA Results Based Accountability team facilitated this workshop and prepared the population plan.



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## Acronyms

<b>ABS</b>	Australian Bureau of Statistics
<b>AEDC</b>	Australian Early Development Census
<b>ATSI</b>	Aboriginal and Torres Strait Islander
<b>CAMHS</b>	Child and Adolescent Mental Health Service
<b>CDC</b>	Career Development Centre
<b>CSAPHN</b>	Country SA Primary Health Network
<b>DCS</b>	Department for Correctional Services
<b>DCSI</b>	Department for Communities and Social Inclusion
<b>DECD</b>	Department for Education and Child Development
<b>DFEEST</b>	Department for Further Education, Employment, Science and Technology
<b>ERP</b>	Estimated Resident Population
<b>HYP A</b>	Helping Young People Achieve
<b>LCCSRT</b>	Limestone Coast Community Services Round Table
<b>LGA</b>	Local Government Area
<b>MDI</b>	Middle Years Development Instruments
<b>MIFSA</b>	Mental Illness Fellowship SA
<b>NGO</b>	Non-Government Organisation
<b>OARS</b>	Offenders Aid and Rehabilitation Service
<b>OPAL</b>	Obesity Prevention and Lifestyle
<b>PHIDU</b>	Public Health Information Development Unit
<b>RBA</b>	Results Based Accountability™
<b>RDA</b>	Regional Development Australia
<b>RDGP</b>	Riverland Division of General Practice
<b>SAMSS</b>	South Australian Monitoring & Surveillance System
<b>SAPOL</b>	South Australian Police
<b>SEIFA</b>	Socio-Economic Index for Areas
<b>SELGA</b>	South East Local Government Association
<b>TAFE</b>	Technical and Further Education
<b>TWC</b>	Tennison Woods College
<b>UCWPA</b>	UnitingCare Wesley Port Adelaide
<b>VSS</b>	Victim Support Service
<b>WIBRD</b>	Women in Business and Regional Development

## Introduction

The Limestone Coast region is located in the South East of South Australia. Agriculture, forestry and viticulture are prominent industries in the region due to the fertile soils and favourable weather. The Limestone Coast as a whole is relatively well positioned compared to other regional areas in South Australia. However, there are a number of disadvantaged areas that experience multiple complex social issues.

The Limestone Coast Community Services Round Table (LCCSRT) is a group of driven leaders who decided to address these issues together, with a focus on ensuring that *people of the Limestone Coast communities are resilient and well*.

The group recognised the importance of sharing the responsibility of making a **measurable difference** in the lives of those living in Limestone Coast. No single organisation can create positive population level change. Partners of the LCCSRT have committed to working collaboratively towards a shared result. Using local data to indicate this condition of wellbeing, the group will track their progress, with each partner contributing to creating this result.

Additionally, it is acknowledged that a different way of working is needed to produce long lasting and large scale results; thus, this work requires long term commitment, understanding the important role of data in informing strategies and the shared accountability that stakeholders need to embrace.

This **Population Plan** reflects LCCSRT's commitment to support people and communities of the Limestone Coast in being resilient and well. The plan follows the Result Based Accountability™ (RBA) Population Accountability methodology<sup>1</sup> and was developed with the input of community stakeholders.

The purpose of this Population Plan is to guide the work of the LCCSRT; it clearly states the desired results, the indicators that will measure progress as well as the actions and strategies to be implemented. As a **living document**, the Population Plan will require periodic review and adjustment, as progress is made.

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<sup>1</sup> RBA is planning and evaluation methodology developed by Mark Friedman (Appendix 4)

## Limestone Coast: Demographic Data

The Limestone Coast includes the following Local Government Areas in the South East of South Australia: the City of Mount Gambier, the District Councils of Grant Kingston, Robe, Tatiara, and the Naracoorte Lucindale and Wattle Range Councils.

A summary of the most relevant ABS Census data from the Limestone Coast is presented in the following tables:

### Key statistics

In 2014, the total population of the Limestone Coast was 64,913 people, an increase of 2 percent since 2006. While Tatiara and Wattle Range experienced declines of over 5 percent in their population since 2006, Grant and Mount Gambier's populations have increased by over 7 percent and 6 percent respectively.

	Children Aged 0-14	Persons Aged 65+	Aboriginal Persons	People born in non-English speaking countries
Grant	19.8%	14.6%	1.6%	3.3%
Kingston	14.8%	23.2%	1.8%	1.8%
Mount Gambier	20.3%	16.2%	2.8%	5.5%
Naracoorte and Lucindale	18.8%	16.7%	1.8%	5.8%
Robe	14.7%	21.3%	1.5%	2.2%
Tatiara	20.9%	16.4%	0.9%	6.2%
Wattle Range	18.9%	17.9%	2.0%	3.3%
<b>Limestone Coast</b>	<b>19.5%</b>	<b>20.4%</b>	<b>2.1%</b>	<b>4.7%</b>
South Australia	17.7%	16.7%	2.3%	12.7%

Source: ABS Census 2011, ABS 2013 ERP



	Single parent families	Rent from Housing SA	Unemployment Benefit
Grant	12.9%	0.0%	4.6%
Kingston	23.0%	2.1%	4.9%
Mount Gambier	29.8%	10.3%	8.7%
Naracoorte and Lucindale	16.8%	3.3%	6.7%
Robe	13.3%	2.6%	4.5%
Tatiara	16.6%	1.9%	3.3%
Wattle Range	22.2%	4.6%	7.9%
<b>Limestone Coast</b>	<b>22.8%</b>	<b>5.9%</b>	<b>7.0%</b>
South Australia	23.4%	6.1%	6.7%

Source: ABS Census 2011, PHIDU 2015

### SEIFA Index

The SEIFA Index of Disadvantage measures the relative level of socio-economic disadvantage based on a range of Census characteristics. The index is derived from attributes that reflect disadvantage such as low income, low educational attainment, high unemployment, and jobs in relatively unskilled occupations. A higher score on the index means a lower level of disadvantage. A lower score on the index means a higher level of disadvantage.

The Limestone Coast as a whole measures slightly less than the state average on the SEIFA index; however there are certain areas that experience far higher levels of disadvantage, notably Mount Gambier and Wattle Range.

### SEIFA Index (National average 1000)

Limestone Coast	961.5
Regional South Australia	950.1
South Australia	983

### SEIFA disadvantage by LGA

Region	SEIFA Index
Grant	1018.4
Robe	1013.2
Tatiara	996.2
Naracoorte Lucindale	995.7
Kingston	975.4
Wattle Range	945.5
Mount Gambier	927.0

Source: ABS, Census, 2011

## Health

Health Characteristics	Limestone Coast	Murray and Mallee	South Australia
High blood pressure	21.0%	25.2%	20.7%
High cholesterol	18.5%	20.6%	17.5%
Insufficient physical activity	64.6%	67.5%	58.4%
Current smoker	14.5%	15.6%	13.0%
Alcohol lifetime risk	34.4%	31.0%	32.4%
Alcohol injury risk	11.7%	11.6%	12.9%
Insufficient vegetable consumption	86.2%	88.0%	89.4%
Insufficient fruit consumption	58.4%	58.6%	55.6%
Current mental health condition	17.6%	16.1%	16.5%
High/V. high psychological distress (K10)	8.4%	9.5%	9.6%

Source: SAMSS, South Australian health and risk factor profile by SA3 regions produced by Population Research Outcomes Studies Unit for CSAPHN, December 2015

# Population Plan Summary



**Result:** People of the Limestone Coast communities are resilient and well

**Population:** All people in the Limestone Coast

Result Areas	Experience	Primary indicators	Secondary indicators
<p><b>All people in the Limestone Coast are safe and connected</b></p>	<p>All people:</p> <ul style="list-style-type: none"> <li>- Have meaningful employment</li> <li>- Have safe, stable and secure housing</li> <li>- Have access to transport and services</li> <li>- Are financially independent</li> <li>- Have safety and support in relation to domestic violence</li> <li>- Have the ability to assess risks</li> <li>- Have a good perception about the safety of the community</li> <li>- Avoid peer pressure and self-sabotage</li> <li>- Have open communication channels</li> <li>- Have good role models and clear and positive leadership</li> <li>- Know their community and neighbours</li> <li>- Live in confident families</li> <li>- Are able to build and maintain relationships</li> </ul>	<p><b>1. Rate of people who are able to get support in times of crisis</b></p>	<p>4. Rate of people experiencing housing stress</p> <p>5. Percent of residents volunteering</p>
<p><b>All people in the Limestone Coast are healthy and enjoy a good quality of life</b></p>	<p>All people:</p> <ul style="list-style-type: none"> <li>- Make healthy life choices e.g. nutrition, exercise, drugs and alcohol</li> <li>- Engage in meaningful and satisfying recreational activities</li> <li>- Live in a healthy environment</li> <li>- Have a strong sense of belonging</li> <li>- Are able to form strong and positive relationships</li> <li>- Are happy</li> <li>- Have affordable, local services available when needed</li> <li>- Have appropriate housing</li> <li>- Have access to financial support and resources</li> <li>- Are well equip to respond to situational crisis</li> <li>- Access educational opportunities that meet their needs</li> </ul>	<p><b>2. Percent of residents with unhealthy weight</b></p> <p><b>3. Unemployment rate</b></p>	<p>6. Percent of children developmentally vulnerable</p> <p>7. Homelessness Rate</p>

**Comment [SC1]:** Further refinement is encouraged

**Comment [SC2]:** Further refinement is encouraged

# Limestone Coast Population Plan

*Population*

*Result*

*Result Areas*

*Action Plan*



# The Plan

## The Population

**The Limestone Coast Community Services Round Table (LCCSRT) will focus on all people in the Limestone Coast.**

### Priority groups:

Some sections of the community may face additional disadvantage and therefore require particular attention to ensure *all* people resilient and well in the Limestone Coast communities. This includes:

- **INSERT PRIORITY GROUPS**

**Comment [ET3]:** Still need to insert priority groups

## The Result

To improve the lives of residents living in the Limestone Coast, members of the LCCSRT decided on an overarching 'Result', or condition of wellbeing they want to achieve for their population:

***People of the Limestone Coast communities are resilient and well***

The Result is underpinned by two key result areas, which are the areas of focus for the group's efforts.

- 1. All people in the Limestone Coast are safe and connected***
- 2. All people in the Limestone Coast are healthy and enjoy a good quality of life***

## The Partners

ac.care – Baptist Care – CAMHS – Carers SA – CDC – Centacare – City of Mount Gambier – Community Care Inc – CSAPHN – DCS – DCSI (Housing SA & Youth Justice) – DECD – DFEEST – HYP A – Lambert Village – Lifeline – MIFSA – Mind Australia – OARS – Pangula – RDA – RDGP – Red Cross – Re-engage – SA Health – SAPOL – SELGA – Sureway – TAFE – TWC – UCWPA – Uniting Communities - University of South Australia – VSS - WIBRD

# Result Area 1

## All people in the Limestone Coast are safe and connected

### The experience of being safe and connected

Below is a summary of our vision for all people in the Limestone Coast. When we have achieved the result of *all people in the Limestone Coast being safe and connected* we will notice that:

#### All people:

- Have meaningful employment
- Have safe, stable and secure housing
- Have access to transport and services
- Are financially independent
- Have safety and support in relation to domestic violence
- Have the ability to assess risks
- Have a good perception about the safety of the community
- Avoid peer pressure and self-sabotage
- Have open communication channels
- Have good role models and clear and positive leadership
- Know their community and neighbours
- Live in confident families
- Are able to build and maintain relationships

### Indicators to measure progress

#### Primary Indicator:

- Rate of people who are able to get support in times of crisis

#### Secondary Indicators:

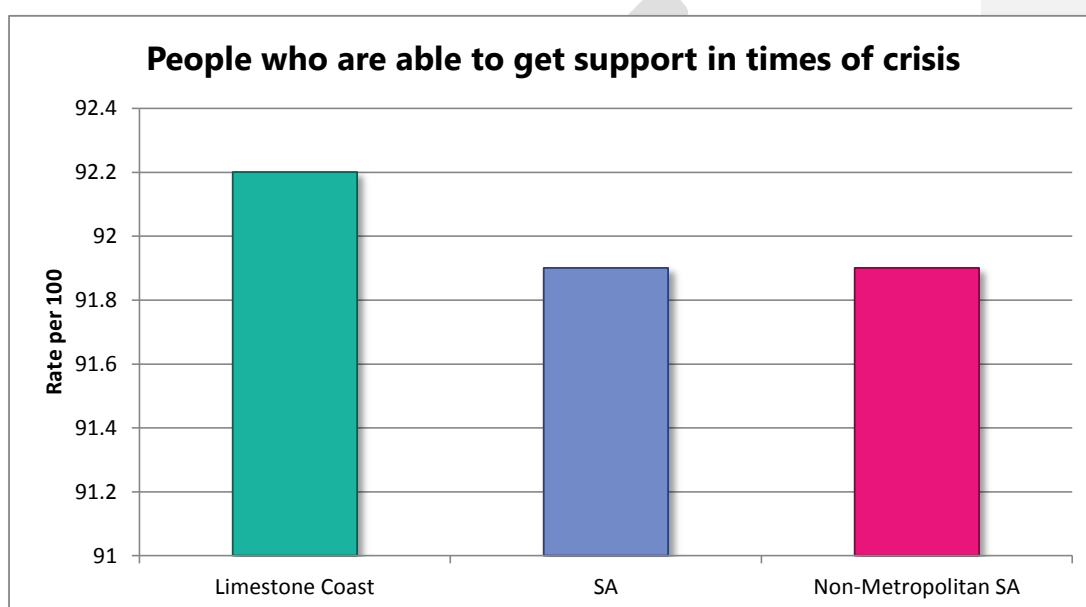
- Rate of people experiencing housing stress
- Percentage of residents volunteering

## Primary Indicator

### All residents are connected in the community

#### Rate of people who are able to get support in times of crisis

A strong community is one where people have positive personal networks and connections. People with these relationships are more likely to be able to access emotional and financial support in times of crisis as well as offer support to others. Those without these connections can experience poorer health and wellbeing and higher levels of stress and social isolation.<sup>2</sup>



Source: PHIDU – compiled from 2010 General Social Survey (unpublished)

#### People who are able to get support in times of crisis by LGA

Region	Rate per 100
Grant	92.0
Kingston	93.1
Mount Gambier	92.0
Naracoorte and Lucindale	92.5
Robe	90.9
Tatiara	92.5
Wattle Range	92.2

Source: PHIDU – compiled from 2010 General Social Survey (unpublished)

<sup>2</sup> Australian Social Inclusion Board (AISB) 2010, *Social Inclusion in Australia: how Australia is faring*, Office of the Prime Minister, Canberra



## Story behind the baseline

### ***Factors driving the rate of people who are able to get support in times of crisis in the Limestone Coast:***

- Unemployment
- People not accessing services due to:
  - Lack of knowledge
  - Isolation
  - Stigma
  - Fear
  - Lack of motivation
  - Inadequate services
  - Negative past experiences
  - Not meeting the eligibility criteria to access services
  - Lack of services available

### ***Factors improving the rate of people who are able to get support in times of crisis in the Limestone Coast:***

- Suicide prevention networks and plans
- Men's watch programs, men's shed
- Education and awareness
- ATSI suicide prevention network treasuring life
- Domestic violence adverts
- Service directory
- LCCSRT
- Provision of written information
- Knowing who to call – networks
- Relationships and communication
- Flexible service provision

## Brainstorm

### ***Ideas to improve the rate of people who are able to get support in times of crisis in the Limestone Coast:***

- Talking to community about needs ie Melaleuca Hub – personal connections
- ILC (Independent Learning Centres) Mental Health Forum
- Kids Matter
- Close the Gap
- Public awareness campaign
- Collaborative case management

- No wrong door
- Remove red tape to accessing services
- Explore reasons for resistance to assistance
- Peer programs
- Meeting people with where they are at
- Outreach services
- Reserve judgement
- Treat people with dignity
- Sharing practices/opportunities with other services/locations
- Wellbeing and resilience project and PERMA+
- Advocating for outreach services and extending services through outreach
- Guest speakers – those who have experienced issues – drugs etc
- Sharing training/speaker opportunities

### Partners

**Comment [SC4]:** To be established on second planning workshop June

**Who we need to work with to improve the rate of people who are able to get support in times of crisis in the Limestone Coast:**

Existing	Potential
1.	1.

### Action Plan

**Comment [SC5]:** Second workshop

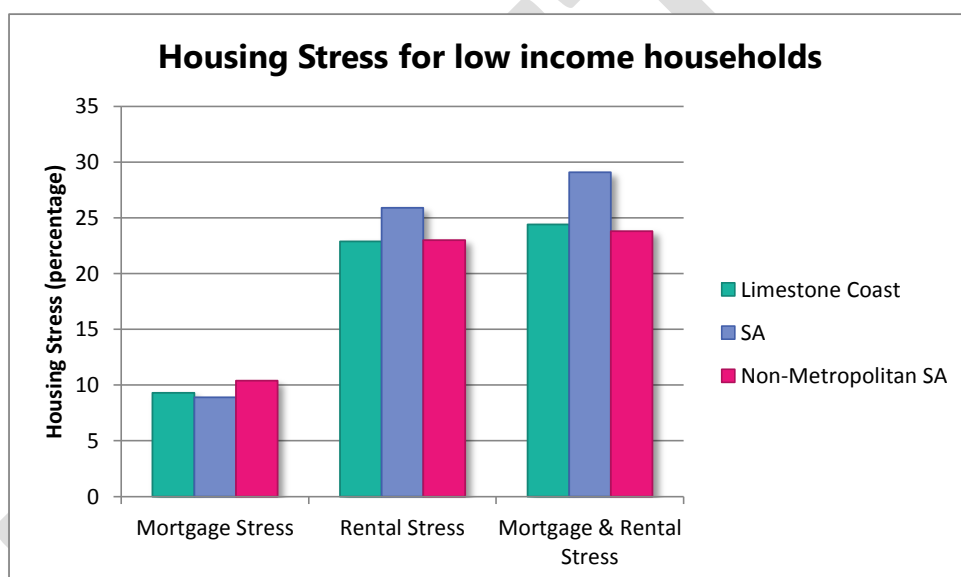
Actions in priority order	Responsible	Timeframe
1.1		
1.2		
1.3		
1.4		
1.5		
1.6		

## Secondary Indicators

### All residents have stable and sustainable housing

#### Rate of housing stress

Low income households are those in the bottom 40% of income distribution. They are deemed to be experiencing housing stress when more than 30% of their income is spent on rent or mortgage repayments. For many low-income households renting is the only viable option. High numbers of households experiencing housing stress reflects the difficulty in accessing suitable, affordable shelter as well as difficulty meeting other costs of living.<sup>3</sup> Those renting from private landlords are more likely to experience housing stress as the rent is typically much higher than the capped prices for public housing.<sup>4</sup>



Source: PHIDU – compiled based on ABS Census 2011 (unpublished)

#### Housing stress for low income households by LGA

Region	Mortgage Stress	Rental Stress	Mortgage & Rental Stress
Grant	8.7%	21.2%	21.1%
Kingston	10.3%	19.8%	18.2%
Mount Gambier	8.4%	27.6%	30.1%
Naracoorte and Lucindale	8.2%	15.1%	19.1%
Robe	15.1%	19.5%	25.3%

<sup>3</sup> Australian Bureau of Statistics 2010, *Housing and Progress*, viewed April 2016, accessed <[http://www.abs.gov.au/ausstats/abs@.nsf/Lookup/by%20Subject/1370.0~2010~Chapter~Housing%20and%20Progress%20\(5.4.1\)](http://www.abs.gov.au/ausstats/abs@.nsf/Lookup/by%20Subject/1370.0~2010~Chapter~Housing%20and%20Progress%20(5.4.1))>.

<sup>4</sup> Australian Bureau of Statistics 2013, *Housing Circumstances*, viewed April 2016, accessed <<http://www.abs.gov.au/ausstats/abs@.nsf/Lookup/4125.0main+features1310Jan%202013#ENDNOTES>>.

Tatiara	11.4%	11.8%	17.6%
Wattle Range	10.7%	22.1%	20.9%

## Story behind the baseline

### **Factors driving the percentage of low income households experiencing housing stress in the Limestone Coast:**

- Housing supply
- Eligibility criteria for Housing SA
- Lack of crisis/emergency shelter
- Employment history
- Financial state/history/instability
- Rental history
- Age
- Housing instability
- Separated families
- Changed situations

### **Factors improving the percentage of low income households experiencing housing stress in the Limestone Coast:**

- Rubys accommodation
- Homelessness gateway
- OARS (Offenders Aid and Rehabilitation Services) emergency accommodation
- Options of fixed rates (home loans)

## Brainstorm

### **Ideas to improve the percentage of low income households experiencing housing stress in the Limestone Coast:**

- Homeless shelter
- Promotion of financial counselling

## Partners

Comment [ET6]: Second workshop

### **Who we need to work with to improve the percentage of low income households experiencing housing stress in the Limestone Coast:**

Existing	Potential
1.	1.

## Action Plan

Comment [ET7]: Second workshop

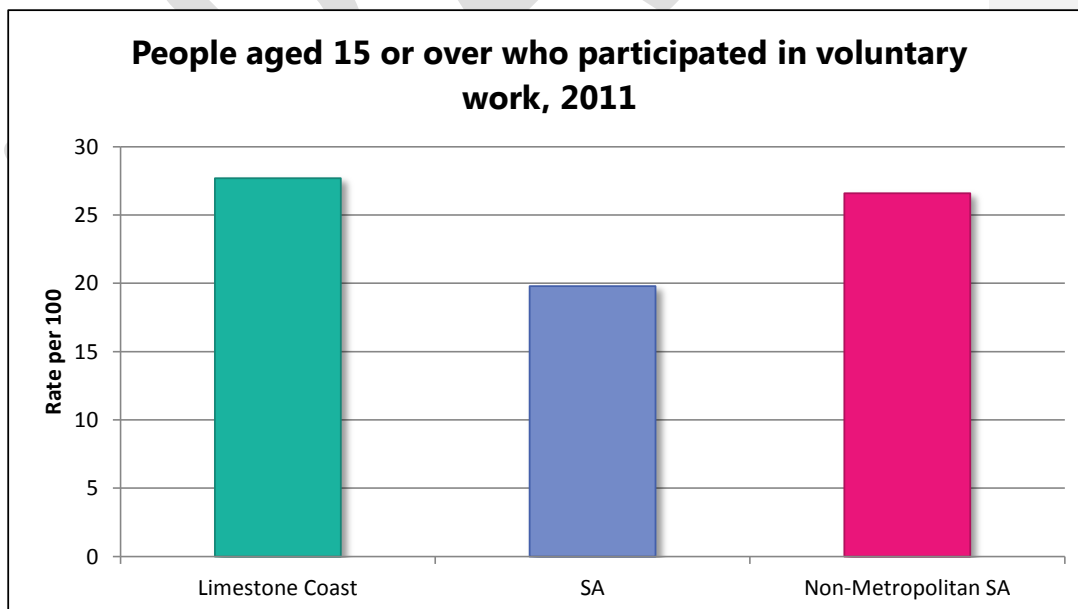
Actions in priority order	Responsible	Timeframe
1.7		
1.8		
1.9		
1.10		

## Secondary Indicators

### All residents volunteer in the community

#### Percent of residents volunteering

A strong community is one that is connected and resilient in times of crisis. Social participation, such as volunteering, has benefits for both the individual and the local economy. Volunteering can have benefits in areas such as improved health and wellbeing, social inclusion and educational outcomes, as well as economic benefits such as reduced crime, and improved local services and facilities.<sup>5</sup>



Source: ABS Census 2011

<sup>5</sup> Indicators of community strength: a framework and evidence, Melbourne: Department for Victorian Communities, 2011

## Story behind the baselines

**Factors driving the number of residents volunteering in the Limestone Coast:**

- 

**Factors improving the number of residents volunteering in the Limestone Coast:**

- 

## Brainstorm

**Ideas to increase the number of residents volunteering in the Limestone Coast:**

- 

## Partners

**Who we need to work with increase the number of residents volunteering in the Limestone Coast:**

Existing	Potential
1.	1.

## Action Plan

Actions in priority order	Responsible	Timeframe
2.1		
2.2		
2.3		

**Note:** Requires further in-depth analysis of the story behind the baselines and brainstorming to increase the number of residents volunteering in the Limestone Coast.

## Data Development Agenda

*Data needed*

*Information sources*

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## Research Agenda

*Item*

*Information sources*

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# Result Area 2

## All people in the Limestone Coast are healthy and enjoy a good quality of life

### The experience of being healthy and enjoying a good quality of life

Below is a summary of our vision for all people in the Limestone Coast. When we have achieved the result of *all people in the Limestone Coast being healthy and enjoying a good quality of life* we will notice that:

#### All people:

- Make healthy life choices e.g. nutrition, exercise, drugs and alcohol
- Engage in meaningful and satisfying recreational activities
- Live in a healthy environment
- Have a strong sense of belonging
- Are able to form strong and positive relationships
- Are happy
- Have affordable, local services available when needed
- Have appropriate housing
- Have access to financial support and resources
- Are well equip to respond to situational crisis
- Access educational opportunities that meet their needs

### Indicators to measure progress

#### Primary Indicator:

- Percentage of residents with unhealthy weight
- Unemployment rate

#### Secondary Indicators:

- Percentage of children developmentally vulnerable
- Homelessness Rate

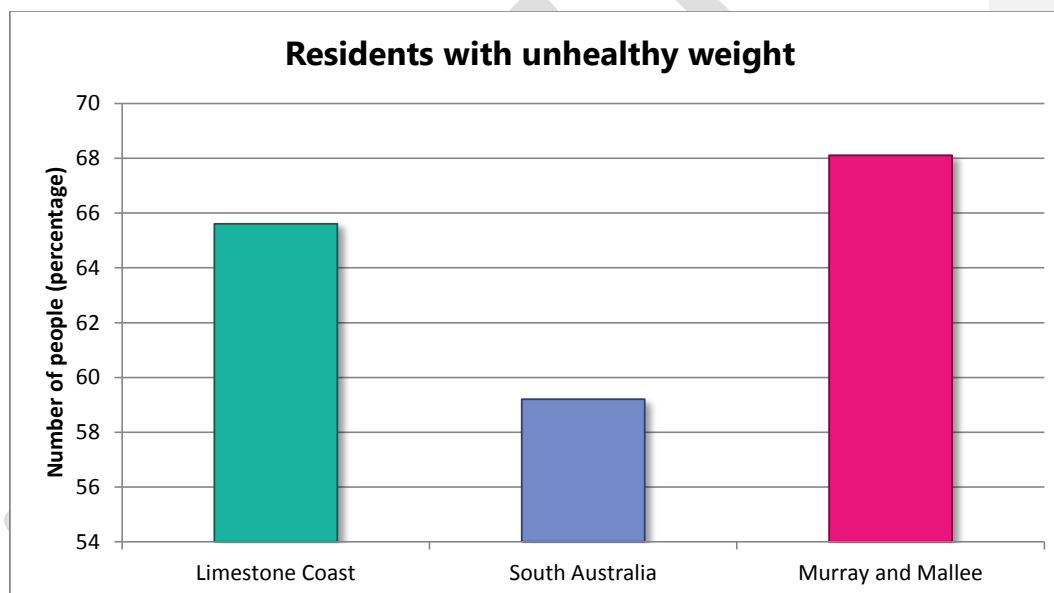


## Primary Indicator

### All residents are a healthy weight

#### Percentage of residents with unhealthy weight

The more a person's body weight exceeds their optimum level, the greater the risk of ill health. Overweight is generally a result of an energy imbalance over a sustained period of time. While many factors may influence a person's weight, weight gain is due to energy intake (diet) being greater than the energy expended through physical activity.<sup>6</sup> Although, there are genetic and biological factors that may cause weight gain to be more prevalent in some people. Unhealthy weight increases the risk of suffering from a range of health issues, including type 2 diabetes, coronary heart disease, knee and hip problems and sleep apnoea.<sup>7</sup>



Source: SAMSS, South Australian health and risk factor profile by SA3 regions produced by Population Research Outcomes Studies Unit for CSAPHN, December 2015

### Story behind the baseline

*Factors driving the percentage of residents with unhealthy weight in the Limestone Coast:*

- Low income
- Lack of education around nutrition
- Poor role models/parents around nutrition and exercise
- Marketing of fast foods

<sup>6</sup> Australian Bureau of Statistics (ABS) 2010, *Measures of Australia's Progress*, Canberra (ABS Cat. No. 1370.0)

<sup>7</sup> *ibid*

- Alcohol misuse
- Drug misuse
- Cost of healthy food

*Factors improving the percentage of residents with unhealthy weight in the Limestone Coast:*

- OPAL – growing own food, kitchen garden scheme
- Nature play spaces
- Park run
- Rail lands

### **Brainstorm**

***Ideas to reduce the percentage of residents with unhealthy weight in the Limestone Coast:***

- Port Lincoln Council – growing fruit and veg in council areas for the community to eat
- Incentive from councils to encourage residents to sign up and attend exercise programs
- Access community grants
- Develop research agenda and partners to work out what interventions will best work in our communities
- Mentoring programs
- A day where services come together to advertise what is going on in the community
  - Gyms, walking groups, garden areas, volunteer groups
- Cheaper/subsidised entry to pools, gyms, sporting clubs
- Partner with businesses and organisations to sponsor and help fund sporting clubs/subsidies
- Make data available to community – get the whole community behind the movement *'Healthy Weight for All'*

### **Partners**

**Comment [ET8]:** Second workshop

***Who we need to work with to reduce the percentage of residents with unhealthy weight in the Limestone Coast:***

<b>Existing</b>	<b>Potential</b>
1.	1.

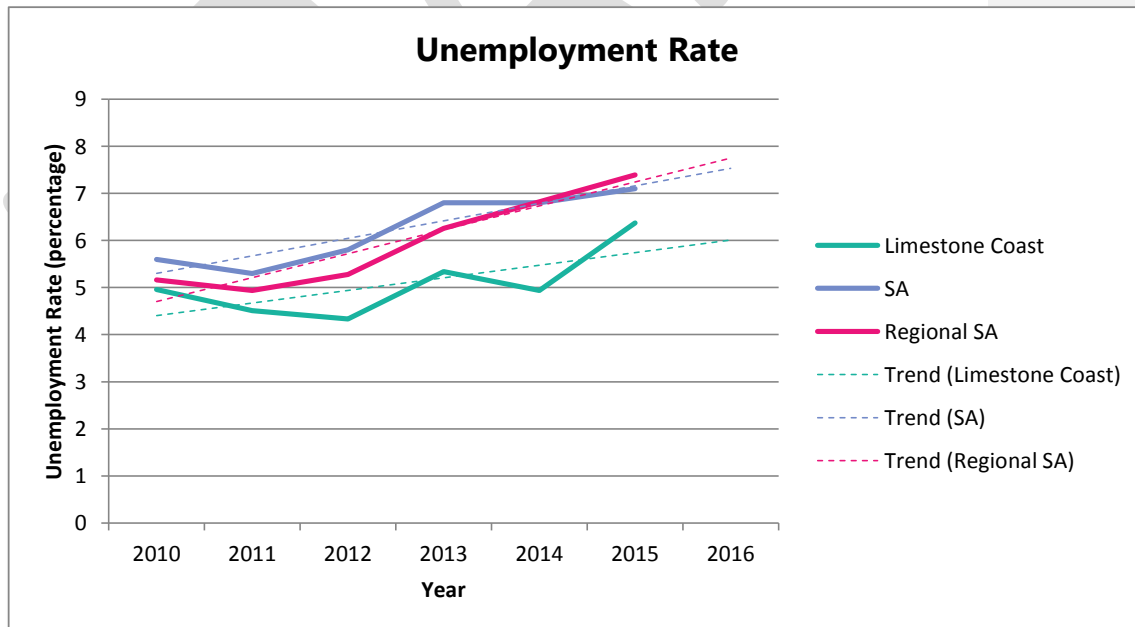
Actions in priority order	Responsible	Timeframe
2.4		
2.5		
2.6		
2.7		

### Primary Indicator

#### All residents are financially stable

##### Unemployment Rate

Unemployment is an important indicator of both economic performance and personal wellbeing. A high level of unemployment can result in a lot of issues for individuals, families and the economy. High unemployment can lead to reduced household income, increased dependence on welfare, increased socio-economic disadvantage and other detrimental effects including on health.<sup>8</sup>



Source: Department of Employment – Small Area Labour Market (smoothed averages), 2015

<sup>8</sup> Mathers, CD & Schofield, DJ 1998, *The health consequences of unemployment: the evidence*, Medical Journal of Australia, volume 168, issue 4, pp. 178-82

## Story behind the baseline

*Factors driving the unemployment rate in the Limestone Coast:*

- Secure employment
- Drug and alcohol issues
- No private health insurance
- High cost of dentists and physios
- Industry closing down – not prepared to respond to needs in gaps in industry
- Gambling/pokies – highest in regional area
- Embarrassment/shame to ask for help

*Factors improving the unemployment rate in the Limestone Coast:*

- GTE (group training employment) apprenticeships – school based apprenticeships
- FLO (Flexible Learning Options)
- HYP A (Helping Young People Achieve)
- Educational programs
- TAFE, University of SA, Flinders Rural Clinical School
- Generations in Jazz (GIJ) musical academy
- Lifeline, ac.care, Domestic Violence services, Housing SA, Drug & Alcohol counselling
- Mental health care plans

## Brainstorm

***Ideas to reduce the percentage of unemployed residents in the Limestone Coast:***

- Understanding the complexities of each issue impacting financial stability, interpret data, commit to do better
- Each service/member commits to maintaining stats – Lifeline
- Build on existing services
- Sharing information with others – connect all organisations that assist with financial issues

## Partners

***Who we need to work with to reduce the percentage of unemployed residents in the Limestone Coast:***

### Existing

1.

### Potential

1.

**Comment [ET10]:** Second workshop

## Action Plan

Comment [ET11]: Second workshop

Actions in priority order	Responsible	Timeframe
2.8		
2.9		
2.10		
2.11		
2.12		

## Secondary Indicators

### *Children are developing on track*

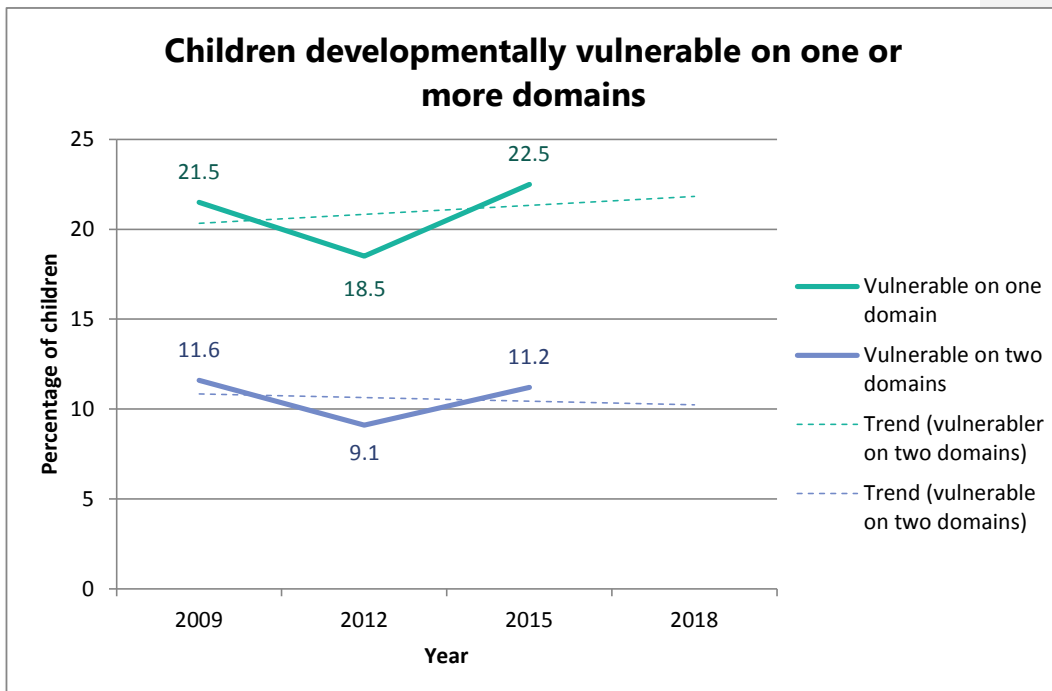
#### ***Percentage of children developmentally vulnerable***

The Australian Early Development Census (AEDC) measures the development of children in their first year of full time school (approximately 5 years old). It provides valuable information about how well children and families are supported from conception to school age.<sup>9</sup> There are 5 key domains the AEDC measures:

- Physical health and wellbeing
- Social competence
- Emotional maturity
- Language and cognitive skills
- Communication and general knowledge

<sup>9</sup> AEDC Community Profile 2015, Mount Gambier SA

Children are measured as either developmentally on track, at risk or vulnerable in each of these domains.













Source: Australian Early Development Census  
 \*Average taken over 6 regional Limestone Coast areas

### Children vulnerable on one domain compared 2009, 2012 & 2015

Region	2009	2012	2015	Trend (2009 vs 2015)
Grant	10.0	17.7	18.3	8.3 ↑
Mount Gambier	15.5	19.0	29.0	13.5 ↑
Naracoorte and Lucindale	20.0	20.0	20.2	0.2 ↑
Robe/Kingston	31.0	18.2	24.3	-6.7 ↓
Tatiara	36.6	15.4	14.1	-22.2 ↓
Wattle Range	16.1	20.5	28.9	12.8 ↑
Limestone Coast	21.5	18.5	22.5	1.0 ↑

## Children vulnerable on two domains compared 2009, 2012 & 2015

Region	2009	2012	2015	Trend (2009 vs 2015)
Grant	4.3	8.3	8.7	4.4 
Mount Gambier	7.3	11.0	16.7	9.4 
Naracoorte and Lucindale	8.9	10.0	4.6	-4.3 
Robe/Kingston	13.8	6.1	13.5	-0.3 
Tatiara	25.0	7.7	3.8	-21.2 
Wattle Range	10.1	11.6	19.6	9.5 
Limestone Coast	11.6	9.1	11.2	-0.4 

-  Significant increase
-  No significant change
-  Significant decrease<sup>10</sup>

### Story behind the baselines

#### **Factors driving the number of children classified as developmentally vulnerable in the Limestone Coast:**

- Domestic violence
- Mental health
- Drug and alcohol misuse (ICE)
- Intergenerational conditioning
- Lack of early intervention support
  - Acting on initial notifications
  - Limited capacity of services to meet the need
- Lack of understanding of needs of families from some services including schools

#### **Factors improving the number of children classified as developmentally vulnerable in the Limestone Coast:**

- Good programs

### Brainstorm

Comment [ET12]: Second workshop

#### **Ideas to reduce the number of children classified as developmentally vulnerable in the Limestone Coast:**

<sup>10</sup> AEDC has established a formula to measure the critical difference between the years. This assists the community in determining if the change in the percentage of children developmentally on track, at risk or vulnerable is large enough to be considered significant over time.

•

### Partners

Comment [ET13]: Second workshop

**Who we need to work with to reduce the number of children classified as developmentally vulnerable in the Limestone Coast:**

Existing	Potential
1.	1.

### Action Plan

Comment [ET14]: Second workshop

Actions in priority order	Responsible	Timeframe
2.13		

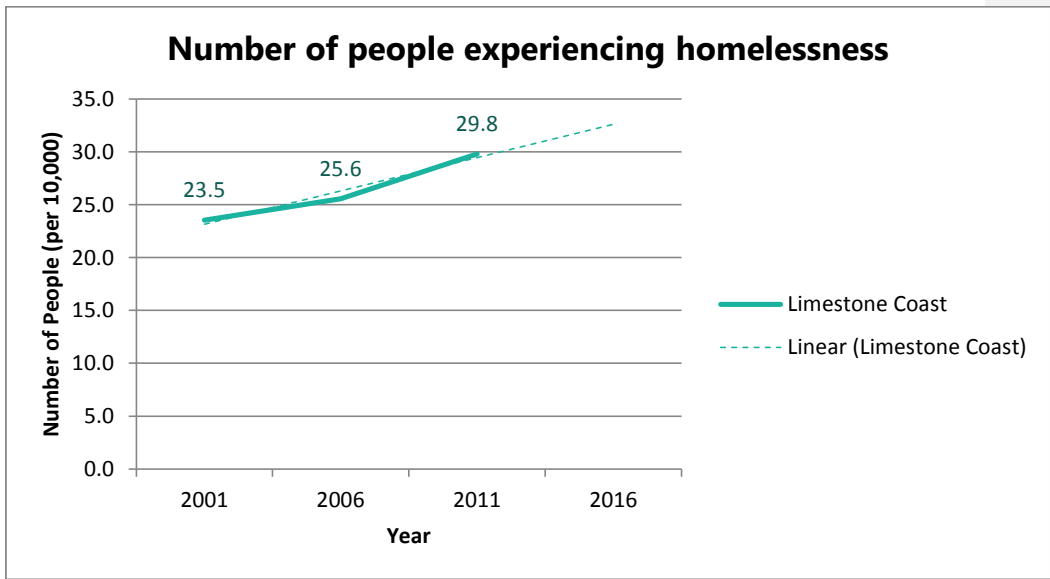
**Note:** Requires further in-depth analysis of the story behind the baselines and brainstorming to reduce the number of children classified as developmentally vulnerable in the Limestone Coast.

### Secondary Indicators

**All residents have safe place to live**

**Number of people who are homeless in the Limestone Coast**





Source: Census of population and housing: Estimating Homelessness, 2012

### Story behind the baselines

**Factors driving the number people experiencing homelessness in the Limestone Coast:**

- 

**Factors improving the number people experiencing homelessness in the Limestone Coast:**

- 

### Brainstorm

**Ideas to reduce the number people experiencing homelessness in the Limestone Coast:**

- 

### Partners

**Who we need to work with to reduce the number people experiencing homelessness in the Limestone Coast:**

Existing	Potential
1.	1.

## Action Plan

Actions in priority order	Responsible	Timeframe
2.14		

**Note:** Requires further in-depth analysis of the story behind the baselines and brainstorming to reduce the number of people who are homeless in the Limestone Coast.

## Data Development Agenda

<i>Data needed</i>	<i>Information sources</i>
Explore data sets and measures for resilience	To be determined
Accessing data around older people (50's+) requiring Centrelink payments after their caring role	To be determined
Headspace integrated services data to support young people – will promote how well services are collaborating	To be determined
Suicide rate	To be determined
Domestic Violence rates	To be determined

## Research Agenda

<i>Item</i>	<i>Information sources</i>
Is budgeting/financial management on the school curriculum	To be determined
Good understanding/knowledge of how life changing events can impact on financial security	To be determined
What point do people seek financial security	To be determined
Grant funding and how that affects job security	To be determined
NDIS – how that is going to affect money for carers	To be determined

# Priority Groups

## Knowledge and strategies

Comment [ET15]: Second workshop

Knowledge and Gaps		Inclusion strategies	
<i>Knowledge:</i> <ul style="list-style-type: none"><li>•</li></ul>		<ul style="list-style-type: none"><li>•</li></ul>	
<i>Gaps:</i> <ul style="list-style-type: none"><li>•</li></ul>			

Knowledge and Gaps		Inclusion strategies	
<i>Knowledge:</i> <ul style="list-style-type: none"><li>•</li></ul>		<ul style="list-style-type: none"><li>•</li></ul>	
<i>Gaps:</i> <ul style="list-style-type: none"><li>•</li></ul>			

Knowledge and Gaps	Inclusion strategies
<p><i>Knowledge:</i></p> <ul style="list-style-type: none"> <li>•</li> </ul> <p><i>Gaps:</i></p> <ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

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## References

- Australian Bureau of Statistics 2013, Housing Circumstances, viewed April 2016, accessed  
<<http://www.abs.gov.au/ausstats/abs@.nsf/Lookup/4125.0main+features1310Jan%202013#ENDNOTES>>.
- Australian Bureau of Statistics 2010, Housing and Progress, viewed April 2016, accessed  
<[http://www.abs.gov.au/ausstats/abs@.nsf/Lookup/by%20Subject/1370.0~2010~Chapter~Housing%20and%20progress%20\(5.4.1\)](http://www.abs.gov.au/ausstats/abs@.nsf/Lookup/by%20Subject/1370.0~2010~Chapter~Housing%20and%20progress%20(5.4.1))>.
- Australian Bureau of Statistics 2010, Measures of Australia's Progress, Canberra (ABS Cat. No. 1370.0)
- Australian Early Development Census Community Profile 2015, Mount Gambier SA, Retrieved April 2016, from Australian Early Development Census Web site:  
<<http://www.aedc.gov.au/data/data-explorer?id=57056>>.
- Australian Institute of Health and Welfare 2005. 'Living Dangerously: Australians with multiple risk factors for cardiovascular disease, Issue 24
- Australian Social Inclusion Board (AISB) 2010, Social Inclusion in Australia: how Australia is faring, Office of the Prime Minister, Canberra
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# Appendices

*Action Plan Matrix*

*Data Development Agenda*

*Research Agenda*

*Indicator Snapshot*

*Glossary*

*Result Based Accountability*

*Limestone Coast Map*

## Appendix 1 - Action Plan Matrix

	Action	Responsible	Timeline	Progress report notes & emerging actions
Groundwork Actions				

	Action	Responsible	Timeline	Progress report notes & emerging actions
<b>Result Area 1: All people are safe and connected</b>	<b>1.1</b>			
	<b>1.2</b>			
	<b>1.3</b>			
	<b>1.4</b>			
	<b>1.5</b>			
	<b>1.6</b>			
	<b>1.7</b>			



	Action	Responsible	Timeline	Progress report notes & emerging actions
<b>Result Area 2: All people are healthy and enjoy a good quality of life</b>	2.1			
	2.2			
	2.3			
	2.4			
	2.5			
	2.6			
	2.7			

## Appendix 2 - Data Development Agenda

Data needed	Possible sources	Responsible	Progress Notes
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			

## Appendix 3 - Research Agenda

Data needed	Possible sources	Responsible	Progress Notes
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			

## Appendix 4 – Indicator Snapshot

Result Area	Indicator	Baseline as of April 2016	Data Collection Year
All people are safe and connected	<b>Primary</b>		
	Rate of people who are able to get support in times of crisis	92.2 per 100	2010
	<b>Secondary</b>		
	Rate of people experiencing housing stress	24.4%	2011
	Percent of residents volunteering	27.7%	2011
All people are healthy and enjoy a good quality of life	<b>Primary</b>		
	Percent of residents with unhealthy weight	65.6%	2015
	Unemployment rate	6.37%	2015
	<b>Secondary</b>		
	Percent of children developmentally vulnerable	22.5%	2015
	Homelessness Rate	29.8 people per 10,000	2011

## Appendix 5 - Glossary

<b>Resilient</b>	The ability to bounce back, the knowledge and skills to access resources to manage challenges and cope with adversity.
<b>Well</b>	Happy; socially, emotionally, mentally and physically healthy; connected; engaged; contributes/participates; empowered; sense of wellbeing.
<b>Quality/quality of life</b>	Experiencing a sense of belonging and happiness, access to financial support and resources, access to affordable and local services, living in a healthy environment.
<b>Times of crisis</b>	PHIDU definition
<b>Primary Health Care Services</b>	GP, Dental, Radiology, Pathology, Optometry, Audiology, Speech therapy.
<b>Results Based Accountability Terminology</b>	
<b>Results Based Accountability™ (RBA)</b>	A planning, monitoring, reporting and continuous improvement tool. It is a structured approach to thinking and taking action that starts with defining the desired outcome/result and working backwards to the means of getting there.
<b>Result</b>	The aspirational conditions of wellbeing for a defined community.
<b>Experience</b>	The (contextually specific) description of how an achieved result would look, sound or feel. Each experience is a pointer to a potential indicator.
<b>Indicator</b>	Community level data which demonstrates progress toward the achievement of the community result.
<b>Baseline</b>	The starting point for measuring change for any particular indicator. Baselines are created using historical and current data and predict future trends in outcomes if no intervention was to occur.
<b>Story Behind the Baseline</b>	A detailed analysis of causes and conditions that help to explain the current results – why the baseline trend looks the way it does.
<b>Data Development Agenda</b>	A list of the new or improved data required to monitor progress.
<b>Research Agenda</b>	A prioritised list of areas where more information is needed.
<b>Partner</b>	Anyone with a role to play in achieving the desired result; may include individuals, organisations or government.
<b>Stakeholder</b>	Anyone with a significant interest in the achievement of the community results; it can include individuals or organisations.

<b>Brainstorm</b>	Possible actions that could have a positive impact on the indicators.
<b>Action Plan</b>	A description of activities that will be undertaken to achieve the result.

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# Appendix 6 - Results Based Accountability™

Results Based Accountability™ (RBA) is a common-sense approach to planning positive, measurable outcomes for our communities. It drives disciplined continuous-improvement, keeping us accountable and focused on results.

RBA™ is a unique methodology which uses ends-to-means thinking to define outcomes and drive decision-making.

Designed by Mark Friedman and published in his book, *Trying Hard Is Not Good Enough*, RBA™ has been successfully applied all over the world for a decade and its implementation in Australia is escalating.

Within the RBA™ framework, there are two types of accountability:

## **Performance Accountability**

Performance Accountability focuses on outcomes for clients or participants from programs and services. The central aim of Performance Accountability is ensuring the improvement of quality of life conditions for clients or participants that access specific programs or services through a disciplined way of planning and monitoring performance. As well, it is essential for organisations to hold itself accountable for identifying and achieving outcomes.

Performance is measured by asking:

- How much did we do?
- How well did we do it?
- Is anyone better off?

## **Population Accountability**

RBA™ Population Accountability is a planning, monitoring and evaluation framework used by communities to improve conditions of wellbeing for people in a specific geographical area. It offers communities a structured and disciplined approach for highly complex work. The RBA™ Population Accountability process starts by defining the population and the desired result or conditions of wellbeing the community would like to improve; the process follows seven questions that communities answer when planning, monitoring and evaluating their strategies for creating measurable improvements.

Population level change is complex and requires long-term commitment from a significant number of stakeholders. RBA™ Population Accountability helps communities to recognise the need for shared responsibility for the wellbeing of a community.

## The Seven RBA™ Population Accountability Questions

### **Q1. What are the 'quality of life conditions' we want for the children, adults and families who live in our community?**

A definition of the overall community result that is an aspiration for the conditions of wellbeing for the people in the communities of the Limestone Coast.

### **Q2. What would these conditions look like if we could see them?**

A description of how the people in the Limestone Coast communities would experience the results. For example, what might 'all people being safe and connected' actually look like?

### **Q3. How can we measure these conditions?**

Population-level data (i.e. statistical data) is used as 'indicators' to monitor changes and improvements across each of the result areas.

### **Q4. How are we doing on the most important of these measures?**

This will be identified by monitoring population indicators. The Limestone Coast Community Services Round Table has created baselines to track impact, using this data to understand underlying causes, that is, the story behind the baselines.

### **Q5. Who are the partners with a role to play in doing better?**

An important number of committed partners have been identified. However, analysis of population-level data will enable the Limestone Coast Community Services Round Table to identify further individuals, groups and organisations who could contribute in achieving the results.

### **Q6. What works to do better, including no-cost and low-cost ideas?**

The brainstorm of ideas that could make a difference in achieving the results. This is an opportunity for creative, out-of-the-square thinking.

### **Q7. What do we propose to do?**

An action plan with clear steps to achieve the results, where people are held accountable for their commitments through careful monitoring. This action plan needs to be reviewed regularly following baseline tracking and analysis of the story behind the data.



# Appendix 7 – Limestone Coast Map



Source: South East Local Government Association