# **Action plan for <insert collaborative name>.**

**Purpose:**

The purpose of this action plan is to align key outcome areas with other collaboratives, and the Ageing and Disability Commission, to protect older people and adults with disability from abuse, neglect and exploitation in their family, home and community.

| **OUTCOMES** | **ROLE OF NSW COLLABORATIVE** | **ROLE OF ADC** | **MEASURES OF SUCCESS** |
| --- | --- | --- | --- |
| **Local protocols and service agreements developed, and where appropriate aligned with the NSW Interagency Policy.** | Develop local service system agreements and protocols including:   * A point of contact for local agencies to seek advice or to make a referral * Provide ADC with a point of contact if a local abuse matter needs to be resolved * Information sharing   Drive the alignment of individual agencies policies, with NSW Interagency Policy on the Abuse of Older People (2020) where appropriate.  Document case studies improvements in referrals.  Identify links to other committees and avenues such as Domestic & Family Violence (DFV) and build on work achieved locally.  Review and broaden membership as appropriate.  Collaborate with ADC as appropriate  Highlight outcomes of local collaboratives to ADC via regular reporting  Identify and report local limitations, gaps, actions and recommendations.  Report to the ADC on systemic and local issues. | * Attend meetings. * Share outcomes of state based partnerships and innovative practices of NSW collaboratives. * Share links to other relevant interagency groups and planning days or other relationship building activities/forums. * Report relevant state information/ADC updates to collaboratives. * Promote the work of local collaboratives in reporting to government and key stakeholders. | * Referral pathways documented in local service system agreements and protocols. * The ADC has contacts for abuse of older people and adults with a disability at regional/local levels. * Insights gained into regional specific needs/gaps to improve responses at the local level. |
| **Raise awareness of abuse, neglect and exploitation of older people or adults with disability.** | Promote local collaborative activities within agencies represented.  Identify ways to highlight abuse of older people or adults with disability within existing local areas.  Seek and share support and resources to agencies in the local community and with older people or adults with disability, which may include the following activities:   * Host awareness talks working with local government. * Local media campaigns via community radio or print media. * Promote best practice stories * Share information from the ADC with members by tabling at meetings and distributing at community events. * Initiate and engage in local projects and programs related to the prevention of abuse such as World Elder Abuse Awareness Day, and International Day of People with Disability. * Report to ADC on distribution of resources, numbers and agencies targeted. | * Share ADC promotional materials and resources with collaboratives to help raise awareness. * Endorse the work of collaboratives through all media channels as agreed. * Include collaboratives on ADC website via dedicated hub. * Share resources for Collaboratives to use for relevant events including World Elder Abuse Awareness Day and International Day of People with Disability. * Attend conferences or events as required. * Partner with collaboratives as required. | * Increased number of awareness activities across the state * Increased engagement with ADC social media platforms - likes on ADC Facebook/ Twitter/newsletter membership increased * Increased numbers of older people and adults with a disability seeking support who are experiencing abuse * Local media coverage obtained |
| **Local staff capability to respond to abuse, neglect and exploitation improved through increased awareness and education.** | * Identify topic experts locally. * Educate staff within own agency. * Utilise ADC Online training modules. * Host training events for local service providers. * Align agency policy with NSW Interagency Policy where required. * Present case studies at meetings. * Participate in events for prevention of abuse such as conferences, workshops, symposiums. * Collaborate with ADC as appropriate. | * Educate and train staff using ADC online training modules * Share regular updates via collaborative meetings to keep members across current information. * Deliver face to face presentations as requested. * Act as subject matter experts as requested – e.g. panel representative. | * Increased numbers of staff trained locally * Staff evaluations from training indicate an increased awareness of abuse * Increase in calls/reports made to the ADC Helpline as identified by |
| **Resource and practices developed and shared** | * Collect information and resources on abuse of older people and adults with disability from the community and those supplied by the ADC. * Develop and distribute resources. | * ADC resources distributed * Online training modules completed * Expertise shared via case studies and updates * Ongoing support through provision of resources developed including brochures, fact sheets, and video resources. | * Increase in ADC social media engagement * Number of website visits increased * Number of resource downloads increased * Number of people reported to have completed online training modules in collaboratives. |