



## Touched by Olivia has partnered with Community Circles UK to create Community Circles Australia

Touched by Olivia is reimagining the Australian social care context. By investing and partnering in the establishment of an evidenced based “person-led care” practice called Community Circles UK, Touched by Olivia is bringing innovation and disruption to the Australian market through its launch of Community Circles Australia.

### HERE ARE THE WAYS COMMUNITY CIRCLES AUSTRALIA (CCA) WILL WORK DIFFERENTLY

**WE BELIEVE** People can live better, more connected lives in their communities. CCA enables people to be valued and to feel valued in their community through - **Dignity and Choice, A Sense of Belonging, Participation and Inclusion, Meaningful Connections.**

CCA gives people the opportunity to live fuller, more self-directed lives. Touched by Olivia believes that the key to achieving this is by building independence within a framework of **interdependence**. The independence comes from the person self-directing their own support through the interdependence of the circles that are formed with them. Put simply, the model is based upon creating circles of support around a person to build connection and capacity across all aspects of their lives - paid, traditional volunteer, neighbours and community contributors to scaffold social care needs. This provides a continuum of support that is lacking under the traditional service provider model. Everyone has a role to play within their allocated circle of support whilst the person in the centre feels a sense of control about how their needs are being met. People who join a circle undertake best practice training supported by a dedicated facilitator. The model is supported by an locally developed innovative technology platform and App to ensure adequate safeguards and accountabilities are in place by enabling check-ins, ease of communication, messaging and reporting. This integrated model builds trust and ensures people can rely on one another to truly connect for a better outcome.

**WE DEMONSTRATE IMPACT** People who live in connected, inclusive communities are generally happier and live healthier and more fulfilled lives. Evidence proves that a sense of belonging, positive relationships and community contribution are all important factors in measuring a person’s health and wellbeing and this is the underpinning philosophy of CCA. Touched by Olivia will demonstrate that a community that embraces CCA is far more likely to thrive because their people feel a strong sense of belonging. Social issues such as loneliness and isolation are reduced and well-being improves. By supporting people in their homes, CCA leverages local community assets, reduces the reliance on one care provider and allows for a more effective use of government funding, which overall reduces the cost of this broad approach to care. Importantly, this will enable the landscape of care and support to naturally reshape as people engage with the model to live better lives with better social outcomes. In measuring this positive social impact, Touched by Olivia will prove that a sustainable social care model is one that places the person at the front and centre of their own lives and decisions.

**WE WORK FOR CHANGE** Social care in the Australian context demands innovation NOW. Social care funding is limited and this creates a gap between paid service delivery and other day to day support. By adopting an active advocacy support approach paired with an effective evidence based community connection model, Touched by Olivia will flip the concept of social prescribing by purposefully identifying and increasing unpaid, informal support and connection in people's lives. By connecting people to trusted family, friends and neighbours, the Circles work ‘with’ not ‘for’, people. Touched by Olivia’s entry into this market will include influencing policy change so that authentic person-led care is adopted as best practice. This is support that is genuinely co-produced by the person at the centre, one step further than co-design and a long way from people being ‘consulted’ about their needs. By implementing this approach, social care stigmas, barriers and inequalities will be removed and thriving, connected, and inclusive communities rich in culture will emerge.

**WE PARTNER WITH PURPOSE** Touched by Olivia partnerships will ensure social capital is reactivated within communities and organisations. Its partnerships will support collaborations that deliver social and economic value

in a sustainable and meaningful way. It will forge partnerships with for profit and purpose based organisations to jointly strengthen social responsibility investments and to augment the offering.

**WE EVOLVE OR ELSE** CCA is a game changer as it recognises that the best outcomes are produced by people, communities and organisations all working together. The model is overarching. It covers the space *before* service delivery, the space *between* service delivery and *scaffolding* service delivery. Continued collaboration and learnings will ensure the model's success in building competency and capabilities across communities. There are also opportunities to expand its application over time as Touched by Olivia harnesses learnings from Community Circles UK's initiatives including the Business 100 Club, 2 Hour Club and Small Sparks.

**IN SUMMARY** CCA is a critical capacity building solution, supported by a technology platform, that:

- offers an innovative and evidenced based person-led, community-centred solution to the future of social care in Australia.
- genuinely strengthens and creates more inclusive communities through intentional community collaboration and partnerships within a proven framework
- seeks to mobilise the social capital that already exist within people's lives and their communities giving everyone a sense of value and contribution
- enables a social prescribing approach that bridges the gaps between the individual, families, local and national government, and the private, voluntary and community sectors with robust accountability and reporting
- gives people permission to manage their personal circumstances within a trusted framework with proven physical, emotional and social well-being and mental health benefits

**We all want to live in the place we call home, with the people and things we love, in communities where we look out for one another, doing the things that matter to us. #socialcarefuture**

