

**icare<sup>™</sup>  
foundation**



**COMMERCIAL MIND  
SOCIAL HEART**

# **Social and Economic Impact Report Summary**

# Introduction

icare Foundation commissioned Urbis to develop our first Social and Economic Impact Report, to undertake a social cost benefit analysis (SCBA) of its investments and a review of the internal influence of the Foundation.

The report was developed in three key stages: data review and gap analysis, consultation, and thematic and social cost benefit analysis.

This document is a summary of Urbis' key findings. They found that of the 13 investments included in the SCBA, 12 returned a positive social cost benefit ratio: the sum of the benefits for icare participants, employers and broader society was greater than icare's investment.

The analysis found a strong degree of strategic alignment with icare focus outcomes areas, and that all investments also delivered a broader societal benefit.

It also found that our investment in research has successfully catalysed further investment across multiple sources, increasing its reach and impact.

Overall, the outcomes of the report were extremely strong, and the Foundation will respond to the recommendations as it continues to build momentum.

*Disclaimer: This report represents a summary of Urbis' key findings and has been supplemented by icare with information and findings from the full Urbis Social and Economic Report and by way of additional history on the icare Foundation. This document has been prepared with all due diligence and care, based on the best available information at the time of publication.*

September 2019

# About us

## History of icare Foundation

icare Foundation was established in 2016 to enable icare to achieve its role as a social insurer. Our aim is to create an integrated and strategic focus for icare's social investment activities, to support innovation in our ecosystem and maximise positive social outcomes for icare customers and the people of New South Wales (NSW).

## Our purpose

The Foundation supports the three largest icare schemes: Lifetime Care, Workers Insurance, and the Treasury Managed Fund. Our purpose is to help icare achieve its vision by supporting innovations that address the biggest challenges facing our schemes – preventing injury, improving recovery and enhancing the quality of life for icare customers.

## Our target outcomes

**Prevention:** Positive, healthy workplace cultures and systems that support reduction in physical and psychological injury.

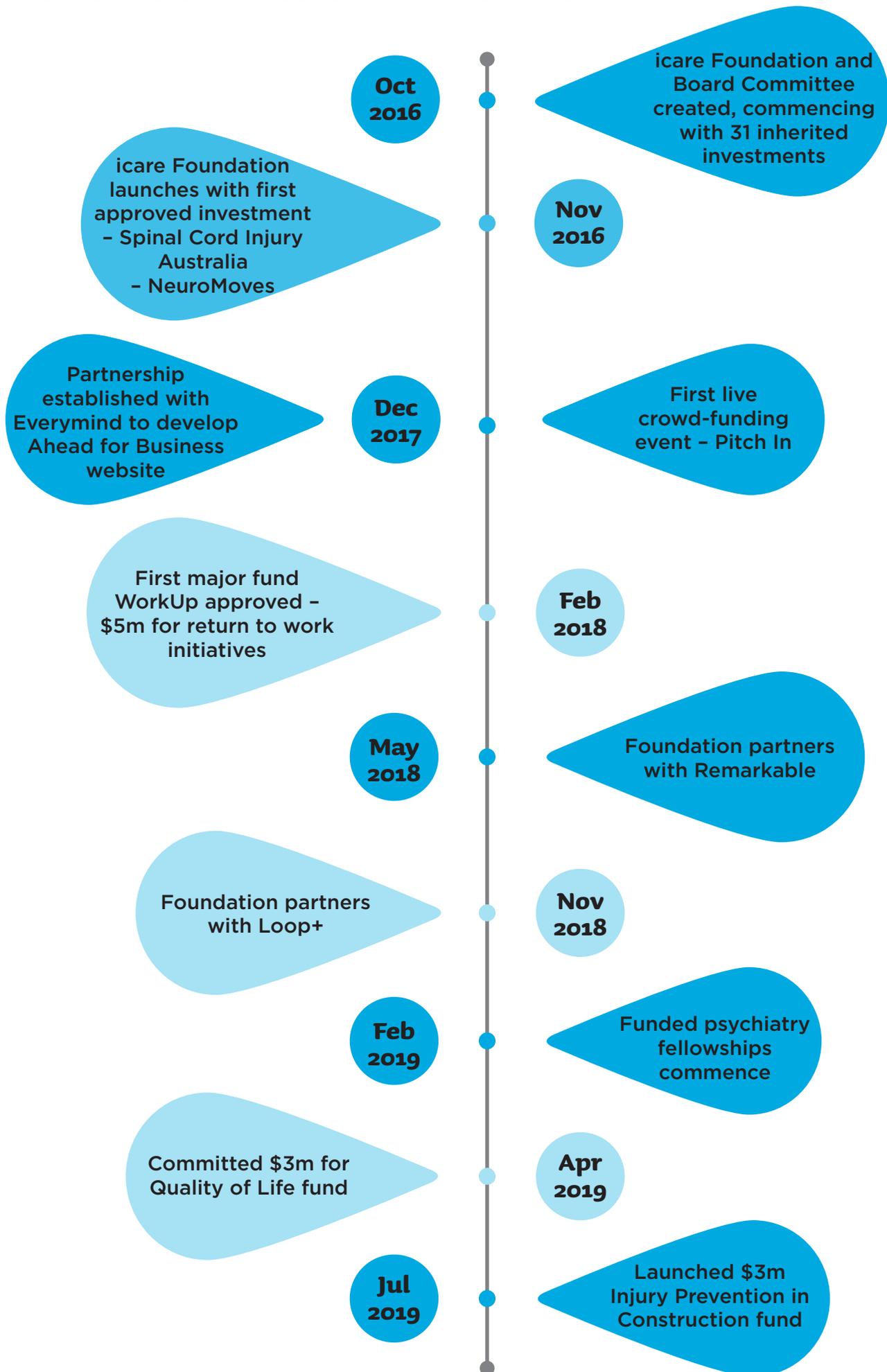
**Recovery:** Injured workers who are in the most need are accessing new recovery and return to work pathways.

**Quality of life:** New services and systems of support are improving quality of life for the seriously injured and their families.

## Our four pathways for funding

Research	Seed Innovation	Capacity Building	Scale
Building knowledge within a specific field that translates to outcomes for our priority cohorts.	Seeding and testing new ideas to generate an evidence base and create a measurable impact for our customers.	Capacity building for not-for-profits and social entrepreneurs to strengthen their ability to deliver impact.	Supporting innovations with an established evidence base to deepen or broaden their impact.

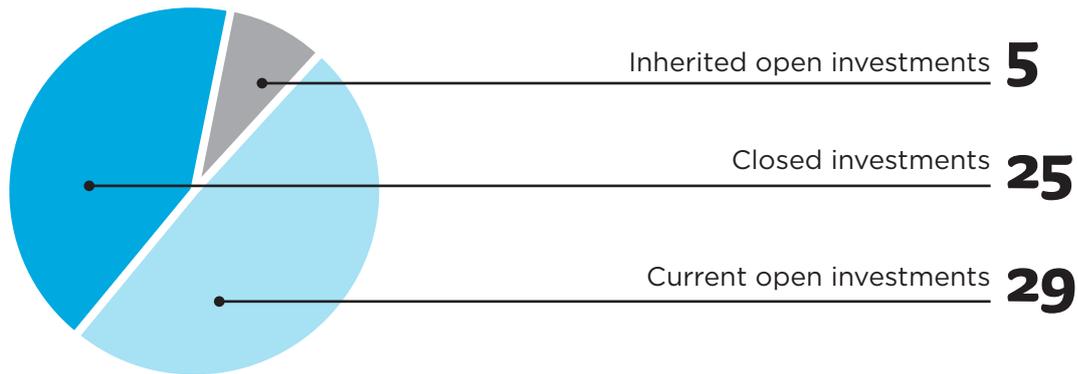
# icare Foundation timeline



# Investments snapshot

By August 2019, 59 investments have been funded. They include: 31 inherited investments that existed pre-Foundation and continue to receive funding, mostly from icare's Lifetime Care scheme; current investments approved under the Foundation's structure and closed investments.

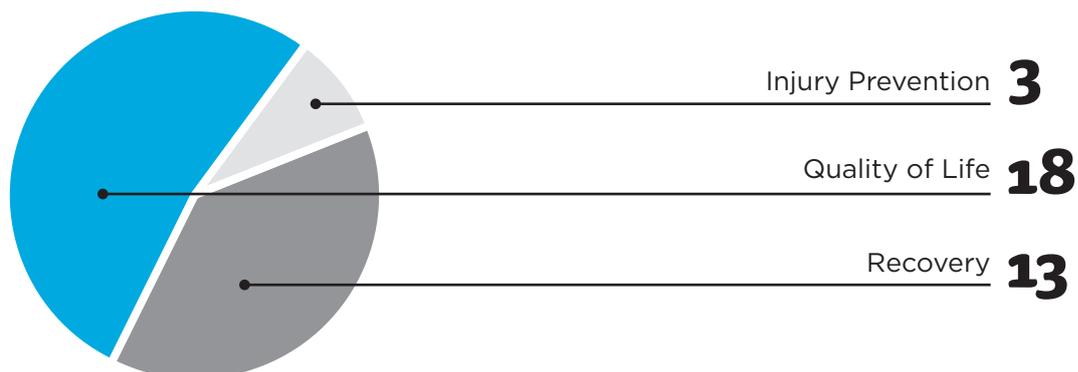
## Investments to date



## Investment pathways for all open investments

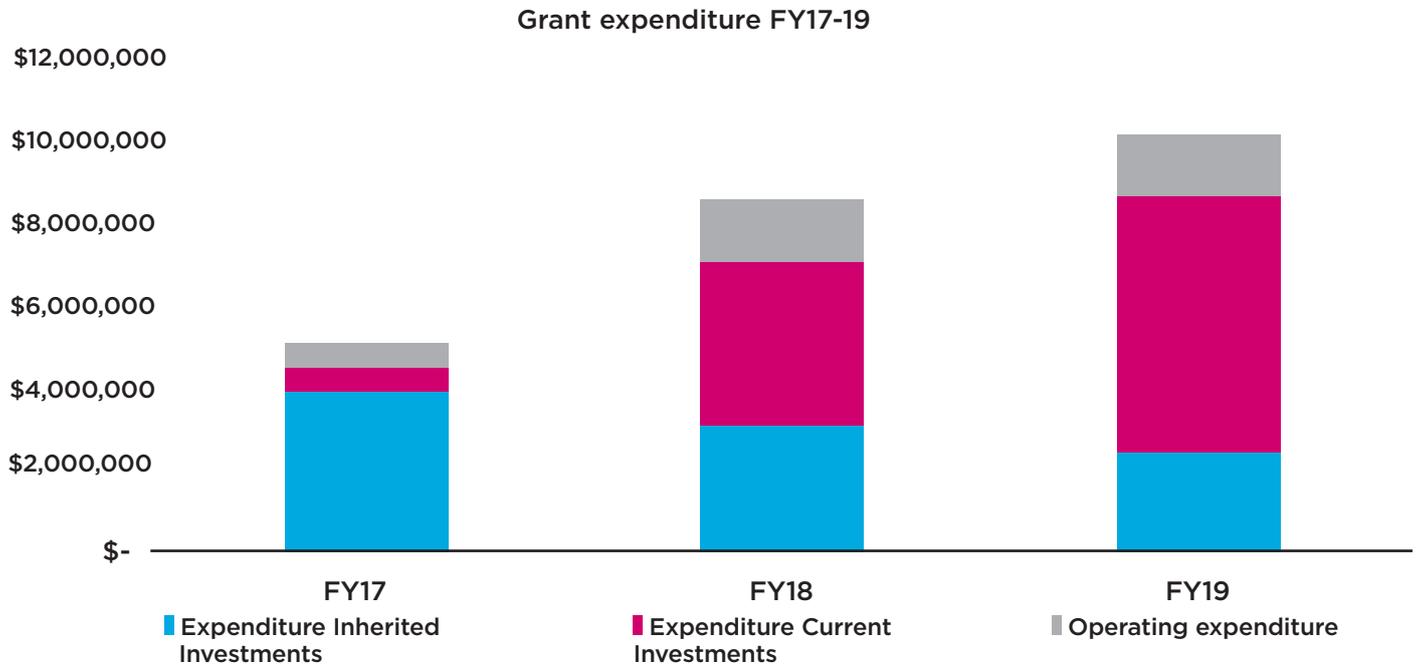


## Investment categories for all open investments



# Expenditure Snapshot

The Foundation was originally allocated \$100m to make investments in its core focus areas between 2016-21. A total of \$22.5m has been spent across financial years 2017-19. An additional \$9.8m has been committed for FY20.



# Our Impact

## The social and economic impact of icare's investments

icare Foundation's investments have generated broad benefits to people living with serious injury as a result of road accidents, workers injured in the workplace, and to employers and government agencies.

Our investments have included building digital tools to enhance wellbeing, piloting and testing psychosocial programs that enhance workers' recovery, and conducting research that builds understanding of risk factors in high risk workplaces.

Overall, the benefits quantified were accrued to:



### Participants

Increased or improved quality of life, community participation and return to work.



### Employers

Reduced cost of absenteeism, increased workplace productivity and mental health support.



### Broader society

Impacts on health system, decreased health costs and support for families and carers.

Urbis was commissioned to undertake the reporting and identified 13 of the 34 investments that were suitable for social cost benefit analysis (SCBA). For each investment, the social and economic benefits were estimated and compared with the amount of funding invested to deliver those benefits. For the full methodology, see Appendix 1 on page 25.

All the investments fall within the Foundation's three target outcomes:

■ **Injury prevention:** Positive, healthy workplace cultures and systems that support reduction in physical and psychological injury.

- Get Healthy at Work
- UNSW Workplace Mental Health Research Program

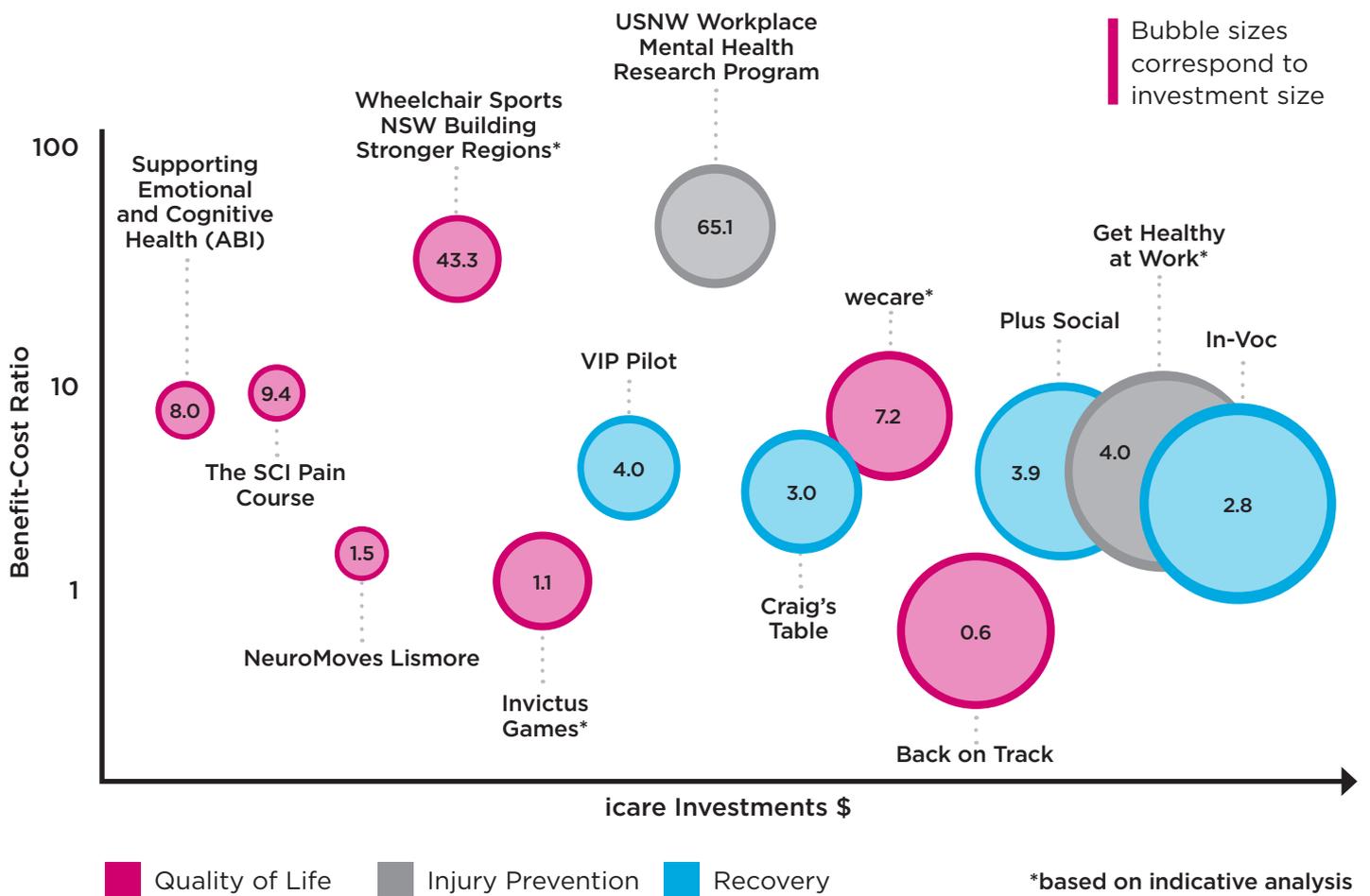
■ **Recovery:** Injured workers and road users who are in the most need are able to access new recovery and return to work pathways.

- In-Voc
- Vocational Intervention Program
- Craig's Table
- Plus Social

■ **Quality of life:** New services and systems of support that improve quality of life for the seriously injured and their families.

- Back on Track
- Supporting Emotional and Cognitive Health (ABI)
- The SCI Pain Course
- wecare
- Wheelchair Sports NSW - Building Stronger Regions
- NeuroMoves Lismore
- Invictus Games

# Investment benefit-cost ratios



Investments were determined to be suitable for an evaluative SCBA if sufficient data on program outcomes was available. Where possible, investments without actual recorded outcomes data have been included for an indicative SCBA, with estimates of benefits based on the outcomes recorded for similar programs identified through a literature review.

# Our Impact

## Key investment impact findings from Urbis

1. 12 of 13 investments included in the SCBA returned a positive social cost benefit ratio.
2. Foundation investments address unmet needs in the community, with close alignment to our three focus areas. In many cases, investments have been successful in providing support for hard-to-reach cohorts and have extended reach into low/no service areas.
3. While the analysis found a strong degree of strategic alignment with icare focus outcomes areas, many investments also deliver a broader societal benefit.
4. The Foundation's investments provide support for families and carers of icare customers, acknowledging an injured person's formal and informal supports are also impacted.
5. In recognition of the power of technology to scale impact and reach, several investments involve the development of technology for both early intervention and treatment.
6. While it is hard to measure impact, some research-based investments have successfully catalysed further investment across multiple sources, increasing the reach and impact of the research.

# Summary of individual investment SCBA findings – Injury prevention

## Get Healthy at Work (inherited)

icare Foundation partnered with NSW Health and SafeWork NSW between 2016-19 to support the Get Healthy at Work (GHaW) program. Get Healthy at Work helps workplaces target specific priority health issues through a Workplace Health Program. A mental health component has recently been added to the program.

## BCR result commentary

The GHaW program was assessed based on an indicative analysis, extrapolating outcomes from other government workplace health programs. These indicative benefits resulted in a positive cost benefit ratio to the investment. A recent formal evaluation of the GHaW program backs up this analysis, suggesting that the involvement of public sector staff in workplace health programs resulted in healthier behaviours including smoking cessation, increased fruit and vegetable intake and increased physical activity. The program will continue with ongoing funding from NSW Health.

The indicative SCBA indicates that for every \$1 invested \$4 benefit is expected.



Foundation investment to date =  
**\$1.5m**



Benefit cost ratio =  
**4**

**20,516** Brief Health Checks completed across  
**461** workplaces

**171** Workplace Health Programs implemented

Successful workplace health programs can;

- Decrease absenteeism
- Decrease staff turnover
- Increase physical activity
- Identify health risks
- Provide avoided cost of health check to employee

## UNSW Workplace Mental Health Research Program

The UNSW/Black Dog Institute partnership delivers leading edge research preventing and treating mental health issues in high risk industries. icare Foundation investment has allowed the program to expand the focus of the research and tools from emergency responders to include workers in high-risk occupations, driving value for both our public and private sector customers. Four key programs using face-to-face and mobile applications have been developed in the prevention and treatment of mental health issues: RESPECT/ Mental Health Training for Managers NSW, HeadCoach, HeadGear and Resilience at Work (RAW) Mindfulness.

## BCR result commentary

Each of the programs is in a different phase of testing, development and roll-out. The very high cost benefit ratio results from a formal evaluation indicating significant improvements in wellbeing for workers who interacted with the technologies and trainings, associated reduction in absenteeism, together with very high reach. Discussions are ongoing with Black Dog regarding future research and programs to support both first responders and other high-risk industry groups.

The evaluative SCBA indicates for every \$1 invested, \$65 of benefit was created.



Foundation investment to date =  
**\$651k**



Benefit cost ratio =  
**65**

### RESPECT/ Mental Health Training for Managers NSW:

Reduced sick leave of employees  
Saving average of **\$10,151** per year

### HeadCoach:

Significant increase in manager confidence (in addressing mental health of staff)  
Reduced sick leave of employees  
Saving average of **\$10,151** per year

### HeadGear:

Reduced incidence of depression  
Significant improvement in productivity

Accessed by **33,000** workers  
**\$12m** benefits due to reduced absenteeism

### Resilience at Work (RAW) Mindfulness Program:

Provides resilience support training to first responders. The program includes six courses delivered online, which take around 25 minutes to complete.

# Summary of individual investment SCBA findings – Recovery

## Craig's Table

Craig's Table is the first injured workers social hub established in NSW. It was established and supported by icare Foundation to trial a new place-based, peer-led approach to recovery and return to work. The 28-week program utilises mentoring, social participation and training to overcome barriers to returning to work for people experiencing challenges in their return to work journey.

## BCR result commentary

The positive return on investment associated with Craig's Table is considered a good result, with meaningful changes reported by participants in a formal evaluation. Three workers also experienced a return to work outcome (full or partial) after being involved in the program. The Foundation's funding for Craig's Table ceased in June 2019, though the centre continues to take in new participants.

The evaluative SCBA indicates that for every \$1 invested, \$3 of benefit was created.



Foundation investment to date =  
**\$684k**



Benefit cost ratio =  
**3**

Improved confidence to return to work or complete further study

Improved **sense of purpose**

New **social connections** and supports

Improved **quality of life**

Enhanced workplace related skills

### Quantifying direct savings

For this project only, Urbis conducted a test case savings-to-icare analysis. They used data provided by icare on the monthly payments that Craig's Table participants received from the icare Workers Insurance Scheme. A similar dataset of icare Workers Insurance scheme participants who did not participate in Craig's Table was used as a matched control group. The analysis showed that Craig's Table has been estimated to save icare \$5,476 per participant per annum. For the 38 participants this equals \$208,000 in reduced icare support payments.

## Plus Social

Plus Social is a care coordination and social participation intervention for injured workers. The program, established by icare's Medical Office, is structured around a social prescribing model for people experiencing psychosocial difficulties and social isolation as a result of their injury. The program involves:

1. Holistic needs assessment
2. Customised care planning
3. Linkage and referrals to health and social services
4. Enrolment in social activities.

icare Foundation provided \$1.4m in seed funding between 2017 and 2019.

## BCR result commentary

A formal evaluation of Plus Social was conducted indicating strong improvements for participants across a range of wellbeing measures, suggesting a greater capacity for work readiness. This is reflected in the positive cost benefit ratio for the pilot program. These results are now being considered by the icare Medical Office and next steps will be developed with icare Foundation, to ensure continuation of this kind of support for workers.

The evaluative SCBA indicates for every \$1 invested, \$3.80 of benefit was created.



Foundation investment to date =  
**1.4m**



Benefit cost ratio =  
**3.8**

**263** participants in program

**137** participants in evaluation

**40%** found the program extremely supportive in improving general wellness

**29%** found the program extremely supportive in improving social connectedness

**23%** felt extremely more confident in their ability to return to work or engage in the community

**25%** increase in quality of life (WHO-QOL-BREF Wellbeing Scale)

**15%** increase in the number of participants who held a certificate of capacity

Increase in the average number of approved work hours for those who came into the program holding a certificate of capacity.

# Summary of individual investment SCBA findings – Recovery

## In-Voc (inherited)

The In-Voc program is an inpatient early intervention vocational rehabilitation program which is run at all three spinal injury units in NSW hospitals. The aim of the program is to improve the return to work rates for people with spinal cord injury by providing previously unavailable vocational guidance within rehabilitation units. In-Voc was established by icare's Lifetime Care scheme.

## BCR result commentary

A formal evaluation of In-Voc was completed in 2017 and improvements were measured in emotional wellbeing, reduced bodily pain, increased health and wellbeing, greater community integration, and increased work capacity. It also found improvements in return to work rates. These factors resulted in a positive social cost benefit ratio for the Foundation's investment in In-Voc. With the Foundation's funding coming to an end in 2019, the future of this program is currently being evaluated.

The evaluative SCBA indicates for every \$1 invested \$2.80 of benefit was created.



Foundation investment to date =  
**\$1.6m**



Benefit cost ratio =  
**2.8**

**327** clients entered In-Voc

Measured against a control group – key outcomes at 24 months as a result of the program

Reduced bodily pain  
**3.2%** greater than control

Better mental wellbeing  
**8.3%** greater than control

Greater community integration  
**13.4%** greater than control

Increased return to work rate – fulltime  
**3.3%** greater than control

Increased return to work rate – part time  
**4%** greater than control

Increased return to work – voluntary  
**2.2%** greater than control

Increased return to study –  
**7%** greater than control

## Vocational Intervention Program (inherited)

The Vocational Intervention Program (VIP) is a vocational service for people who have experienced a traumatic brain injury in NSW. The program, established by icare's Lifetime Care scheme, provides additional vocational rehabilitation services and support through two pathways (New Track and Fast Track), with the aim of helping the participants return to work.

## BCR result commentary (inherited)

VIP was run as a pilot program between 2015-17 and significant improvements in return to work rates were found for both streams of the program. Because of this, an additional investment of \$1.5m over three years has now been approved to scale up the program to 12 brain injury units across NSW.

The evaluative SCBA indicates for every \$1 invested, \$4 of benefit was created.



Foundation investment to date =  
**\$446k**



Benefit cost ratio =  
**4**

**29** clients took part in the Fast Track program

VIP versus matched control return to work rates

		VIP	Control
At completion of Fast Track program	Employed	93%	57%
	Not Employed	7%	43%

**46** clients were in the New Track program

VIP versus matched control return to work rates

		VIP	Control
At completion of New Track program	Employed	50%	30%
	Not Employed	50%	70%

# Summary of individual investment SCBA findings – Quality of life

## Back on Track (inherited)

Back on Track (BoT) pairs people with severe physical injuries from Lifetime Care and Workers Care program with Paralympian mentors. BoT was run as a partnership between icare and Paralympics Australia. The program trains Paralympic mentors and facilitates mentor/mentee workshops, retreats and communications to improve progress for participants towards their goals and enhancing general coping strategies.

## BCR result commentary

There have been 25 mentee participants in BoT since inception. Outcomes which were evidenced by mentees include improved health, increased confidence, extra knowledge gained, greater community participation, and improved personal wellbeing to meet achievements.

The evaluative SCBA indicates for every \$1 invested, 64c of benefit was created.



Foundation investment to date =  
**\$996k**



Benefit cost ratio =  
**0.64**

**25** mentee participants

Knowledge gained survey:

Question	Proportion agree or strongly agree
While here I gained new useful tips or ideas for daily living with injury (includes tips picked up from each other)	67%
While here I found out more about useful community resources to support my goals or daily living (includes things picked up from each other)	100%

Personal wellbeing index findings:

Personal wellbeing index section	Change in mean score from program entry to exit
Health	22% increase
Achievements	22% increase

Participation findings:

Question	Proportion agree or strongly agree
Since starting the mentoring, I am now getting out and involved more than before	100%
Since starting the mentoring, I have tried new things (like and activity, sport, a group, training or other opportunity)	100%

## Supporting Emotional and Cognitive Health (ABI) (inherited)

Supporting Emotional and Cognitive Health (ABI) is an internet delivered treatment program to support the emotional and cognitive wellbeing of people suffering a neurological condition. Established by the Lifetime Care scheme, icare Foundation's investment has funded a trial to extend the program to people with an acquired brain injury (ABI).

## BCR result commentary

A preliminary evaluation with 105 participants in the clinical trial found that participants experienced a reduction in disability and cognitive difficulties as well as reduced prevalence of anxiety and depression symptoms. Preliminary findings are positive and we are awaiting a final report.

The evaluative SCBA indicates for every \$1 invested, \$8 of benefit was created.



Foundation investment to date =  
**\$103k**



Benefit cost ratio =  
**8**

**105** people have participated in the program

*"This course has changed my life for the better in so many unexpected ways. I hadn't been given any information on how a traumatic brain injury would affect my day to day living, and now I have tools to call on and a better understanding of my injury. I'm in a much better place now."*

*- Participant*

# Summary of individual investment SCBA findings – Quality of Life

## The SCI Pain Course (inherited)

The Spinal Cord Injury (SCI) Pain Course is a low intensity, self-management treatment program aimed at reducing pain, anxiety and depression experienced by SCI patients. The program, established by icare's Lifetime Care scheme, is free and teaches practical skills for the management of chronic pain and emotional wellbeing. The Foundation invested in a longitudinal single-group open-trial conducted between 2014-18 to evaluate the outcomes of the SCI Pain Course.

## BCR result commentary

A total of 68 adults with SCI have undertaken multiple outcome assessments using internationally validated metrics and questionnaires. Outcomes observed include a reduction in anxiety and depression as well as a 13% improvement in the Average Pain Intensity Scale. The program is now available for free on the MindSpot website.

The evaluative SCBA indicates for every \$1 invested, \$9.40 of benefit was created.



Foundation investment to date =  
**\$131k**



Benefit cost ratio =  
**9.4**

**68** adults with SCI in trial  
**13%** pain reduction

**20%** reduced pain related disability level  
**26%** reduced anxiety  
**24%** reduced depression

## wecare (inherited)

wecare aims to provide support and assistance to carers and young family members of people who have been injured at work or in a motor vehicle accident. Delivered by Carers NSW, and established by Lifetime Care, it involves two streams: 'Mentoring Carers' and 'Children and Young People (CYP)'.

## BCR result commentary

A preliminary evaluation of wecare suggests significant improvements in participant wellbeing and mental health, increased confidence and improved family functioning, and the cost benefit result is considered very positive. A final evaluation is now being conducted and discussions are ongoing regarding future program iterations.

The evaluative SCBA indicates for every \$1 invested, \$7.20 of benefit was created.



Foundation investment to date =  
**\$708k**



Benefit cost ratio =  
**7.2**

### CASE STUDY - The Emeny family

It began as any normal day would for the Emeny family. Mum Carolyn and Dad Michael were working in the family business and 17-year-old Jarrod was preparing for his regular rugby game, but 7 July 2018 would end in heartbreak.

Jarrod was driving the familiar route from his family's Mudgee property to the oval when his vehicle swerved, left the road and slammed in to a tree.

He fractured several vertebrae and damaged his spinal cord. In that instant Jarrod became a paraplegic.

Recovering in rehab, Jarrod began to accept that his life would never be the same. It was harder for his two older siblings and his father, none of whom were coping, which led Carolyn to seek help for her family from the local GP.

The GP connected her with Kim Baynie from Carers NSW who, in partnership with icare, operates wecare.

Slowly the Emeny family began their journey of recovery. wecare's support was pivotal as they learnt how to support Jarrod. The program gave them the tools they needed to prevent the family from, in their own words, imploding.

Carolyn says: "Our family could not have come through this without wecare. The program is all about giving you the emotional strength to help you cope as a family. We are all very grateful."

In the 12 months since the accident, Jarrod has progressed in leaps and bounds. He is currently training to become a wheelchair basketballer - every week he drives himself from Mudgee to Sydney to train and compete. He will also be sitting his HSC later this year.

# Summary of individual investment SCBA findings – Quality of Life

## Wheelchair Sports NSW – Building Stronger Regions (inherited)

From 2016 to 2017, icare Foundation funded 'Wheelchair Sports NSW - Building Stronger Regions' with the specific focus of increasing participation in wheelchair sports in areas of regional NSW which did not have wheelchair sporting activities. The funding supported the accelerated growth of membership and regional reach for Wheelchair Sports NSW, a partnership brokered by Lifetime Care. As well as growing regional membership, our support has helped them attract financial support from GIO.

## BCR result commentary

The investment in WheelChair Sports NSW helped to significantly grow their regional membership base. While there was no outcomes data available for their participants, programs in other jurisdictions have had a significant impact on confidence, social connectedness and wellbeing. The very high estimated return on investment is a positive result but needs to be viewed as indicative only.

The indicative SCBA indicates for every \$1 invested, \$43.30 of benefit is expected.



Foundation investment to date =  
**\$335k**



Benefit cost ratio =  
**43.3**

**38%** increase in wheelchair sports members which equals **176** new members.

Three-fold (**222%**) increase in the number of sporting opportunities available to people with disability.

Likely to have had significant positive impact on participants through:

- increased confidence
- social connectedness
- fitness
- mental health
- overall health and wellbeing

## NeuroMoves Lismore

Spinal Cord Injuries Australia (SCIA) established the NeuroMoves service in 2008 to provide community-based exercise services for people with a spinal cord injury (SCI). In 2017, the NeuroMoves gym in Lismore was opened as the pilot project for the future rollout of additional NeuroMoves gyms across regional NSW. icare Foundation funded gym equipment to meet the requirements of SCI patients. The first spinal specific gym in regional NSW, it has eliminated the need for SCI patients in Lismore and surrounding areas to travel long distances to access similar facilities and equipment.

## BCR result commentary

The positive cost benefit ratio for Neuromoves is considered a good result, associated with measured improvements in both physical and mental wellbeing for participants. Other models for improving regional access to rehabilitation for Lifetime Care participants are currently being assessed by icare Lifetime Care.

The evaluative SCBA indicates for every \$1 invested, \$1.50 of benefit is created.



Foundation investment to date =  
**\$138k**



Benefit cost ratio =  
**1.5**

- 24** people participated in the program
- 14%** improvement in their perceived quality of life
- 20%** improvement in their integration in the community

- 43%** improvement in their sit and reach
- 15%** improvement in their spinal cord independence measure

# Summary of individual investment SCBA findings – Quality of Life

## Invictus Games

The Invictus Games is an international event which uses the power of sport to inspire rehabilitation of wounded, injured and sick armed services personnel while recognising the importance of their associated carers and families. In October 2018 Sydney hosted the week-long Games, bringing together 491 competitors across 18 nations, competing in front of a spectator audience of 105,000.

## BCR result commentary

The cost benefit ratio just above 1 was largely a result of the volunteering involvement of icare staff in the Games, and the purchase of defibrillators that have gone to employers and government agencies who need them.

The evaluative SCBA indicates for every \$1 invested, \$1.10 of benefit is expected.



Foundation investment to date =  
**\$429k**



Benefit cost ratio =  
**1.1**

Number of icare customers and family who attended the Games **211**

Number of icare staff volunteers **105**

Number of icare staff volunteer hours **840**

Number of volunteers that received first aid training **1,200**

Number of defibrillators purchased **40**

## Our customers

**79** customers

**+132** family and carers

**93%** said the Games made them feel positive

**65%** from regional NSW

*“mind changing”*

*“inspired me to put in more work  
on my own rehab”*

*“excellent”*

*“it inspired me to keep going and  
moving forward; I felt great in watching  
these disabled participants”*

*“I found it extremely exciting  
and motivating”*

# Other Foundation investments



## Remarkable

Remarkable is Australia's only disability tech accelerator. They leverage new and emerging technologies to improve the quality of life for people with disability. Through its accelerator programs, Design-a-Thons and Bootcamps, Remarkable is growing the capacity of inclusive technology entrepreneurs and businesses to support inclusion of people with disability. The Foundation has been the principal partner since 2018.

*"Many startups and mentors indicated that Remarkable is positively influencing Sydney and Australia's inclusive tech market ... Remarkable is creating conditions which are strengthening the inclusive tech market within Australia."*

- Remarkable Evaluation Report

*I see Remarkable as an awakening. You are working with people who can perceive potential and then give you advice on how to transform what you have.*

- Startup participant

**2711** end users with disability

Evolution of **19** start-ups  
Average tenfold increase in monthly revenue for start-ups

**9** start-ups have attracted

**\$11.3m** investment

Speaking to over **1990** people about inclusive tech

Due to the varying nature of the product offerings and end-user engagement of each of the supported startups, outcomes have not been measured and so a quantitative analysis for this economic and social impact assessment is not possible.



## Everymind

Through a \$1.1m investment, icare Foundation has supported the wellbeing of small business owners, recognising they are the largest employment sector in NSW. We supported Everymind to develop Ahead for Business, a digital mental health platform to enable small business owners to easily access evidence-based mental health tools and resources.

*I realised that it can be a struggle for anybody starting out a new business who is alone but I also know that I'm susceptible to depression so I think I just wanted to be informed, as informed as I can be, and not take my mental health for granted.*

(Bianca, 53) - Small business owner

*When meeting with small business owners, the team met with hard working, smart people who were frequently struggling. Many of the things they were struggling with were business-related, but they were also clearly struggling with stress, frequently did not have time or resources to take care of themselves and were likely experiencing mental ill-health as a result.*

- Ahead for Business Summary Report

Following the early success of the Foundation-funded trial, the program has secured a \$3.1m grant from the Federal Department of Jobs and Small Business to further develop the website and promote it across Australia. icare will maintain involvement with Everymind to continue driving mental health injury prevention strategies for NSW small business owners and workers.

Small business - comprise almost **98%** of all actively trading businesses in NSW

Research phase - **300+** small business owners and workers

Mobile application - **1875+** users

Website - **1420+** visitors

Website support sessions - **2334+**

# Other Foundation investments



## loop+

A \$500,000 funding boost from icare Foundation in November 2018 will assist a new prototype activity tracker for wheelchair users to be piloted in a NSW hospital spinal unit.

loop+ improves health outcomes for people living with a spinal cord injury through remote patient monitoring, early detection and intervention.

The platform features a wheelchair sensor mat that continuously measures pressure, position and general activity. This alerts health care professionals to potential risks like pressure wounds. This means they can intervene early and stop problems before they develop. This positive feedback loop also works to promote healthy wheelchair habits and reduce the acceleration of scoliosis and respiratory issues.

As a remote care monitoring platform, it translates and tracks care plans into the home, supporting wheelchair users and their families.

*"The loop+ mission is to transform the way wheelchair users manage their health. The platform aims to assist both clients and allied health professionals to significantly improve the quality of the care provided and manage the risk of health issues such as pressure wounds."*

*- loop+ spokesperson.*



## Psychiatric fellowships

In an Australian first in February 2019, icare Foundation and Lifetime Care partnered with leaders in the field of mental health to establish three psychiatry fellowships in brain injury for advanced trainees. The initial \$1.5m investment will take place over three years in partnership with University of Sydney's Brain and Mind Centre, the Royal Australian and New Zealand College of Psychiatry and the Northern Sydney Local Health District. In August, the program was extended to fund an additional two fellowships based in regional hospitals, bringing the total investment to \$2.2m.

Through this partnership we aim to increase the capacity of specialist mental health services in NSW to support people with an acquired brain injury and to formalise training of psychiatrists in this area.

The goal is to address the complex behavioural and mental health needs and optimise the lives of participants with brain injury, supporting them through their rehabilitation and reintegration into the community.

Mental health conditions are commonly experienced by people with brain injury and can often require specialist management. Seventy per cent of icare's Lifetime Care participants have a brain injury and 50% of those have a mental health condition. There is only a very small number of psychiatrists in NSW who specialise in this clinical area.

*"Many of the patients we see fail to optimally progress in their rehab despite the already ample resources dedicated to their care."*

*"This is due to the significant psychiatric morbidity associated with their condition. We know there's so much overlap between the brain injury and psychiatry side. Timely psychiatric intervention can help these patients get back to social and occupational functioning more readily and improve the quality of life for them and their families."*

*- Inaugural Psychiatry Fellow Dr Jodi Cartoon.*

# Appendix 1

## Methodology

The aim of social cost benefit analysis (SCBA) is to evaluate the potential economic and social value of investments. This involves an economic analysis in which social and economic benefits of each investment are quantified and compared with the amount of funding invested to deliver those benefits. It involves estimating the financial value for social benefits and the positive impacts of the investment.

Beneficial impacts are valued by linking measured outcomes for participants to relevant financial values. To calculate a benefit-cost ratio (BCR) for each investment this is then compared to the amount invested in the program. The BCR represents the approximate dollar value returned in the form of economic and social value for each dollar invested.

$$\text{BCR} = \frac{\text{Economic and Social Value (\$)}}{\text{Program Investment (\$)}}$$

Thirteen investments were identified to be suitable for SCBA across icare Foundation's three core outcome areas.

In order to reflect the varying duration and maturity of investments, SCBA was conducted on both evaluative and indicative bases. Evaluative SCBA was best suited to those investments which had reached maturity and where there was recorded evidence of participant outcomes.

Indicative SCBA was appropriate for investments that are currently in the early stages and for which little, if any, actual outcomes data is available. In these cases, the indicative valuation is an evidence-based assessment of the value of projected benefits accruing from the investment, using a review of available literature to determine proxy outcome measures.

A financial proxy amount represents the value accruing to individuals who make a complete change from one state to another. For example, a change from a state of suffering from chronic pain to a state of not suffering chronic pain is estimated to save the health system \$3,820.39<sup>1</sup>. In this report, most outcomes have been linked to financial proxies for the wellbeing value of outcomes such as improved confidence, relief from anxiety/depression and improved social group membership. Wellbeing values have been sourced from academic research as well as the Housing Associations' Charitable Trust resource, the Social Value Bank<sup>2</sup>, which links to the amount of income increase which would create an increase in wellbeing of the same magnitude.

**Note:** Avoided costs for the icare scheme were not included due to a lack of data around service use and payments received by participants. The benefits quantified accrued to the participants, employers and broader society.

The exception is the Craig's Table investment where an analysis of cost savings to the icare scheme from program participation has been conducted. Data on monthly scheme payments received by participants in Craig's Table was provided, as well as data for a control group of scheme payment recipients not participating in Craig's Table but sharing similar characteristics. Participant changes were compared to changes in a control group over a similar time period to estimate the change in scheme costs to icare as a result of the Craig's Table program. Specifically, the change in the average scheme payments received in the three months before starting and three months after graduating Craig's Table were compared to changes in the control group.

1. Deloitte Access Economics. (2019). The cost of pain in Australia, Deloitte Touche Tohmatsu. Retrieved from <<https://www2.deloitte.com/content/dam/Deloitte/au/Documents/Economics/deloitte-au-economics-cost-pain-australia-040419.pdf>>

2. HACT., Fujiwara, D. (2018). Community investment values from the Social Value Bank. HACT Social Value Bank. Retrieved from [www.socialvaluebank.org](http://www.socialvaluebank.org)



# icare Foundation's processes and internal influence

In addition to the assessment of investment impact, a review was undertaken of the Foundation's internal processes and influence. This involved consultation with senior icare staff and an examination of the investment identification and selection process, governance and staffing, the alignment of investments with icare's strategic priorities, and the extent to which the Foundation has delivered against its objectives to date. The key findings are summarised below.

## Key strengths

- The Foundation structure, while centralising decision-making, has enabled a single line of sight over social investment activity at icare. This has enabled an integrated and strategic focus, with improved consistency and rigour in decision-making, when considered across the schemes.
- icare's investments demonstrate a strong level of alignment with icare's core focus areas.
- Governance arrangements provide the appropriate authorising environment and support strong outcomes in strategic development and investment.
- The Foundation's investment approach, strongly influenced by principles of human-centred design, has driven improved customer centricity and stimulated new activity across its key outcome areas.

## Areas for further development

- Further refinement and agreement is needed of the Foundation's roles and responsibilities in relation to both knowledge sharing and innovation, although there is some early evidence of achievements in driving innovative approaches.
- Improving capacity and resources available to support high quality impact measurement has been a key focus of the Foundation, with potential to drive further improvement.
- The role of an opportunity fund should be explored, to allow for more smaller, agile investment when needed and to share decision-making authority across the organisation.



