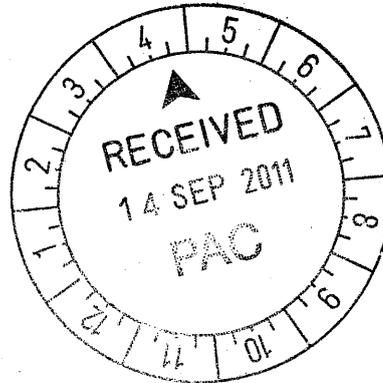


**INQUIRY INTO FOLLOW UP OF AUDITOR-GENERAL'S
PERFORMANCE AUDIT REPORTS OCTOBER 2009 TO
SEPTEMBER 2010**

Organisation: Department of Family and Community Services
Name: Ms Ethel Mcalpine
Position: Deputy Director General
Telephone:
Date Received: 19/09/2011

Theme:

Summary



Mr Jonathan O'Dea MP
Chair, Public Accounts Committee
Legislative Assembly
Parliament of New South Wales
Macquarie Street
Sydney NSW 2000

AHI11/2881

Dear Mr O'Dea

I refer to your correspondence to the Chief Executive regarding ADHC's response to the recommendations of the NSW Auditor-General's *Report on Access to Overnight centre-based Disability Respite: Department of Human Services – Ageing Disability and Home Care*.

In response to the Public Accounts Committee's request please find enclosed the Performance Indicators which have been developed for ADHC's centre-based respite services.

I trust this information is of assistance.

Yours sincerely

Ethel McAlpine
Deputy Director General

12.9.11

Office of the Deputy Director General

Ageing, Disability and Home Care, Department of Family and Community Services NSW
Level 5, 83 Clarence Street, Sydney NSW 2000 | T (02) 8270 2000 | DX 10485 SSE | TTY (02) 8270 2167
Translating and Interpreting Service 13 14 50 | ABN 82 016 305 789 | www.adhc.nsw.gov.au

ADHC Centre Based Respite (CBR) PERFORMANCE INDICATORS (PI)

Description

NO	Performance Indicators	DATA used for calculation	What PI intends to tell
Equity of access for the target population measured through carers and clients accessing respite as a percentage of total carers of people with a disability and people with a disability			
1	% of clients by Carer age cohorts	Number of clients by Carer age groups ABS data	The extent to which Carer groups are equitably accessing CBR
2	% of clients by age cohorts	Number of clients by client age group	The extent to which clients are equitably accessing CBR
3	% of ATSI carers as per ABS profile of ATSI carers weighted for severe and profound disability prevalence	Number of ATSI clients ABS population profile	Is ADHC CBR accessible to ATSI carers/clients consistent with regional distribution of ATSI population
Clients are appropriately matched to Central Based Respite relative to needs			
4	Average CBR outputs (bed nights) per client per quarter	CBR output by bed nights Number of clients	Quantum of CBR usage
5	Quantum of CBR services delivered to high, medium and low needs clients (RABS sample only)	* Number of CBR clients based on Assessments Australia data * SNR scores based on sample	That CBR is delivered to the right target groups according to the levels of needs.
6	Average number of Respite nights per client per quarter relative to need (RABS Sample only)	* Number of CBR clients based on Assessments Australia data * CIS data on outputs matched to client profile of the dataset	That CBR is delivered to the right target groups and is regular and predictable.
7	% of clients with challenging behaviour accessing CBR	Clients with challenging behaviour	Respite is accessible to clients who have challenging behaviour
8	Attrition Rate	Number of clients with service completed	Extent to which new clients can access CRB measured through attrition rate
9	Reduction in ADHC CBR bed capacity due to unavailable beds	Unavailable bed data Blocked beds	Reduction of blocked respite and overstay planned respite is a strategy to improve management of CBR services
Quality of Service Delivery			
10	% of respite clients who have Client Risk Assessment	Clients by CRA	It is expected that all clients have CRA as good management practice
11	% of respite clients who have Respite Care Plan	Clients by Respite Care Plan	It is expected that all clients have Respite Care Plan as good management practice
12	% of clients who have challenging behaviour and were involved in behaviour related incidents	Behaviour related incidents Clients with behaviour problems	Clients need to have a safe and healthy environment whilst in respite
13	% of medication error incidents per 1000 CBR clients	Incident records - medical error	Clients need to have a safe and healthy environment whilst in respite

1. EQUITY

1.1 Access

2.1 Access

2. EFFECTIVENESS

2.3 Quality

ADHC Centre Based Respite (CBR) PERFORMANCE INDICATORS (PI)

Description

NO	Performance Indicators	DATA used for calculation	What PI intends to tell
Respite is delivered efficiently measured through			
14	% of bed nights occupied for ADHC CB Respite (Occupancy Rate)	Bed nights	Respite is being delivered efficiently as compared to total bed capacity
15	Unit Cost per CBR Clients and Bed Nights	Total actual cost Respite client counts	Respite is being delivered efficiently as a measure of cost per client
16	Sick Leave Hours Per 1000 Employee Related (ER) Hours	Sick leave	Respite is being delivered efficiently as indicated by the rate of sick leave that is within the industrial benchmark.
17	Proportion of agency staff	Agency staff EFT staff	Respite is being delivered efficiently
18	Actual Expenses under or over budget	Budget Actual cost	Respite is delivered within budget

3.2 Input per output unit

3. Efficiency