

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

Organisation: Department of Family and Community Services, ADHC
Name: Mr Jim Moore
Position: Chief Executive
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Date Received: 8/08/2011

Theme:

Summary



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

AHI11/2067

Dear Mr O'Dea

I refer to your correspondence regarding the NSW Auditor-General's *Report on Access to Overnight Centre-Based Disability Respite: Department of Human Services – Ageing, Disability and Home Care*.

I welcomed the audit report when it was released in May 2010 and was pleased that it concurred with the views of Ageing, Disability and Home Care (ADHC) as to the improvements required in centre-based respite.

The findings and recommendations confirm the confidence that has been placed in the Respite Assessment and Booking System (RABS). The RABS project aims to streamline and promote equitable access to ADHC centre-based respite services. A state-wide roll-out of the RABS approach has commenced in ADHC respite centres and will apply to non-government service providers in the future.

The audit was conducted in a professional manner and the independent analysis into the operations of ADHC respite centres was constructive.

As requested ADHC's response to the recommendations of the audit are detailed in the enclosed document.

Should your office have any queries regarding ADHC's response please contact Ms Mary-Jane Clark, Executive Director, Respite and Carers on 9227 5618.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Jim Moore', written over the typed name.

Jim Moore
Chief Executive

Encl.

04 AUG 2011

**PERFORMANCE AUDIT – Report on Access to Overnight Centre-Based Disability Respite: Department of Human Services – Ageing Disability
and Home Care (ADHC)**

IMPLEMENTATION OF RECOMMENDATIONS

| RECOMMENDATION | ACCEPTED OR REJECTED | ACTIONS TO BE TAKEN | DUE DATE | STATUS (completed, on track, delayed) and COMMENT | RESPONSIBILITY (Section of agency responsible for implementation) |
|--|-----------------------------|---|-----------------|--|--|
| <p>1 To better plan for and manage respite services we recommend that ADHC establish, and monitor against, respite performance targets by December 2011. These targets should direct ADHC's attention to supporting families in maintaining their caring role and could include the proportion of</p> <ul style="list-style-type: none"> *people with very complex medical needs receiving respite * people with very challenging behaviour receiving respite. | Accepted | <p>Draft KPIs for respite developed and agreed by the Operational Performance Committee in 2011.</p> <p>The development of KPIs will include measures for the proportion of people with very complex needs and the proportion of people with very challenging behaviours.</p> | December 2011 | <p>Completed May 2011</p> <p>Performance indicators developed for centre-based respite that reflect the numbers of:</p> <ul style="list-style-type: none"> • people with very complex medical needs receiving respite • people with very challenging behaviour receiving respite | Respite and Carers and Operational Performance Directorates |

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|--|----------------------|--|------------------|---|---|
| <p>2 To ensure people with the greatest need receive respite we recommend that ADHC should expedite it's current efforts to:</p> <ul style="list-style-type: none"> a. direct growth funding to the areas that need it most b. establish consistent criteria and implement a common approach for prioritising and allocating respite according to need c. work collaboratively with NGO's to coordinate ADHC and NGO services | Accepted | <ul style="list-style-type: none"> a. Allocate flexible respite growth through <i>Stronger Together 2</i> (ST2) to areas that need it most, building on the regional needs analysis undertaken to guide the rollout of <i>Stronger Together</i> and other regional planning processes. b. Implement Respite Assessment and Booking System. c. Refine Framework for the Respite Project Officers in each region to work in partnership with non government service providers to coordinate access to flexible respite is in development. | Commence in 2011 | <ul style="list-style-type: none"> a. On track Commencing in early 2012 new flexible respite funding under ST2 will be allocated in accordance with ADHC's Resource Allocation Framework b. On track. Phased implementation of RABS will commence in early 2012. c. On track | Respite & Carers Directorate and Regions |

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|---|----------------------|--|------------------|--|---|
| <p>3 To improve access to respite we recommend that ADHC</p> <ul style="list-style-type: none"> a. strengthen it's monitoring to ensure that the needs of high users of respite are being met b. expedite the work that is underway to streamline the assessment process and the sharing of information with NGOs c. set clear targets for occupancy rates of centre based respite beds d. improve the design of facilities to assist the management of challenging behaviours. | Accepted | <ul style="list-style-type: none"> a. and b. Implement Respite Assessment and Booking System in ADHC and NGOs government sector. c. Development of KPIs d. ADHC has started to upgrade group home and respite accommodation. This includes modifications to assist in the management of challenging behaviours. | Commence in 2011 | <ul style="list-style-type: none"> a. and b. On track. Phased implementation of RABS has commenced. Once implemented in ADHC RABS will be extended to the non government sector. c. Completed May 2011 Performance indicators developed for centre-based respite that reflect the numbers of <ul style="list-style-type: none"> • people with very complex medical needs receiving respite • people with very challenging behaviour receiving respite d. Ongoing | <ul style="list-style-type: none"> a. b. and c. Respite and Carers Directorate d. Strategic Business Assets |

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|---|----------------------|---|----------|---|---|
| <p>4 To better understand what it is getting for its expenditure we recommend that by December 2011 ADHC</p> <p>a. undertake a stock take and maintain a database of all available beds</p> <p>b. complete its review of centre-based respite outputs and funding including those provided under pre-2006 agreements.</p> | Accepted | <p>a. Regions to undertake a stock-take and maintain a data base of all centre-based respite beds operated by non-government organisations.</p> <p>b. ADHC will implement a new Funding Management System, including information on outputs for all non-government organisations.</p> | Dec 2011 | a. On track | a. Respite and Carers Directorate |
| | | | Oct 2010 | b. Complete | b. Sector Development |