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MIRANDA DISTRICT NEIGHBOUR AID

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FACSIMILE TRANSMISSION

Date: 25/7/06

To: THE COMMITTEE MANAGER

PUBLIC ACCOUNTS COMMITTEE, PARLIAMENT HOUSE

Fax: 9230 3052 Phone: 9230 2354

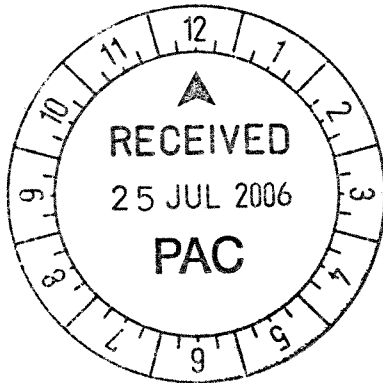
From: Maureen Macmillan, Co-ordinator

Number of pages including this page: 2

Message:

SUBMISSION RE HACC PROGRAM

M. Macmillan



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SUBMISSION TO LEGISLATIVE ASSEMBLY PUBLIC ACCOUNTS COMMITTEE FROM MIRANDA DISTRICT NEIGHBOUR AID INCORPORATED

We wish to make the following observations with regard to points (2)c and (2)d of your call for submissions. We are a service which has been providing assistance and support for the past 10 years to the HACC target group living in the Miranda/Sylvania district. Because of our heavy reliance on the work of volunteers we are a very cost-effective service.

We offer the following comments:-

On (2)c.

- To the best of our knowledge our consumers have never been involved in any input to the Home Care Service. While we regularly seek and get feedback from clients and volunteers, DADHC has never sought any of this information from us or from them.

On (2)d.

Our concerns here are as follows:-

- Documents from DADHC are never dated.
- Money is deposited throughout the year into our account but any information as to its purposes or source is always very slow to follow.
- There is a lack of continuity of DADHC staffing with the result that we are often dealing with inexperienced or inefficient staff members. There appears to be a real inability for staff to impart timely, relevant information to the service. Behaviour of some staff members has been most unprofessional.
- Our latest funding agreement for 2006/7 arrived with major errors in it. For example the service "job description" was totally inaccurate, as was our funding history, electorate identification and output statistics for the preceding year. The Management Committee was most reluctant to sign and place our official seal on a legal document which was so inaccurate in many vital areas, especially our service description.

On taking this up with our Project Officer (SQI, Service, Quality and Improvement) she advised me to "just sign the document and then you can negotiate it later." (How do we negotiate something we'd already signed and upon which our annual funding depends ???)

We appreciate this opportunity to have input into your deliberations. Government funded services such as ours which are vital in keeping our aged citizens out of nursing homes and supported in their own homes should be adequately funded and supported by our relevant public service department.

Yours faithfully,

Carolyn Rice

President

Miranda Neighbour Aid Management Committee

25th July, 2006