



MACARTHUR DISABILITY SERVICES LTD



Level 8/138 Queen Street  
PO Box 284 Campbelltown 2560

Phone: (02) 4621 8400

Fax: (02) 4628 4006

TTY: (02) 4621 8453

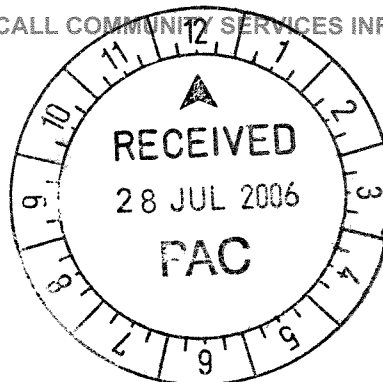
Web: [www.mdservices.com.au](http://www.mdservices.com.au)

Email: [information@mdservices.com.au](mailto:information@mdservices.com.au)

27<sup>th</sup> July, 2006

FREECALL COMMUNITY SERVICES INFORMATION: 1800 683 232

Legislative Assembly  
Ms Jackie Ohlin  
Senior Committee Officer  
Public Accounts Committee  
Parliament of New South Wales  
Macquarie Street  
Sydney, NSW. 2000



Dear Ms Ohlin,

As per your letter to Linda Margrie, dated 20<sup>th</sup> June, 2006, our organisation, Macarthur Disability Services, is responding to your request for a submission, relating to the Auditor-General's inquiry into the Home and Community Care Program, and, in particular, the Home Care Service of NSW.

As Linda has taken Annual Leave for 12 months, I am replying on her behalf. Please find attached our submission for your perusal.

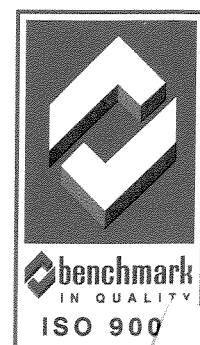
**2A/. Strategies for addressing unmet need in the context of growing demand for services from eligible parties**

Facts

- MDS has an information and referral service that also records unmet needs on a daily basis and is fed into the annual planning report for DADHC.
- Increased funding for domestic assistance and personal care (through other providers besides Home Care).
- General increased funding approvals for the entire area

Recommendations

- ✓ Need to monitor and continually increase service growth in the area
- ✓ Need for funding of similar Information and Referral services across the state, besides Carelink



**2B/. The effectiveness of Home Care Service processes for managing access to services, across service types**

Facts

- In South West Sydney, Macarthur, there is difficulty in ascertaining whether access to other services is being managed effectively, as Home Care is working efficiently as part of South West Sydney, in collaboration with other service providers.
- Service providers will not know if there is a problem until there is increased need.
- Administration hours – there is a need for administration hours to be used for monitoring and intake. This has not been recognised in funding agreements
- There is also doubling up of services, which are recording admin hours, therefore contributing to the inappropriate recording of data.

Recommendations

- ✓ Administration funding to be allocated to services to assist staff with monitoring double ups.
- ✓ Need for more accuracy on collation of information

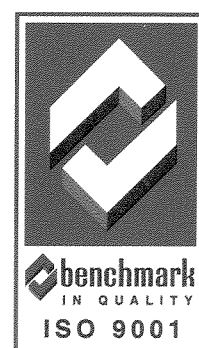
**2C/. The extent of consumer input to Home Care Service design, management or delivery of programs and other mechanisms for assessing service quality**

Facts

- Implementation of assessment processes. This is set out in the service plans Client has input into the plan, via a 12 month review, with feedback being monitored and acted upon. This data is worked on through an Advisory Committee using independent consultants
- There is a need to review the Advisory Committee in relation to who they report to. Who is on this committee?  
What information is getting through to the committee from the consumers of the service?  
HACC services have no way of knowing this information.

Recommendations

- ✓ A general report from the committee to be circulated to all of the HACC services, including the HACC DO's.
- ✓ Find out who is on the committee, and when do they meet?
- ✓ Review consumer feedback from the committee reports.



## **2D. The implementation by DADHC and Home Care Service of systems and processes to plan, monitor, report on and improve accountability of the service**

### Facts

- Relevant reporting process

### Recommendations

- ✓ The increased need for accountability needs to be included into submissions for funding
- ✓ More funding for HACC training across the state.
- ✓ Needs to be specific funding for petrol. Not related to the CPI.
- ✓ Removing the current acquittal system all together – linking in KPI'S and long term planning.

## **3. Any other relevant matters**

### Facts

- SACS award – need for general consensus. Though the State Government is on board, the Commonwealth needs to fund their part of the award
- Lack of ability to recruit highly skilled staff
- No recognition of increased insurance for services – for example, worker's compensation, public liability insurance.
- OH&S Legislations – need for highly trained staff equates to increased salaries. If staff are not trained, then there is a larger cost for training
- Increased costs, increased governance issues.
- Not enough funding for training HACC services
- Increased cost of petrol for transport and how that will impact on other goods and services - High cost of petrol for staff using own vehicles
- Services required for 16-65 year olds - Not enough services across the board  
Need for higher recreational/Social activities.
- 





- In relation to young people with disabilities, where will the funding be coming from?  
This target group is more susceptible to contracting dementia at a much younger age, therefore, there needs to be an increase in services to support this group of people
- Workplace reforms - People are being forced to look for work. In particular, people on Disability Support Pensions or Enhanced Newstart Allowance – therefore, causing a shortage of volunteers. - If people are forced into the workforce, then there will be fewer volunteers. Not using volunteers and replacing them with trainees, could lead to increased workforce issues, such as feelings of segregation, discrimination and increased costs.
- Aboriginal Torres Strait Islanders – Lack of young people accessing services  
- change of age requirements to fit in with non or low attendance at school

Recommendations.

- ✓ Need for support for young people with disabilities to be placed in an age appropriate environment.
- ✓ Increase in general support services to support people in this target group
- ✓ Need for increased transport and support for carers
- ✓ Increased training for staff to work with younger people with disabilities
- ✓ Encourage New Apprenticeships, linking volunteers into New Apprenticeships in order to top up workforce that will be retiring
- ✓ Ensure input into review and feedback
- ✓ Need to make funding available for cultural awareness, monitoring and implementation
- ✓ Migrant services recommend culturally appropriate programming

I can be contacted on the above number or email me at [hacc@mdservices.com.au](mailto:hacc@mdservices.com.au) if you would like any further clarification of any of these issues.

Regards,

A handwritten signature in black ink, appearing to read 'Kylie Crnek', is written over the typed name.

Kylie Crnek  
HACC Development Officer  
Macarthur/Wingecarribee HACC Development Project  
Macarthur Disability Services

