

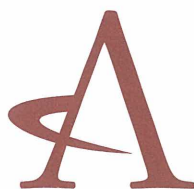
**INQUIRY INTO FOLLOW UP OF AUDITOR-GENERAL'S  
PERFORMANCE AUDIT REPORTS OCTOBER 2009 TO  
SEPTEMBER 2010**

**Organisation:** NSW Audit Office  
**Name:** Mr Peter Achterstraat  
**Position:** Auditor-General  
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**Date Received:** 8/09/2011

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**Theme:**

**Summary**



THE AUDIT OFFICE  
OF NEW SOUTH WALES

CONTACT NAME

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OUR REFERENCE

YOUR REFERENCE

Mr J O'Dea MP  
Chair  
Public Accounts Committee  
Parliament House  
Macquarie Street  
SYDNEY NSW 2000



8 September 2011

Dear Mr O'Dea

**Examination of Auditor-General's Performance Audit Report  
Access to Overnight Centre-Based Disability Respite**

We have reviewed the submission provided by the Department of Family and Community Services concerning the recommendations in the above performance audit report.

Following tabling of the report, we were pleased that the Department accepted all of our recommendations.

The Department's submission indicates that it is making progress in implementing the recommendations.

Please find attached our comments on the progress reported in relation to each recommendation in our original report. We have not substantiated the submission.

In some instances, more information would be helpful to better understand what has been done to address our recommendations.

I am happy to provide any further assistance the Committee may need in completing its examination.

Yours sincerely

Peter Achterstraat  
Auditor-General

Attachment

**Performance Audit - Access of overnight centre-based disability respite - May 2010**  
**Comment on response from ADHC to PAC regarding progress on recommendations**

Recommendation	Reported action	Comment
<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> <p>a. people with very complex medical needs receiving respite</p> <p>b. people with very challenging behaviour receiving respite.</p>	<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"> <li>▪ people with very complex medical needs receiving respite</li> <li>▪ people with very challenging behaviour receiving respite.</li> </ul>	<p>Partially complete.</p> <p>The PAC should expect to see the results of monitoring against performance indicators by December 2011.</p>
<p>2. To ensure people with the greatest need receive respite we recommend that ADHC should expedite its current efforts to:</p> <p>a. direct growth funding to the areas that need it most</p>	<p>On track.</p> <p>Commencing in early 2012 new flexible respite funding under Stronger Together 2 will be allocated in accordance with ADHC's resource Allocation Framework.</p>	<p>Satisfactory progress.</p>
<p>b. establish consistent criteria and implement a common approach for prioritising and allocating respite according to need</p>	<p>On track.</p> <p>Phased implementation of Respite Assessment and Booking System (RABS) will commence in early 2012.</p>	<p>Satisfactory progress.</p> <p>The PAC should expect to see an overview of RABS approach.</p>
<p>c. work collaboratively with NGOs to coordinate ADHC and NGO services.</p>	<p>On track.</p> <p>Refine(d) 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 under development</p>	<p>Satisfactory progress.</p>

Recommendation	Reported action	Comment
<p>3. To improve access to respite we recommend that ADHC:</p> <p>a. strengthen its monitoring to ensure that the needs of high users of respite are being met</p>	<p>Phased implementation of the Respite Assessment and Booking System (RABS) has commenced. Once implemented in ADHC centres will be extended to the non-government sector</p>	<p>More information required.</p> <p>The PAC should expect to see the number and proportion of high users in each region that have had their needs reviewed.</p>
<p>b. expedite the work underway to streamline the assessment process and the sharing of information with NGOs</p>	<p>Phased implementation of the RABS has commenced. Once implemented in ADHC centres will be extended to the non-government sector</p>	<p>Satisfactory progress.</p> <p>The PAC should expect to see the schedule for the planned roll-out of RABS across the centres and NGOs.</p>
<p>c. set clear targets for occupancy rates of centre-based respite beds</p>	<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"> <li>▪ people with very complex medical needs receiving respite</li> <li>▪ people with very challenging behaviour receiving respite.</li> </ul>	<p>More information required on the results of monitoring against the targets for occupancy rates.</p>
<p>d. improve the design of facilities to assist the management of challenging behaviour.</p>	<p>ADHC has started to upgrade group home and respite accommodation This includes modifications to assist</p>	<p>In progress.</p> <p>The PAC should expect to see an overview of completed and planned upgrades.</p>
<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 respite beds</p>	<p>On track.</p> <p>Regions to undertake a stocktake and maintain a database of all centre-based respite beds operated by non-government organisations.</p>	<p>In progress.</p> <p>The PAC should expect to see a progress report on the stocktake and the database.</p>
<p>b. complete its review of centre-based respite outputs and funding including those provided under pre-2006 agreements.</p>	<p>Complete.</p> <p>ADHC will implement a new Funding Management System, including information on outputs for all non-government organisations.</p>	<p>Complete.</p> <p>The PAC should expect to see a summary of the review and its recommendations.</p>