

**QUESTION ON NOTICE – LEGISLATIVE COUNCIL**  
**ESTIMATES COMMITTEE No.2**

**MINISTER FOR COMMUNITY SERVICES**  
**MINISTER FOR AGEING**  
**MINISTER FOR DISABILITY SERVICES**  
**MINISTER FOR WOMEN**

**QUESTION NO: 80**

Dr Wong asked:

On what date is the current Group Homes Expression of Interest due to be completed?

**ANSWER**

The discussions with residents, families and advocates will be completed in early August. The timeframe for this project has enabled many residents and families to fully consider other service delivery options and to indicate a preference for change.

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**QUESTION NO: 81**

Dr Wong asked:

With regard to Home Care Service of NSW, the Estimates state (p5-15) that reductions in Workers compensation premiums will allow a greater face- to-face service provision. The Department is to be congratulated on this trend and commitment. Arising from this laudable outcome, could the following details be provided:

- (1) How much has been saved in Workers Compensation premiums?
- (2) What is the expected increase in availability of face-to-face service provision, in terms of both dollars and hours of contact or numbers of extra services/ visits provided?
- (3) What practical difference or implications will this have for the people who care for disabled, frail, aged or chronically ill people in the community?

**ANSWER**

- (1) The Home Care Service has seen a cumulative net reduction in both deposit premium and hindsight adjustments of \$6.4 million since Financial Year 1996/97.
- (2) The Home Care Service plans to deliver an additional 419,000 hours of service in Financial Year 2001/02. This represents expenditure of an additional \$10.5 million. An additional 9000 clients are expected to be assisted next Financial Year.
- (3) The increase in activity expected next Financial Year will assist both existing and new Home Care clients, including direct care recipients and carers. Based on average needs, an additional 9000 clients will benefit from receiving Home Care services.

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**QUESTION NO: 82**

Dr Wong asked:

The strategic directions for the Home Care Service of NSW lists a series of focus directions on p5-15. All of these are, in a business model, internally focussed on the provider (ie the Department as a business unit), including a focus on securing “new business opportunities in the field of home-based community care”, staff and Departmental development and administrative cost reductions. There is no mention of ‘customer’ requirements or outcomes.

- (1) What priority in the strategic direction or focus has been given to external (ie customer) outcomes?
- (2) Has the Department adopted a “top-down” pyramid business approach or a “bottom-up” pyramid business approach?

**ANSWER**

- (1) The Corporate Plan of the Home Care Service of NSW adopts the highly regarded 'Balanced Scorecard' approach for organisational performance. Of the four dimensions to the 'Balanced Scorecard', the focus on clients and meeting their needs is central, along with people, financial performance and business processes.

Home Care has a rigorous and reliable process of gauging client satisfaction. Annual surveys of 3000 randomly selected clients have been conducted since 1996. At present, over 97% of clients express satisfaction with Home Care's services.

Given this level of satisfaction, Home Care is currently giving emphasis to other aspects of the 'Balanced Scorecard' which warrant attention. These areas are reflected in the Budget Papers.

- (2) The Home Care Service of NSW adopts a bottom-up approach.

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**QUESTION NO: 83**

Dr Wong asked:

In regards to the Home Care Services of NSW, \$6.9 million is allocated to the second year of implementation of the Assessment and Rostering Service Management System. This is a large commitment of funding.

- (1) What are the expected outcomes, including cost benefits, of this new system?
- (2) How does it differ from the previous system?
- (3) How much is allocated for hardware, for software and for training of future users on the system?
- (4) What is the projected payback time and budget for this new system?

**ANSWER**

- (1) Once Home Care's new Service Delivery Model is implemented, it is expected that an additional 160,000 hours of service will be delivered each year for seven years from 2002.
- (2) The new Service Delivery Model focuses on streamlining two key business processes - Assessment and Rostering Service Management. The new Assessment model relies on centralising all referrals for Home Care assistance and establishing dedicated field assessors. Home Care's new Referral and Assessment Centre opened in November 2000, catering for the whole Sydney Metropolitan Area. From October 2001, it will also commence to support regional and rural areas.

The Rostering Service Management process relies on an increasing use of self-rostering by Care Workers and an automation of Time and Attendance records, using emerging new technologies which will eliminate the need for costly paper-based records.

- (3) The allocation is as follows:
  - Hardware \$0.883M

- Software \$2.026M
- Training \$0.684M

The remaining funds are intended to be utilised for project staff and associated facilities required to implement the new system.

- (4) The projected pay-back time is two years. The total budget for the new system is \$9.8M.

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**QUESTION NO: 84**

Dr Wong asked:—

Regarding the ATLAS (Adult Training, Learning and Support) program

(1) The budget makes no provision for young people with disability who will leave school in December 2001. I am aware that there is a Review of the ATLAS program but it will not report before the young people leave school at the end of this year.

- (a) What does the Government propose to do?
  - (b) When will the money be forthcoming?
  - (c) How much money will be provided? To cover how many young people?
  - (d) Will money be provided for young people who leave school before age 18?
  - (e) If not, what does the Government expect their families to do?
- (3) Young people with disability who left school in 1999 and 2000 were provided with a 2 year ATLAS Program.
- (a) What will happen to these young people when their 2 year program finishes?
  - (b) What provision has Government made for the 1999 school leavers whose ATLAS Program will finish at the end of 2001?
  - (c) What is the estimated resources required to provide the 1999 school leavers with ongoing meaningful day time activities?
- (4) The Audit Office Report into group homes identified that 80% of people over the age of 30 have nothing to do during the day.

- (a) What is the Government's plan to provide meaningful activities for these people?
- (b) What resources will the Government set aside for this purpose?

ANSWER

- (1)(a-c) The NSW and Commonwealth Governments will provide services for eligible 2001 school leavers with a disability who require assistance to transition to employment, vocational education and training or ATLAS/community access support in 2002. It is intended that 2001 school leavers will be assessed for eligibility for employment support services or ATLAS/community access over the next four months with service provision commencing in January 2002. School leavers and their families will be able to participate in local service expos which will help inform the choice of service for their young adult.
  - (d) The Government is aware that school leavers under the age of 18 are ineligible for ATLAS. I have asked the Department of Disability, Ageing and Home Care to provide advice to me on this issue.
- (2)(a-c) The ATLAS Review and Reform project will inform Government decision making and funding across the whole ATLAS program.
- 3(a-b) As a component of ATLAS Reform, Day Programs Services are currently being reviewed. The Review is looking at the range of models of service delivery and client outcomes achieved in Day Program services including community access, independent living training, recreation and other day support services. In addition the review will consider the linkages between Day Programs, Accommodation Support and Commonwealth funded employment support services.

Approved

Faye Lo Po' MP  
Minister for Community Services  
Minister for Ageing  
Minister for Disability Services  
Minister for Women