

MINISTER FOR AGEING, MINISTER FOR DISABILITY SERVICES

BUDGET ESTIMATES 2011

QUESTIONS ON NOTICE

Questions from the Hon. Jan Barham MLC

- 1a. Can you please advise the committee on what achievements were made in moving Younger People out of Residential Aged Care facilities in the 2010-11 financial year?**

Answer:

In 2010-11, 25 people were moved out of residential aged care and into YPIRAC supported accommodation.

A further 5 YPIRAC clients were assisted to move out of aged care and into other accommodation not funded by YPIRAC.

An additional 14 clients were diverted from entering aged care.

- 1b. Can you please advise how many younger people were placed into aged care facilities in that time and whether there was therefore a net gain or net loss in the numbers?**

Answer:

According to the DoHA website, as at June 2011 there were 286 people under 50 years old living in aged care facilities, in comparison to 304 people as at June 2010. This represents a 6% reduction.

Responsibility for aged care facilities falls under the Australian Government Department of Health and Ageing (DoHA) and as such, Ageing, Disability and Home Care (ADHC) does not have direct access to data regarding younger people living in aged care facilities.

- 2. What work is being undertaken by the department to ensure that people with a disability living independently in the community under 65 are not being moved into inappropriate shared accommodation because of a lack of care-hour availability to support them in the community?**

Answer:

ADHC funds a range of supports to assist people with a disability to remain in their own homes in the community. These include in-home support, Attendant Care, home modifications, equipment, drop in support, therapy and community participation. Under *Stronger Together Two*, there will also be over 100 new drop in support places through the Disability Housing and Support Initiative (DHASI) and 300 flexible Supported Living fund packages.

- 3. I note in the Budget that \$1 million from NSW Health has been set aside for 2 pilot sites in western Sydney and northern Sydney to provide specialised multidisciplinary care (nursing, medical and allied health professionals) to people with an intellectual disability and complex needs. Is funding available for a pilot program in a rural or regional areas?**

Answer:

This question should be directed to the Minister for Health.

- 4a) In the Year 2010-11, how many allegations of unauthorised restricted practices were reported to the department in each of the following categories:**
- i. Exclusionary Time Out,**
 - ii. Physical restraint,**
 - iii. Use of Psychotropic Medication,**
 - iv. Withholding items or activities of value,**
 - v. Restricted access, and**
 - vi. Seclusion**
- 4b) Of these allegations, how many were substantiated?**
- 4c) What action, if any, was taken against any staff found to have carried out an unauthorised restricted practice?**

Answer:

- 4a) In the year 2010-11 there were three allegations of unauthorised restricted practices. One related to restricted access and two related to physical restraint.
- 4b) No allegations were substantiated.
- 4c) N/A

5. How many families in NSW have multiple family members in need of disability support services and are there any particular specialised programs or services available to these families?
- a. During the 2010-11 period, how many families made the decision to relinquish responsibility of their family member to the State Government and can a breakdown of relevant information be provided as per last year in relation to how many of those carers were children and how many were adults, as well as the reasons for the relinquishment? (a similar table was provided last year)

Answer:

5. During 2010/11 there were 608 families with multiple members receiving ADHC disability services. Comparable data for the non government disability services cannot be drawn from the Minimum Data Set (MDS).
The Intensive Family Support, Extended Family Support and Family Choices programs all support families with complex and multiple needs who are experiencing significant stress.

5a.

Table 1: Breakdown of reasons for relinquishment of care during 2010/11

Reason	Adult	Young Person	Child	Total
Death of carer	9	-	-	9
Carer moved to aged care facility	3	-	-	3
Carer unable to manage challenging /violent behaviours	28	9	8	45
Carer unable to continue due to age/health issue	17	-	1	18
Person with disability at risk in the home	5	-	-	5
Risk of harm to siblings	-	-	2	2
Carer unable to meet needs of child/adult son or daughter	1	-	3	4
No family available to care	1	1	-	2
Total	64	10	14	88

6. How many carers is ADHC aware of who are currently in each of the following age brackets:

- (a) 70-75,**
- (b) 75-80,**
- (c) 80-85,**
- (d) 85-90, and**
- (e) over 90 years of age and still primary carers for family members?**

(Is it possible to get a breakdown of ages and relationship status as per the table provided during last year's budget estimates hearings?)

Answer:

In ADHC operated disability services in 2010/11, 369 primary carers were aged 70 years and over as at 30 June 2011. This figure accounts for 3.5 % of all primary carers recorded in ADHC's Client Information System (CIS). Not all clients in CIS have a primary carer recorded.

Table 1: Number of carers by age bracket

Age bracket	Number of carers
70-74 years	170
75-79 years	92
80-84 years	76
85-89 years	25
90 years and over	6
TOTAL	369

The carer age group by relationship status is set out below:

Table 2: Number of carers by relationship status

Carer Age Group	Mother	Father	Other female relative	Other male relative	Grand Total
70-74 years	119	17	29	5	170
75-79 years	66	17	8	1	92
80-84 years	56	13	6	1	76
85-89 years	20	4		1	25
90 and over	6				6
Grand Total	267	51	43	8	369

Data for ADHC funded disability services is collected through the Disability Minimum Data Set (MDS). However, MDS data for primary carers is not collected for the requested age brackets and the oldest age bracket collected is 65+.

In 2010/11, 2,735 primary carers, or 8.6 percent of all primary carers of clients with a primary carer recorded in MDS, were in the 65 years and over age bracket. The relationship status of carers 65+ is set out below:

Table 3: Carers by relationship status 65+

	Daughter	Daughter-in-law	Father	Friend/ neighbour - female	Friend/ neighbour - male	Husband/male partner	Mother	Not Stated	Other female relative	Other male relative	Son	Wife/female partner	Grand Total
65 years and over	12	6	172	13	4	69	1,977	226	167	24	1	64	2,735

The information should be used with caution as per the following:

- The date of birth of primary carers recorded in CIS is not reliable as approximately 45 % of the primary carers aged 70 years and over have an estimated date of birth.
- Disability MDS data collects only the age bracket of the primary carer, and this data is not always updated from year to year.

- 7. Ageing parents whose children with intellectual disabilities will outlive them, are becoming increasingly desperate for reassurance that their children will be cared for appropriately in the long term. Does the government have a timetable for coordinated, funded programs to provide long-term local and suitable accommodation to meet the needs of the many thousands of families in this situation?**

Answer:

Older parent carers and their families are supported by all programs, as well as targeted places in respite, case coordination, day programs and supported accommodation. In addition, Support Co-ordination for Older Carers is specifically funded to assist Older Carers with accessing the support that they require.

Under *Stronger Together Two*, a total of 1,750 new supported accommodation places will be funded across NSW over the next five years. This includes 300 individualised supported living packages that will assist people with a disability to build independence with assistance of the families and carers.

New accommodation support options such as the Independent Living Support Initiative are targeted at ageing carers and assist families in planning future options and maximising the independence of the person with a disability.

Futures planning and individualised funding is being piloted with 36 older carers in northern NSW.

The research project *The Ageing in Place: Impacts of Ageing on the Accommodation Service System* will be completed by December 2011. This project will have an action plan for further development of accommodation options for people with a disability who are ageing.

The NSW Government is working closely with the Australian Government and other States and Territories regarding the development of the National Disability Insurance Scheme (NDIS) which will assist with the longer-term planning and support needs of people with a disability. Through *Stronger Together Two* and the emphasis on individualised, person centred approaches there will be opportunity for people with a disability, families and carers (including older carers) to become familiar with individualised funding prior to the introduction of a NDIS.

8. \$20.4 million has been allocated to the large residential centres at Riverside (\$14.7 million), Rydalmere and Westmead (\$4.1 million) and Stockton (\$1.6 million). There is also \$2.8 million allocated to improve accommodation for people with a disability who currently live in large residential centres operated by non-government organisations. Can you please provide specific details of how that money will be spent and whether it will increase the number of beds available at these particular centres?

Answer:

The amount of \$14.743 million allocated to the Riverside Centre Redevelopment includes the estimated forecast cost for this year for the beginning of construction of six group homes on the Bloomfield site plus an administration block and six group homes offsite in various NSW Regional locations. The costs include land acquisition and some construction work which is forecast to commence in March 2012. The project is scheduled to be completed by June 2013.

The amount of \$4.131 million allocated to Large Residential Centre Redevelopments at Metro Residences (Rydalmere and Westmead) will allow for the purchase of land for residents who indicate that they prefer moving into accommodation located in the community. Consultation with Westmead and Rydalmere family members, residents and guardians has commenced.

The amount of \$1.574 million allocated to Large Residential Centre Redevelopments at Stockton include project establishment costs and planning.

The amount of \$2.847 million allocated to Large Residential Centre Redevelopments operated by non-government organisations includes project establishment costs and initial land purchases.

The funding provided is for new and contemporary accommodation for existing residents. Any increase in the number of beds will not be at these centres.

9. In 2010/2011, how many applications did ADHC make to the Guardianship Tribunal and what was the success rate for:

(a) guardianship orders?

(b) financial management orders?

Answer:

Applications	No.	Successful	Withdrawn	Pending a hearing
Guardianship orders only	56	41	1	-
Financial management orders only	18	15	-	-
For <u>both</u> orders	61	53 for guardianship orders 54 for financial management orders	- -	3 -

- 10. In 2010/2011, how many applications to the Guardianship Tribunal were made by others (individuals or organisations) and what was the success rate for:**
- (a) guardianship orders?**
 - (b) financial management orders?**

Answer:

This question should be directed to the Attorney General.

- 11. During the 2010-11 financial year, how many decisions of the Guardianship Tribunal were appealed and what was the success rate in**
- (a) the Administrative Decision Tribunal or**
 - (b) the Supreme Court?**

Answer:

This question should be directed to the Attorney General.

12. On page 8 of section 4 of Budget Paper 3, the 2010-11 forecast figure for people in out of home arrangements was 8,990 - which was a decrease on the actual figure the year before. Can you please explain to us how that forecast figure was arrived at when it would seem to go against the trend of the number of people increasing - in fact the actual for that period was 9,600 - which would fit the trend of a gradual increase.

Answer:

Every year the number of people accessing out-of-home arrangements increases as a result of growth funding.

Every year the forecast figure for people accessing out-of-home arrangements is calculated on the most recent actual data available from the Minimum Data Set and is an estimate only.

The forecast figure (8,990) used in Budget Paper 3 was based on the data available at that time (2008-09).

13. Similarly, on page 12 of section 4 of the Budget Paper 3, the forecast figure for 2010-11 for the number of people in intensive supported accommodation was estimated at 8,820 - a slight drop from the actual figure the previous year and then the actual figure from 2010-11 ended up being 9,400

(a) Can you explain how that forecast figure was arrived at?

(b) How was this year's forecast figure of 9,700 is accurate?

Answer:

(a)and (b) Please refer to QON 12.

14. I refer to page 23 of section 4 and Budget Paper 3 under the heading *“Recent Achievements”* – in regard to the 3.9 million hours of service that was delivered to 52,000 clients across NSW, are travel hours included in that figure? (*obviously this would be significant in visiting clients in rural and remote communities*)

Answer:

The time a staff member spends travelling to and from a client service is in addition to the reported 3.9 million service delivery hours.

- 15. On page 10 of section 4 of budget paper 3, details are given of the number of employees in the community support sector. It appears that the number of staff is forecast to drop from 713 to 707 - can you please advise how the department plans to address the level of unmet need when the level of staffing is decreasing?**

Answer:

The estimated decrease in staff from 713 to 707 is due to the transfer of some Day Program services from ADHC to the non government sector during 2010/11. It does not reflect a reduction in the level of services.

- 16. In regards to the 2,200 Aboriginal clients who receive Home Care Services (mentioned on page 23 of section 4 of Budget paper 3) – is there a breakdown of how many of these were receiving care as an older person and how many were receiving care as someone with a disability?**

Answer

The breakdown of the 2,200 clients receiving services from the Aboriginal Home Care Service is as follows:

- 1,388 clients were frail aged;
- 81 were carers of a frail aged person;
- 462 were a younger person with a disability;
- 142 were carers of a younger person with a disability; and
- 127 received services from Australian Government funded programs such as Community Aged Care Packages or National Respite for Carers.

**17. How many Aboriginal people received respite care services in NSW?
How does that figure compare to previous years?**

Answer:

As reported in Disability Minimum Data Set, the number of Aboriginal people who received respite services in 2010/11 is 706. This represents approximately 7.6 % of all clients in respite services.

Compared to previous years, more Aboriginal people accessed respite services in 2010/11. The total number of Aboriginal people receiving respite services over the last three years is as follows:

- 480 in 2008/09;
- 604 in 2009/10; and
- 706 in 2010/11.

18. How many Aboriginal people received accommodation services in NSW? How does this figure compare to previous years?

Answer:

As reported in Disability MDS, the number of Aboriginal people who received accommodation services in 2010/11 is 398. This represents approximately 4.4 % of all clients in accommodation services.

Compared to previous years, more Aboriginal people have accessed accommodation services in 2010/11. The total number of Aboriginal people receiving accommodation services over the last three years is as follows:

- 263 in 2008/09;
- 349 in 2009/10; and
- 398 in 2010/11.

19. (a) How many Indigenous support workers has ADHC trained and how many are now working with the care sector?

(b) What percentage of the overall workforce of ADHC does that figure represent?

Answer

(a) Since July 2010, ADHC has trained a total of 81 Aboriginal support workers:

- 19 Assistants in Nursing with Certificate III in Aged Care;
- 38 Disability Support Workers with Certificate IV in Disability; and
- 24 Home Care Workers with Certificate III in Health Support Services.

A total of 71 are now working with the care sector in the following roles:

- 12 Assistants in Nursing;
- 38 Disability Support Workers; and
- 21 Home Care Workers.

ADHC is unable to provide data on how many staff who left ADHC are now working within the non-government care sector.

In 2011-12, ADHC has commenced:

- training for 10 Assistants in Nursing;
- recruitment for 35 new Disability Support Workers; and
- recruitment for 20 trainee Home Care Workers.

(b) The representation of Aboriginal support worker trainee graduates in the ADHC workforce is:

- Assistants in Nursing - 1.8%;
- Disability Support Workers - 1.5%; and
- 0.5% of care workers employed by the Home Care Service of NSW.

20. What percentage of Ageing, Disability and Home Care service recipients are provided with self-directed funding packages? How does this compare to previous years.

Answer:

In 2010/11, an estimated 3% of ADHC service recipients were accessing self-directed funding through a range of service models implemented through *Stronger Together*, compared to 1% in 2005/06.

21. What is ADHC's timeline for introducing the new person-centred 'Lifestyle Planning Policy' which replaces the previous 'Individual Planning Policy & Procedures 2005'?

Answer:

The Lifestyle Planning Policy is currently being implemented in ADHC-operated accommodation services.

In September 2011, ADHC released the *Lifestyle Planning Policy* for consultation.

The information and feedback in the consultation submissions is currently being collated and analysed and will inform how the *Lifestyle Planning Policy* can be implemented across the non government sector.

22. When the move is made towards a more self-directed funding model, what arrangements will the Government put in place for service providers to operate under new arrangements? (to either support service providers that may lose 'business' or to support service providers that may suddenly experience an increase in demand).

Answer:

Under *Stronger Together Two* the Government will invest \$25 million over the next five years in workforce and industry development, including a strong focus on supporting the sector to move to the new service delivery environment.

The \$17 million Industry Development Fund in place with National Disability Services will deliver a range of strategies to position providers in a person centred funding environment.

The agency recognises the need to ensure the sustainability of the current service provider base to ensure that people with a disability have choice in the services they receive and the providers that can support them.

The *Living Life my Way* consultations with non government service providers are focussing on what the sector considers it will need to operate under the new arrangements.

(a) How does New South Wales investment in respite care compare with other State jurisdictions? Could you provide the Committee with a per capita investment for each State?

Answer:

This information is set out in the Australian Institute of Health and Welfare (AIHW) Report *Disability Support Services 2009-10*.

23. (a) In 2010/2011, how many allegations of client abuse were received by the Department and what was the nature of those complaints?
- (b) Of these, how many were referred to the Ethics and Professional Standards Unit?
- (c) Of those complaints referred to the EPSU, what was their nature and how many were substantiated?

Answer

- (a) ADHC recorded 91 complaints of inappropriate conduct by staff against clients in 2011-11. This includes allegations that could amount to client abuse.
- (b) 41.
- (c) The allegations primarily concerned inappropriate use of physical force.

Of the 41 matters referred to EPSU, 8 were the subject of a disciplinary investigation and 7 of these matters were substantiated. The final matter has not yet concluded.

As per last year, could a printout of all referrals to the EPSU for investigation be provided to the committee with the outcomes – if any – of the investigations?

Yes, see ATT 1.

- 24. (a) How many allegations of client abuse by an ADHC carer in supported accommodation were reported to NSW Police?**
- (b) How many allegations of abuse by one client on another client in supported accommodation were reported to NSW Police?**

Answer:

- (a) 29 of the allegations of client abuse were reported to the NSW Police.
- (b) 11 allegations of abuse by one client on another client in supported accommodation were reported to NSW Police.

- 25 (a) In 2010/2011, how many reported overdoses or misuses of prescribed medications were made?**
- (b) Of those cases, how many were caused by the client (either deliberately or accidentally) and how many involved a mistake by a support worker?**

Answer:

- (a) 775 cases were reported on the Client Information System.
- (b) 755 were caused by clients, while the remaining 20 instances involved support staff.

- 26. What is the percentage of Individual Plans that are**
- a) incomplete?**
 - b) out of date?**
 - c) have no review date?**

Answer:

For the period between April to June 2011, eight per cent of client Individual Plans were not completed, or were out of date.

- 27. How many Restrictive Practice Authorisations are currently**
a) Incomplete or
b) out of date?

Answer:

As at June 2011, 4% of clients (25 in total) in ADHC operated accommodation services did not have a Restricted Practice Authorisation Plan completed within the required timeframe.

- 28. How many Client Risk Profiles are currently**
a) Incomplete or
b) out of date?

Answer:

For the period between April to June 2011, 113 Client Risk Profiles were not completed, or were out of date.

- 29. How many clients with swallowing and nutrition difficulties have eating and drinking plans that are currently**
- a) incomplete or**
 - b) out of date?**

Answer:

For the period between April and June 2011, 102 eating and drinking plans were not complete, or were out of date

- 30. Accepting that some clients are listed on a Client Request Information System for more than one particular service, can you advise how many clients accessed the following services in 2010/11:**
- a. physiotherapy?**
 - b. occupational therapy?**
 - c. behavioural support?**
 - d. case manager?**

Answer:

In 2010/11, the Client Information System recorded that:

- a. 2,089 clients accessed a physiotherapy service
- b. 3,938 clients accessed an occupational therapy service
- c. 1,350 clients accessed a behavioural support service
- d. 5,967 clients accessed a case management service.

These figures include only ADHC delivered services and do not include clients who accessed services through ADHC funded non-government organisations.

31. Last year the committee was given a table for the current number of people on the service request registers for every specialist support team in NSW. This list was broken down into regions. Can an updated table on these requests be provided?

Answer:

The table below is an updated version of the information requested by discipline and region.

Number of clients with a raised request

Region	Physiotherapy	Occupational Therapy	Speech Pathology	Case Management	Psychology	Behaviour Support
Hunter	157	196	323	216	184	4
Metro North	296	639	681	182	222	257
Metro South	219	781	769	345	342	8
Northern	131	324	332	210	66	124
Southern	39	268	302	141	119	44
Western	176	362	338	208	29	44
NSW	1,018	2,570	2,745	1,302	962	481

Note: Some clients request more than one service type and will therefore be counted under more than one discipline.

32. Last year the committee was provided with raw figures and a table that demonstrated how many people were on the register of request for supported accommodation (RoRSA) in each of the ADHC regions. The committee was provided with a second table that showed a breakdown of priority level in each area.
- Can an updated version of these two tables be provided?
 - Can the average waiting time for individuals included on the register of request for supported accommodation be provided?
 - What is the longest time that someone has been waiting on RoRSA (and pre RoRSA on whatever the register was called at the time) in each Region?

Answer:

- The table below provides a breakdown of the number of people on the RoRSA by region and priority.

RoRSA: Immediate Need – breakdown by region and priority

Region	Low	Medium	High	Pending	TOTAL
Hunter	8	5	154	0	167
Metro North	20	13	137	3	173
Metro South	4	5	178	0	187
Northern	8	17	75	0	100
Southern	3	4	59	1	67
Western	2	1	51	1	55
TOTAL	45	45	654	5	749

As at September 2011:

- The average waiting time for individuals on the RoRSA is 28 months.
- The longest date of registration for each person on the RoRSA in each region is shown in the table below:

Region	Date of Registration
Hunter	13/10/2000
Metro North	13/07/2004
Metro South	01/03/2004
Northern	25/11/1996
Southern	11/10/2005
Western	16/05/2006

- Note: the client in Northern Region is receiving drop-in support however requested to remain on the RoRSA for future provision of accommodation support.

33. What is the average number of respite beds, as a percentage of the total, that are currently being used by people waiting for permanent access to supported accommodation?

Answer:

As at 30 September 2011, there were four individuals in ADHC respite beds who were awaiting access to supported accommodation. This represents 1.74% of the total ADHC statewide capacity of 230 ADHC respite beds.

There were also seven individuals in NGO respite beds who were awaiting access to supported accommodation. This represents an estimated 3% of the total NGO statewide capacity funded by ADHC.

ADHC is currently undertaking a stocktake to confirm the actual statewide capacity of NGO respite beds as different beds are funded for different numbers of hours per week.

34. How many people currently have their name on the Future Needs Register in each ADHC area? How does this compare to previous years?

Answer:

As at 30 September 2011 there were 1,417 people on the RoRSA indicating a future service need. A Regional breakdown is provided in the table below.

This compares to 1,006 people indicating a future service need as at 30 June 2010. A regional breakdown for 2009/10 is also provided in the table below.

This results in an increase of 411 people recorded by ADHC as indicating a future service need.

Table 1: Future need recorded by region as at 30 September 2011

Region	Future Need 2010/11	Future Need 2009/10
Hunter	186	179
Metro North	517	435
Metro South	110	70
Northern	284	10
Southern	93	58
Western	227	254
TOTAL	1,417	1,006

The increase in identified future need can be attributed to more people planning for the future by identifying an anticipated need for supported accommodation.

35. How many people moved directly from the family home into permanent supported accommodation models in 2010/11?

Answer:

In 2010/11, 119 people moved directly from the family home into permanent supported accommodation models.

36. Under the new COAG agreements to take affect next year, delivery of aged care services will be separated from disability services.

(a) Will the NSW Government agree to fully fund disability services, currently funded under HACC?

(b) If so, when will these new funding arrangements be finalised to give community groups certainty?

Answer:

(a) Under the new arrangements, the Commonwealth Government will take full funding and operational responsibility for HACC services for older people (people aged 65 years and over, and Indigenous Australians aged 50 years and over).

The NSW Government will continue to fund and manage at least current levels of HACC services for younger people and existing arrangements between the NSW Government and specialist disability services will remain unchanged.

(b) New funding arrangements for all HACC providers will be in place by 1 July 2012.

37. In May 2010, the Senate Community Affairs References Committee tabled their report entitled "HEAR US: Inquiry into Hearing Health in Australia". A number of the recommendations contained in that report required the input and cooperation of the States and Territories for implementation. Can you please advise the Committee on how the State Government of NSW has responded to the report, namely the following recommendations:

- **Recommendation 1(noise regulations)**
- **Recommendation 2 (Work force retention)**
- **Recommendation 3 (qualification standards for teachers)**
- **Recommendation 6 (patient assisted travel schemes)**
- **Recommendation 7 (e-technology based programs for children)**
- **Recommendation 8 (universal newborn screening)**
- **Recommendation 10 (interpreters)**
- **Recommendation 13 (shopfronts and government service providers)**
- **Recommendation 14 (Database for national neonatal screening)**
- **Recommendation 22 (provision in classrooms)**
- **Recommendation 23 (provision in classrooms)**
- **Recommendation 24 (teacher induction programs)**
- **Recommendation 25 (professional development programs)**
- **Recommendation 27 (hearing assessments for those serving custodial sentences)**
- **Recommendation 28 (Ombudsman investigate potential miscarriage of justice)**
- **Recommendation 30 (Ear Health infonet)**
- **Recommendation 31 (police interrogation)**
- **Recommendation 32 (professional development programs for justice system)**
- **Recommendation 33 (hearing loops in interview rooms)**
- **Recommendation 34 (improvements to correctional facilities)**

Answer:

Many of the recommendations in this report fall under the responsibility of the Australian Government. The Australian Government responded in May 2011. A number of recommendations required input from NSW government agencies, however none are specifically the responsibility of ADHC. ADHC is generally supportive of the recommendations and welcomes the opportunity to work

collaboratively with other agencies towards improving the responses for people who are deaf or hearing impaired so that they have equitable opportunities to participate in community life, access services and other supports.

In 2011 to 2013 ADHC will be undertaking research on the needs and support pathways for people with a sensory disability. This research aims to: explore the use of specialty and mainstream supports; assess unmet need; investigate existing information resources and the adequacy of print disability services. Further research is also being undertaken to identify equipment and assistive technology to reduce the reliance on care and support services.

In 2010/11, \$11 million was provided for services for people with a sensory disability including advocacy, early intervention, therapy and accommodation support. An additional \$2 million was also provided to subsidise smoke alarms for deaf and hard of hearing people over three years.

38. When will the Government introduce a communication system on public transport, including boarding and departure provisions, that provides equal access to all commuters -including the hearing impaired?

Answer:

This question should be directed to the Minister for Transport.

- 39(a) Has provision been made in the Budget for conducting an audit of all wheelchair accessible taxis in NSW to check compliance with the Disability Standards for Accessible Public Transport 2002 (Cth)?**
- (c) Has provision been made in the Budget for financial compensation for taxi operators to assist in modifying their vehicles to make them compliant with the Disability Standards for Accessible for Public Transport 2002 (Cth)?**

Answer:

This question should be directed to the Minister for Transport.

40. Is it true that many individuals are given insufficient community transport trips to meet their needs for medical appointments, social activities and seeking employment and/or training?

Can the Minister advise whether there is a formula or criteria for community transport trip allocations and whether the number of trips allotted to an individual takes into account their individual needs?

Answer:

There is significant demand for community transport services, particularly for medical related transport.

From 2007/08 to 2010/11, an additional \$12.8 million was provided for community transport services, an increase of 31%. Despite this increase, at times organisations cannot immediately meet all requests for transport services.

There is no formula or criteria for trip allocations because transport services are provided based on assessed and prioritised need, and the availability of the requested service. Individual clients are not allocated a specific number of trips.

41. Can you advise if there is a budget allocation of outcomes of the “Ageing Roundtable”?

Answer:

It is too early for budget implications of the whole-of-government ageing strategy to be determined.

42. **Repeated suggestions have been made by various stakeholders that the eligible age for the Seniors Card be lowered to 45 years for Aboriginal and Torres Strait Islander people, in recognition of the fact that they have tragically shorter life expectancies than non-Indigenous Australians. It's estimated that lowering the eligibility age would cost less than \$1.7m per annum. Was that proposal considered in compiling this year's budget? And if it was considered, why was it ruled out?**

Answer:

No, the proposal was not considered in compiling this year's budget.

43. Minister, can you or your department disclose to the Committee the percentage of all Ageing, Disability and Home Care contracts awarded to or renewed with non-government agencies or private service providers that are known to be subcontracting all or part of their contracts?

Answer:

In 2010-11, ADHC was aware of 128 (14%) non-government agencies that have subcontracting arrangements with third parties.

- 44. I refer to the Medication Handling in Community-Based Health Services/*Residential Facilities in NSW* – which is a set of Guidelines published by NSW Health used when providing support to individuals with a disability in the community. The document expresses a strong preference for the use of blister packs for medication rather than boxes of bottle.**
- (a) Can the Minister or his department advise on how that preference was arrived at?**
- (b) I understand that the use of blister packs creates a significant cost burden on people with a disability - a cost of around \$208 per year or \$8 per fortnight. These packs hold the same medications that many have been using and taking responsibly for years without the need for blister packs. Many people have reported that they feel disempowered by this policy.**
- (c) Can the Minister advise on what measures could be taken to subsidise that increased cost?**
- (d) That policy was due for review in January 2010. Can you please advise the committee on why that review has not taken place and when the review is scheduled?**

Answer:

- (a) The Guidelines referred to belong to NSW Health and ADHC cannot comment on matters relating to their development or content.
- (b) and (c)
ADHC's Medication Policy requires that medication administered by staff to clients be in clearly marked packaging, blister packs where available. It does not prohibit the dispensing of medications in separate packages where an individual self medicates. Dispensing in individual packages would be organised with involvement of the pharmacy, the accommodation service and the person.
- People who self administer will not experience an increase in cost for their medications if they continue to have them dispensed in individual packs.
- (d) The review date for the Guidelines is the responsibility of NSW Health and ADHC cannot comment.

- 45. (a) How many complaints or representations has the Department received in regards to carers receiving parking fines while carrying out their duties?**
- (b) What has been the Government's response to suggestions that a special Parking Authority card be provided to carers to use while carrying out their duties?**

Answer:

- (a) There are more than 4,000 care workers employed by the Home Care Service of NSW across the state. Most care workers use their own vehicles while on duty to drive to clients' homes to deliver services.

Care workers in some inner Sydney areas may be impacted by metered parking or parking restrictions while on duty. Complaints from care workers about parking fines being received while on duty have occurred in parts of the North Shore, Inner City and Eastern Suburbs areas of Sydney. The precise number of these complaints is not known but is estimated to be less than 20 per year.

Representations about this issue from the Union representing care workers (United Voice) have occurred in the past and it is understood that the Union has approached some Councils regarding this matter.

- (b) As stated this issue is limited to some inner Sydney areas and a local solution has been sought through Home Care branches in those areas by approaching local Councils to seek parking permits for care workers.

Manly and North Sydney Councils have issued parking permits for care workers. Mosman, Sydney, Waverley and Randwick Councils will not issue permits and, in the past, have not waived parking fines received by care workers while on duty.

Further liaison and discussions with local Councils is planned to try to seek an agreeable solution to this issue.

- 46. I understand the Elton Consulting Group is currently examining the Home Modifications and Maintenance scheme. Given the impact on the state Health budget of slow hospital discharges and the great costs involved in seeking temporary accessible accommodation (often far from loved ones) this study is eagerly awaited. Can you please advise the committee on the progress of this examination?**

Answer:

The final draft of the Elton Consulting Report into Home Modifications was provided to ADHC on 13 October 2011. ADHC is now working with the NSW Home Modification and Maintenance Services State Council, the Department of Health and Ageing and other stakeholders to consider reforms to the home modifications program.

47. What cultural awareness training is provided to ADHC staff, particularly frontline staff?

Answer:

ADHC is committed to cultural competency training and the development of associated resource materials for its staff. Cultural competency training strategies are included in regional learning and development opportunities and within staff induction programs.

ADHC conducted a series of seven workshops on the effective use of language services during November and December 2010. Regions will continue to offer this type of training to their staff as part of the training calendar.

To assist non government organisations to increase their capacity for culturally responsive services, ADHC has developed information and educational resources. In conjunction with staff training, these resources support and complement major cultural diversity policies, and are available to organisations in partnership with ADHC Regions.

- 48 (i) I refer to last year's inquiry by the Standing Committee on Social Issues into Services provided or funded by the Department of Ageing, Disability and Home Care. While there is widespread gratitude and appreciation for the work done by most ADHC staff, concerns were raised about the attitude of some staff:

At section 11.66 of their report, the committee noted an example where one ADHC staff member in a senior position still referred to people with an intellectual disability as "morons", arguing this is "an acceptable medical diagnosis".

Answer:

Since the Parliamentary Inquiry:

- A revised code of conduct (the Code) for ADHC staff has been introduced. The Code explains the principles covering appropriate conduct of employees of ADHC, and outlines the minimum standards of behaviour expected of all employees.
- The Code notes that ADHC staff are expected to adhere to ADHC's values, which include client focus (an aspect of which is meeting needs in a respectful and culturally appropriate way) and valuing and respecting our people (an aspect of which is valuing diversity).
- The Code also notes that ADHC staff are expected to adhere to the principles it contains, including: "act with impartiality, courtesy, promptness and fairness"; and "respect the rights and dignity of clients and community members".
- ADHC managers have been briefed on the new Code. Managers are required to brief and discuss the Code with their staff and copies of the Code are signed by both managers and staff members to demonstrate this discussion has occurred.
- The Code is supported by ADHC's Dignity and Respect policy, released in November 2010, which highlights the principles of dignity and respect and the importance ADHC places on this in the workplace. The policy promotes a workplace culture free from bullying, discrimination and harassment and sets out how concerns regarding disrespectful behaviour can be raised and addressed. A key principle of the policy is positive and respectful communication. Staff briefings regarding the policy were conducted across the state.

- (ii) **What improvements have been made to improve accountability mechanisms so that clients can report inappropriate staff behaviours and have confidence their concerns will be dealt with?**

Answer:

ADHC is introducing an agency wide Client Charter to strengthen the accountability for the provision of services to clients. The Charter will outline how we will work with our clients including information about services we provide, client rights, ADHC staff responsibilities towards clients, avenues for communication, service standards and client feedback and complaints. ADHC staff are required to comply with the Code of Conduct which encompasses

rights and dignity of clients and community members, integrity and performance. ADHC has clear processes for the reporting and investigation of breaches of the Code of Conduct reported by clients/carers and advocates.

49. a) **How many staff members with a disability are employed within ADHC?**
- b) **What positive actions have been undertaken by the department to recruit more people with a disability?**
- c) **What measures are in place to ascertain whether ADHC staff members with disabilities are known to be happy and feel supported in their work environment?**

Answer:

- a) At 30 September 2011, 311 ADHC staff had identified as having a disability.
- b) As outlined in QON 204 (c), ADHC is implementing a number of actions to increase the recruitment of people with a disability that are set out in *Employability* - the NSW government strategy to increase employment opportunities for people with a disability in the NSW public sector. These include:
- ADHC's trial of the Australian Network on Disabilities *Stepping Into* program, which offers work experience to graduates or tertiary students with a disability.
 - Recruitment of people with a disability under *Ready, Willing and Able*, which aims to provide sustainable employment opportunities in the NSW public sector.
- c) ADHC is implementing a range of strategies to promote a positive culture of employment for people with a disability that aligns with *Employability* - the NSW government strategy to increase employment opportunities for people with a disability in the NSW public sector. These include:
- Establishment of a Disability Employee Network open to employees with a disability and those with an interest in supporting them. The objective of the network is to improve attitudes towards, and awareness of, employees with a disability in ADHC and to help identify and address the issues facing these employees. The network is championed by the Deputy Director-General, Corporate Services and provides a forum for consultation on policies and procedures impacting on the recruitment, retention and career development of employees with a disability. It also provides staff with peer group support and an increased understanding of issues faced by people with a disability in the workplace.
 - A guide for ADHC staff, "*People with disability in the workplace*", which provides comprehensive practical advice on best practice in employment related matters – including appropriate language – for employees with a disability, their managers and peers.
 - Embedding person centred thinking in a range of staff development programs (and the associated supporting materials) that are targeted to support specific workforce groups, including senior managers.

50. Initially this report was one of many from the 54th Parliament that the Government indicated they would NOT be supplying a response to. I'm glad to see they are now intending to supply a response. Can the Minister advise when that response can be expected?

Answer:

The Government will provide a response by 5 December 2011.

51. Recommendation 4 of the Report requires an annual report to Parliament on the implementation and expenditure on *Stronger Together 2*. Can the Minister please advise when the report will be tabled?

Answer:

The 2011/12 report will be tabled by December 2012.

Questions from the Hon. Amanda Fazio MLC

52. How many people applied for Supported Accommodation in the last financial year?

Answer:

838 people registered an immediate need for supported accommodation in 2010/11 and an additional 482 people indicated a future service need. Registrations may be received from individuals wishing to re-register their place on the RoRSA.

53. In relation to the above, please provide a breakdown of supported accommodation places funded by ADHC, including for direct ADHC services and non government services.

Answer:

Programs	2011/2012		
	Estimated Places		
	NGO's	ADHC	Total
ADHC Group Homes and In Home		1,587	1,587
NGO Community Living	5,126		5,126
Community Justice	195	29	224
Leaving Care Program .	355	24	379
YPIRAC	120	1	121
Boarding House Relocations	790		790
Emergency Response	337		337
Total	6,923	1,641	8,564

54. How many people missed out on supported accommodation over the last financial year who were eligible for ADHC services but not included on the Register of Requests for Supported Accommodation because they were not in immediate need for service?

Answer:

All people assessed as eligible for accommodation support and who are willing to accept an accommodation support service (subject to allocation offer, acceptance and transition planning) are placed on the Register of Requests for Supported Accommodation – Immediate Need.

The relative urgency of the individual's situation is reflected by their priority which is recorded as high, moderate or low as per the criteria in the *Allocation of Places in Support Accommodation Policy and Procedures*.

All requests are considered for suitable vacancies on the basis of priority of need and limited to the location(s) nominated by the applicant.

When a person considers they may have a future service need they may indicate this to ADHC and this is recorded. If the person's situation should change they can advise ADHC and the person will be assessed for eligibility and support options and placed on the RoRSA accordingly.

55. How many people were successfully placed in supported accommodation in the last 12 months?

Answer:

365 people were placed in supported accommodation in 2010/11.

56. How many people are on the Register of Requests for Supported Accommodation who have anticipated needs for each head of service provided and or directly funded by ADHC for each of the ADHC regions?

Answer:

See QON 34.

57. How many people are on the Register of Requests for Supported Accommodation who have immediate needs for each head of service provided in each of the ADHC regions?

Answer:

See QON 32.

58. How many people by disability type are on the Register of Requests for Supported Accommodation in each ADHC region?

Answer:

The table below provides a regional breakdown of clients on the RoRSA: by disability type.

	Hunter	Met North	Met South	Northern	Southern	Western	Total
Acquired brain injury	31	17	11	5	4	7	75
Autism	6	6	2	5	5	4	28
Intellectual	107	134	136	66	56	39	538
Neurological	4	5	1	5	0	1	16
Not stated	0	3	1	1	0	1	6
Physical	12	7	7	18	2	1	47
Psychiatric	7	1	29	0	0	2	39
TOTAL	167	173	187	100	67	55	749

59. How many of those identified as having anticipated and immediate needs in each region are willing to take up a place on offer immediately?

Answer:

All people assessed as having immediate need are willing to take up a place immediately on offer.

60. What is the level of unmet need for supported accommodation in NSW?

Answer:

Please refer to QON 34.

61. How many clients/consumers were placed in supported accommodation services in the last financial year were moved directly from the family home?

Answer

See QON 35.

62. Please provide a breakdown of regions to the question above.

Answer

Hunter	Met North	Met South	Northern	Southern	Western	Total
33	14	15	47	6	4	119

63. Of the number of people identified in 4 (Q55) and 10 (Q61) above, how many are deemed as high priority in each Region?

Answer:

In reference to Question 55 a regional breakdown of clients placed in supported accommodation in 2010/11 recorded as high priority is provided below.

Priority	Hunter	Met North	Met South	Northern	Southern	Western
High	29	18	36	42	14	5

In reference to Question 61 a regional breakdown of clients placed in supported accommodation directly from the family home in 2010-11 recorded as high priority is provided below.

Priority	Hunter	Met North	Met South	Northern	Southern	Western
High	27	13	13	35	6	4

64. What is the breakdown by age group of people on the register for each region?

Answer:

A regional breakdown of clients on the RoRSA by age group is provided below.

Regional breakdown of RoRSA: Immediate Need by age range

Region	Young People 16-17 yrs	Young adult 18-34 yrs	Mature adult 35-54 yrs	Older people 55+ yrs	TOTAL
Hunter	5	71	75	16	167
Metro North	13	96	53	11	173
Metro South	8	80	87	12	187
Northern	3	58	32	7	100
Southern	2	34	20	11	67
Western	10	19	21	5	55
TOTAL	41	358	288	62	749

65. In each of the age groups provided to question 13. above, (Q64), what is the longest time that a person has been on the Register of Requests for Supported Accommodation in each region, also advise what is the date of registration.

Answer:

The table below provides a regional breakdown by age group of the date the service request was activated for applicants on the RoRSA for the longest time.

Region	Age Group							
	Young People 16-17 yrs		Young adult 18-34 yrs		Mature adult 35-54 yrs		Older people 55+ yrs	
	Longest waiting time (months)	Date of registration*	Longest waiting time (months)	Date of registration*	Longest waiting time (months)	Date of registration*	Longest waiting time (months)	Date of registration*
Hunter	21	17/12/2009	131	13/10/2000	119	24/10/2001	75	21/06/2005
Met North	56	22/01/2007	86	13/07/2004	78	8/04/2005	62	2/08/2006
Met South	15	24/06/2010	91	1/03/2004	69	1/01/2006	42	17/04/2008
Northern	4	5/05/2011	178	25/11/1996	88	1/06/2004	43	1/03/2008
Southern	54	20/03/2007	71	11/10/2005	60	11/10/2006	47	1/11/2007
Western	64	22/05/2006	64	16/05/2006	64	30/05/2006	62	31/07/2006

* Date of registration is based on the 'Raised Date' in the Client Information System

66. How many people have been on the Register of Requests for Supported Accommodation for longer than six months in each region?

Answer:

As at 30 September 2011, a total of 584 people have been on the RoRSA for longer than six months. A regional breakdown is provided below.

	Hunter	Met North	Met South	Northern	Southern	Western
No. of clients on the RoRSA for longer than 6 months	140	121	157	66	57	43

67. For the last financial year how many people who have met the urgent need criteria for supported accommodation are on the waiting list?

Answer:

As at 30 September 2011, 654 people.

68. What tool will ADHC use to identify and measure projected need in all services provided and funded by ADHC from 2015?

Answer:

ADHC uses, and will continue to use, a range of data sources to estimate projected need in all services provided and funded by ADHC. These include:

- ABS Census data;
- Survey of Disability, Ageing and Carers (SDAC) data; and
- Population Projection data from the Department of Planning and Infrastructure.

69. Of the 588 new places in supported accommodation for 2011-12 (referred to during estimates), please provide details of where it is anticipated that these new places will be made available.

Answer:

Growth Places 2011/12								
	Metro North	Metro South	Hunter	Northern	Southern	Western	Unallocated	Total
ADHC	2	10	0	0	0	0	0	12
NGO	89	176	71	77	32	122	9	576
Total Places	91	186	71	77	32	122	9	588

70. Of the above, which are ADHC services and which are NGO's?

Answer:

See QON 69.

71. How much money has been provided in the 2011-12 budget to provide for respite for the Ageing Parent Carers program?

Answer:

A total of \$16,671,912 has been provided in the 2011-12 budget to continue the Respite for Ageing Parent Carer program. An additional \$5.7 million is provided for flexible respite services under the Disability Assistance Program for older carers. Ageing parent carers are also able to access respite from other respite programs.

72. How many new flexible respite places will be provided for under this program?

Answer:

Under *Stronger Together* Two carers, including ageing parent carers, will have access to an additional 4,500 flexible respite places by 2016, of which 840 places will be available from 2011-12.

73. How many new Centre based respite places will be provided?

Answer:

Nil.

74. How many new families will be provided case management through the support coordination program?

Answer:

The support coordination program provides funding for short-term case management for up to 2,160 older parent carers each year to assist them to access services, strengthen social and other supports and to plan for the future needs of their son or daughter.

75. How many new day program places will be provided in the *Life Choices and Active Ageing* programs?

Answer:

ADHC will make available a total of 2,000 new Life Choices and Active Ageing day program places under *Stronger Together 2*.

76. How many children with a disability were relinquished by their families to the Department in the last 12 months?

Answer:

See QON 5 (a).

77. How many adults with a disability were relinquished by their families to the Department in the last 12 months?

Answer:

See QON 5 (a).

78. What monies for preventative measures to reduce the rate of families relinquishing care are in the 2011-12 budget?

Answer:

ADHC provides a range of services to support families caring for a person with a disability.

The 2011/12 budget includes a total \$12.9 million and 448 places for three specific programs that are designed to assist families where there is a risk of family breakdown and/or entry into out of home care.

These programs are:

Program	Funding \$ million	Places
Intensive Family Support	6.5	313
Extended Family Support	5.4	115
Family Choices	1.0	20
Total	\$12.9	448

79. Referring to the above question, please describe these measures or programs.

Answer:

Intensive Family Support Program

A short-term, intensive and flexible in-home support program that assists individual families that have a child with a disability under 18 years of age where there is a risk of out-of-home placement and/or family breakdown. The program includes a brokerage service to purchase material aid, specialist services and other services to meet the immediate short-term need of families. The brokerage must be used to support the goals of an agreed case plan.

Extended Family Support

This initiative helps families who have a child with a disability aged under 18 years of age who are experiencing significant stress. Support packages are provided to help families to manage day-to-day demands, reduce stress and continue caring for their child.

The initiative provides more responsive support, such as in-home support or more intensive behaviour support. Where necessary, placements can be arranged if a child is currently unable to remain living at home. When this happens, the focus is on restoring the child to live with his/her family.

Family Choices

This program provides support to families who have a child with a disability under 18 years of age who has moderate to very high support needs and is unable to remain living at home. The program operates in ADHC'S Northern, Southern and Western regions. Family Choices provides an opportunity for placement with an alternative family, which is voluntary and is designed with the child's best interests in mind. Parental responsibility and guardianship remain with the birth family. There are a range of care options to meet the needs of the child and their birth family, including extended family/kinship care, foster care and shared care.

80. How many children with disabilities does ADHC provide out of home care for?

Answer:

Two.

81. How many individuals are temporarily occupying a respite bed who would be better suited to permanent accommodation.

Answer:

As at 30 September 2011, there were a total of 11 individuals (four in ADHC respite services and seven in NGO respite services) temporarily occupying a respite bed and who have been identified for permanent accommodation.

82. How many of these individuals have been transitioned into permanent accommodation?

Answer:

Given that these individuals currently occupy a respite bed, as predicated in the previous question, none.

83. In each region, for each age group, please provide details for longest time spent in respite.

Answer:

Currently, two ADHC Regions (Metro North and Metro South) have individuals occupying temporarily unavailable respite beds in either ADHC or NGO respite services.

Of these, for ADHC respite services:

- In Metro North, the longest time an individual has spent in an unavailable respite bed is 405 days. This bed is occupied by a 14 year old and ADHC is actively working to find suitable long term accommodation.
- In Metro South the longest time an individual has spent in an unavailable respite bed is 2,125 days. This bed is occupied by a 12 year old with complex health care needs. A specialist property is in the process of being established for this young person.

For NGO services:

- In Metro North, the longest time an individual has spent in an unavailable respite bed is 1,170 days. This bed is occupied by a 44 year old. Suitable long term accommodation is actively being sought for this individual.
- In Metro South the longest time an individual has spent in an unavailable respite bed is 827 days. This bed is occupied by a 47 year old. Suitable long term accommodation has been accepted by this individual's guardian and transition is due to commence.

84. What was the emergency response program in 2010-11?

Answer:

The Emergency Response program was, and is, a program that supports people with a disability who need unplanned, short-term crisis support.

85. What is the budget for the emergency response program in 2011-12?

Answer:

The ER budget for 2011-12 is estimated to be \$26.5 million. This is an estimate because ER support responds to people's particular circumstances, which are difficult to anticipate.

86. How much new money has been allocated to the above program in 2011-12?

Answer:

Nil.

As basic services are improved, less money should be required for emergencies.

87. How many new places were supported through the ERP in 2010-11?

Answer:

The ER Program is not an accommodation program. There is no set number of places in the Emergency Response program, it responds to people's particular emergency circumstances and decisions about services provided are based on a person's current needs.

88. How many clients were supported through the ERP in 2010-11?

Answer:

369.

89. How many new places will be supported through the ERP in 2011-12 Financial year?

Answer:

See QON 87.

90. How many estimated no of clients will be supported through the ERP for 2011-12 financial year?

Answer:

See QON 87.

91. How many people have been in any way reliant on this funding through either accommodation/support (which includes residing in a facility) for over six months in the 2010-11 financial year?

Answer:

In the 2010-11 financial year 195 ER services users received support for over six months.

92. How many people have used the ERP program funding to be living in alternative family placements and accommodation in the 2010-11 financial year?

Answer:

In the 2010-11 financial year nine people received an alternative family placement and 156 people received accommodation services through the ER program.

93. What is the longest time for someone to utilise the ERP for alternative family placement and accommodation, for example where accommodation supports have broken down and a person requires support until suitable permanent accommodation can be identified in the 2010-11 financial year?

Answer:

In the 2010-11 financial year, twelve months.

94 and 95. What is the waiting list for ADHC funded residential care places in NSW by disability type? For the above, please provide a breakdown by each region.

Answer:

See QON 58.

96. Can you provide figures for the financial year ended 30 June 2011 on how many people aged less than 50 year are permanently living in an aged care facility in NSW, noting this was a joint state commonwealth program?

Answer:

See QON 1(b).

97. For 2010-11 how many people under 50 had been assisted to move out of residential aged care and into accommodation which is more appropriate and suitable to their needs?

Answer:

See QON 1(a).

98. How many individuals under the age of 50 were transitioned/moved out of residential aged care facilities in NSW into more appropriate accommodation?

Answer:

Through the YPIRAC program to date, 38 people have been moved out of residential aged care facilities and 47 clients are in the process of being transitioned into more appropriate accommodation. There is also planning for a further 20 clients to be moved out of aged care.

99. As of the 30 June 2011, the NSW Younger People in Residential Aged Care Program has ended. What actions will be taken to ensure that social workers are not forced to have to refer people under 50 to aged care residences because of the lack of other options available?

Answer:

NSW has jointly funded the YPIRAC Program with the Australian Government. The NSW and Australian Governments have each provided a total of \$40.6 million over the last five years.

Funding of over \$25.3 million per annum (\$12.6 million from each Government) has now been absorbed into the National Disability Agreement funding base and will continue to be used to support younger people with a disability in, or at risk of entering residential aged care.

100. Given that the NSW Younger People in Residential Aged Care Program has ended, there are still people under 50 in aged care residences and there are reports of people in aged care residences who want to be moved out, what funding has the NSW government provided this year to transition these individuals to more appropriate accommodation?

Answer:

See QON 99.

101. Over this 2011-12 budget and forward estimates what is the Government's commitment to increase both the range and number of supported housing options so there is appropriate accommodation provided for young people with moderate to high clinical needs?

Answer:

Under *Stronger Together Two* an extra 1,750 supported accommodation places will be delivered, made up of:

- 550 young people leaving care;
- 200 people in contact with criminal justice system;
- 700 people in need of accommodation support;
- 300 places in the new Supported Living Fund.

All of these programs will provide an increased range of options for young people with moderate to high clinical needs and the most appropriate choice would be made on a case by case basis.

102. How many Aboriginal people with a disability have been taken out of aged care residences and placed into more appropriate care under the NSW Younger People in Residential Aged Care Program from 1 July 2010 to 30 June 2011.

Answer:

One.

103. Ageing Disability and Home Care are undertaking a major project *The Ageing in Place: Impacts of Ageing on the Accommodation Service System*. Mercury Advisory have been engaged to undertake this project. When will the project be finalised?

Answer:

The project is due for completion in December 2011.

104. What is the cost of retaining Mercury Advisory?

Answer:

\$439,814.

105. What has been budgeted for this project in the 2011/2012 budget?

Answer:

Nil.

106. When is it anticipated the report and findings will be made public?

Answer:

2012.

107. When is it expected that the Ageing Roundtable discussion paper be available?

Answer:

By the end of November 2011.

108. Have consultants been engaged to undertake consultations with older people, their carer's and their families throughout NSW through 2012?

Answer:

No.

109. If yes, who are the consultants?

Answer:

N/A.

110. What has been budgeted for this project in 2011-12?

Answer:

No budget has been confirmed for this project in 2011-12.

111. Mercury Advisory are also undertaking a review of community living in-home and drop-in accommodation support services in NSW. When will the project be finalised?

Answer:

The project is due for completion in December 2011.

112. What is the cost of retaining Mercury Advisory?

Answer:

\$257,332

113. What has been budgeted for this project in the 2011/12 budget?

Answer:

Nil.

114. When is it anticipated the report and findings will be made public?

Answer:

2012.

115. What support secretarial or otherwise is being provided for the Ministerial Advisory Council on Ageing?

Answer:

Ageing, Disability and Home Care continues to support the Ministerial Advisory Committee on Ageing as it did under the previous government.

116. How much has been allocated in this year's budget for it?

Answer:

\$143,921

117. Acknowledging that the work done around person centred approaches will increase options for people with a disability, for HACC how will you ensure that industry does not favour a larger proportion of services going to aged services over disability services?

Answer:

As outlined in QON 36 (a) under the COAG arrangements, the NSW Government will separately fund and manage HACC services for younger people from 1 July 2012, ensuring that there is sufficient service coverage.

118. Under the Home and Community Care Capital Strategy how many dementia day centres will be completed in this financial year?

Answer:

Fourteen of the sixteen funded Dementia Day Care Centres will be completed by June 2012. The additional two centres are due to be completed by December 2012.

119. In the forward estimates how many more are proposed?

Answer:

Funds available under the Home and Community Care Capital Strategy have been fully expended and no further centres are currently proposed.

120. What analysis/modeling have you or ADHC undertaken looking towards the future on workforce retention and demand?

Answer:

ADHC has modeled its future workforce demand on the workforce age profile and alternative scenarios of workforce retention. This modeling will inform the development of the ADHC workforce plan in 2011-12.

In 2010, ADHC engaged the Social Policy Research Centre, University of NSW (SPRC) to undertake research into the NGO social and community service workforce profile in NSW. The report was released in November 2010.

The workforce profile is being used to inform the NSW Government to develop workforce strategies for the NGO sector.

121. What advice have you received from your Department on these workforce challenges?

Answer:

Regular advice is provided by ADHC.

122. Whilst PADP comes under the Health Portfolio, its funding targets disabled people. As such can you explain why Enable NSW has not put out an Annual Report for the last financial year?

Answer:

This question should be directed to the Minister for Health.

123. Do you know if there will be an annual report provided for the last financial year?

Answer:

This question should be directed to the Minister for Health.

124. When will that annual report be released and be made publically available?

Answer:

This question should be directed to the Minister for Health.

125. Currently that program has been running at \$30 million a year and there is significantly increased need.

Answer:

This question should be directed to the Minister for Health.

126. Did Enable NSW to make a budget bid for this financial year to increase their funding to meet growing demand?

Answer:

This question should be directed to the Minister for Health.

127. What representations did you make as the Minister for Ageing and Disability NSW to encourage Enable NSW to submit a proposal for budget enhancement growth?

Answer:

It is my policy not to discuss or speculate on budget preparation or planning.

128. Did you make a commitment prior to the election to support the RASAIID project?

Answer:

Yes.

129. Whilst it's important we acknowledge the families from RASAIID and their desire to provide the best for their children, however, on what basis did you commit taxpayers money to this project, given that you did not know, prior to becoming Minister, other funding priorities?

Answer:

See QON 131.

130. Was there an open selection or competitive tender process to determine whether these funds should be spent on this project?

Answer:

No.

131. If there was no competitive tender funding process and the funding was based on individualised packages, how did you determine they should be provided to the RASAIID families over other families?

Answer:

The RASAIID project will trial the delivery of individually planned and funded packaged accommodation support at a level commensurate to each person's assessed need.

Based on the evaluation, the model may have capacity for state-wide implementation to facilitate new approaches to accommodation support that addresses individual needs.

132. Is ADHC monitoring the wellbeing of those residents who remain at Grand Western Lodge?

Answer:

Yes.

133. How is the being done?

Answer:

ADHC staff conduct routine monitoring inspections. Residents have access to Boarding House Support Program services. Licensing Officers have offered services which both residents have currently declined. ADHC Officers will continue to offer these services during future monitoring visits.

134. Since you have become Minister, what monies have you allocated to directly improve the facilities, services and programs offered at Nardy House?

Answer:

In the 2010-11 and 2011-12 financial years ADHC operated services at Nardy House have continued under existing budget allocations.

135. What amount of money or other support has been allocated in the 2011-12 budget for programs/ service provision/ capital at Nardy House?

Answer:

The budget allocated to operate the Nardy House service (2011/12) is \$1,016,995.

136. Please provide a breakdown of the above.

Answer:

Of the total budget of \$1,016,995:

- \$955,645 - Employee Related Direct Care Costs
- \$61,350 - Operating Expenses

137. For the consultation for culturally and linguistically diverse communities regarding Person Centred Approaches, why was the Australian-Turkish community not consulted on?

Answer:

The current phase of the Person Centred Approaches consultation process has included 17 consultation sessions targeting culturally and linguistically diverse (CALD) communities, including sessions for the top 10 language groups in NSW other than English (Arabic, Cantonese, Greek, Hindi, Italian, Korean, Mandarin, Spanish, Tagalog and Vietnamese), and seven sessions for new and emerging communities (Bengali, Dinka, Nepali, Polish, Russian, Shona and Tamil). A consultation session has also been held for service providers working with CALD communities.

New and emerging target communities were identified in consultation with peak advocacy and multicultural service providers. Further consultation with CALD communities is planned for the first half of 2012. Planning for this phase will address strategies for reaching other CALD communities, including the Turkish community.

138. Will they be consulted in the second round of consultations?

Answer:

See QON 137.

139. When will those consultations take place?

Answer:

See QON 137.

140. Where will those consultations take place?

Answer:

The number and location of consultations in the second round has yet to be determined.

141. In the first round of consultations the Arabic community consultations took place in Marrickville. Will there be consultations in Western Sydney for the Australian Arabic community in the next round of consultations?

Answer:

See QON 140.

142. How many consultations will take place in Western Sydney for the Australian Arabic community?

Answer:

See QON 140.

143. If so, where will they take place?

Answer:

See QON 140.

144. How will the funding of \$1 million to establish Grandparents Day be allocated?

Answer:

The funding will be allocated across four financial years, commencing in 2011-12.

145. To which organisations will the monies be allocated?

Answer:

Council on the Ageing (NSW) Inc and other organisations to be decided.

146. What will these monies be spent on?

Answer:

Funding is for a Grandparents Liaison Officer and a range of community events on Grandparents Day.

147. On what date will the Government provide an annual report to parliament on reconciling actual expenditure and increase in places with the published plans for Stronger Together?

Answer:

The 2011/12 Report will be tabled by December 2012.

148. On what date will the Minister publically release the modelling that underpins Stronger Together with annual updates which take account of new population and administrative data?

Answer:

The modelling has already been publically released and is available on the ADHC website. The annual update for 2010/11 will be released by 30 June 2012.

149. Has \$4 M been allocated for decision support resources-services in 2011-12 under *Stronger Together 2*?

Answer:

Yes.

150. As per the above question, what will this be spent on?

Answer:

Local area coordination, case management for people with adult onset disabilities, person centered consultations and a supported decision making pilot.

151. Does this include a capital allocation?

Answer:

No.

152. If so, what capital items will be purchased and why?

Answer:

N/A.

153. Will any of this allocation be directed towards the Non-Government sector?

Answer:

Yes.

154. During 2010-11 what expenditure allocations were made on the operational cost of running Summer Hill Group Homes, Wadalba Group Homes, Norton Road Specialist Living Centre and Casuarina Grove in terms of staffing costs for general support staff and specialist nursing staff, administration overheads and overheads?

Answer:

Summer Hill Group Homes

The staffing and operating costs for 2010/11 were:

Nursing Staff	\$ 3,127,788
General Support Staff	\$ 772,201
Operating Expenses	\$ 426,240

Wadalba Group Homes

The total funding to the non-government organisation (NGO) Sunnyfield for the operation of Fig Close Group Homes, Wadalba in 2010/11 was \$2,326,750 (ex.GST). ADHC does not hold the specific breakdown for general or specialist nursing staff, administration and other overheads.

Norton Road Specialist Supported Living

Norton Road opened in December 2010, therefore the following staffing costs and operating expenses are for the period 1/12/10 to 30/6/11.

Nursing Staff	\$4,796,005
Service Support Officers	\$ 552,949
Operating Expenses	\$ 540,283

Casuarina Grove

Casuarina Grove opened in November 2010, therefore the following staffing costs and operating expenses are for the period of 1/11/10 to 30/6/11.

Nursing Staff	\$4,824,436
Service Support Officers	\$1,227,609
Operating Expenses	\$446,629

155. For those suffering MS, what is the waiting list for ADHC funded shared supported residential accommodation in NSW?

Answer:

Five people with MS are on the RoRSA.

156. What programs that were funded in 2010-11 have ceased in this financial year and why?

Answer:

No recurrently funded programs have ceased in this financial year.

157. Which programs and services were funded in 2010-11 are continuing?

Answer:

See QON 156

158. How much money has been allocated to these services and programs?

Answer:

In 2010-11 a total of \$2.451 billion was allocated to service groups to support older people, people with a disability and their carers.

159. Of the above programs and service above, how much new money has been allocated on top of the 2010-11 budget in the 2011-12 budget.

Answer:

In 2011-12 a total of \$2.801 billion was allocated to service groups to support older people, people with a disability and their carers. This is an increase of \$350 million from 2010-11.

160. What is the breakdown of the \$342 million increase (new money) from the previous financial year for the Ageing and Disability budget?

Answer:

The \$342 million increase in the recurrent appropriation is comprised of the following:

\$82 million	Recurrent <i>Stronger Together Two</i> funding
\$42 million	Home and Community Care (HACC) growth and indexation
\$37 million	Disability Indexation
\$131 million	Net transitional adjustments
\$32 million	Transfers from the State's Health HACC Contribution
\$30 million	Final Year Disability Action Plan (Commonwealth transfers)
(\$12 million)	Administrative Transfer of the Guardianship Tribunal to Department of Attorney General and Justice

161. Are there any closures or amalgamations proposed for any ADHC offices in each of the regions, if so where and when?

Answer:

A number of co-locations of ADHC and FACS offices are being explored.

162. Are there any staff cuts proposed in Sydney Metropolitan or regional areas?

Answer:

No.

163. How does the Minister plan to achieve productivity savings or efficiencies in this next financial year?

Answer:

Productivity and efficiency savings will be achieved through the following actions:

- rostering reforms in group homes resulting in savings in agency staff and overtime costs;
- corporate savings through sector wide procurement savings, reduction in real expenditure on operating costs and reducing funding available for corporate projects;
- reducing shared services costs through demand management; and
- reduction in NGO sustainability funding following the introduction of the Modern Award and the decision by Fair Work Australia.

164. What efficiency savings are required by ADHC by 2011-12?

Answer:

\$22.56 million.

165. In relation to Grants to Non-Government Organisations:

a. Does your department provide recurrent grant funds to non-government organisations?

If yes,

- i. What are the names of all organisations in receipt of funding?**
- ii. What is the total amount of funding received by each organisation, including goods and services tax?**
- iii. On what date was the funding advanced?**
- iv. What was the purpose for each grant or funding advance?**
- v. Was any funding withheld or returned?**
- vi. If so, what were the reasons for withholding or requiring the funding to be returned?**

b. What is the indexation rate applied to non recurrent grant funds in 2011/12?

Answer:

a. Yes.

i-vi

Information on organisations who receive funding from the Department of Family and Community Services is published in the Department's Annual Report which is available at www.facs.nsw.gov.au. The Department funds around 2500 organisations each year. The 2010/11 annual report is currently being finalised.

b. Indexation is not applied to non recurrent grant funds.

166. In relation to feasibility studies, audits, taskforces and reviews:

- a. Is your department currently undertaking any feasibility studies, audits, taskforces or reviews, If so;**
 - i. What are the terms of reference or details of each study, audit, taskforce or review?**
 - ii. Who is conducting the study, audit, taskforce or review?**
 - iii. Was each study, audit, taskforce or review publicly advertised seeking expression of interest or competitive tenders?**
 - iv. Is there a contract in place detailing terms of engagement for the study, audit, taskforce or review?**
 - v. What is the timeline of each study, audit, taskforce or review?**
 - vi. What are the details of any costs involved in each study, audit, taskforce or review?**

Answer:

As with previous NSW Governments, the Government undertakes feasibility studies, audits, taskforces and reviews to inform government decision making. A number of feasibility studies, audits, taskforces and reviews are currently being undertaken across the NSW Government.

167. How many blackberries does DPC assign to your Ministerial staff and to whom have they been issued?

168. How many iPads does DPC assign to your Ministerial office and to whom have they been issued?

169. How many iPads have you purchased for your office and to whom have they been issued?

170 How many iPhones does DPC assign to your Ministerial office and to whom have they been issued?

171. How many iPads have you purchased for your office and to whom have they been issued?

Answer:

I am advised for all Ministerial Offices, there is a total of:

- i. Blackberries – 151
- ii. iPads – 19
- iii iPhones - 3

172. For each phone or device, how much was each bill from April to October?

Answer:

Ministerial Offices in the NSW Government from April 2011 to October 2011 spent a total of \$88,902. This compares with \$238,567 spent under the previous NSW Government from October 2010 to March 2011.

173. How many have phones or devices have been lost in your office?

174. What is the cost of replacing those phones or devices?

Answer:

For all Ministerial Offices in the NSW Government, there has been one stolen phone, which cost \$577 (ex GST) to replace.

175. How many media or public relations advisors are employed for each of your portfolio agencies?

Answer:

ADHC employs the following staff to promote agency achievements and respond to media enquiries.

- 1 x Senior Officer Grade 1; and
- 0.5 x Clerk Grade 9/10

176. What is the forecast for 2011-12 for the number of media or public relations advisors to be employed and their total cost?

Answer:

The total cost of the staff referred to in question 175 is \$214,401, including on-costs.

177. How many media or public relations advisers are employed for each of your portfolio agencies?

Answer:

Ministerial staff numbers and salary bands are available on the Department of Premier and Cabinet website.

178. Have any of your overseas trips in the past year been paid for in part or in full by using public money?

179. If so, did any of your relatives or friends accompany you on these trips?

Answer:

I am advised information regarding Ministerial travel is available on the relevant Minister's appropriate agency website, in accordance with Ministerial Memorandum M2009-10 'Release of Overseas Travel Information'.

180. What is the annual remuneration package for your chief of staff?

181. What is the annual remuneration package for your head media advisor?

182. What is the annual remuneration package for each of your staff?

Answer:

I am advised Ministerial staff numbers and salary bands are available on the Department of Premier and Cabinet website.

183. What is the estimated expenditure for your office budget in 2011-12?

Answer:

Based on actual expenditure patterns, total forecast expenditures for all Ministerial offices are set out to be \$36,900,000 in 2011/12. This compares to \$47,046,453 spent by the former NSW Government from April 2010 to March 2011.

184. Have any office renovations or fit outs been undertaken in your ministerial office since April?

Answer:

Yes.

185. If so, could you give details of contracted costs?

Answer:

I am advised the total cost of renovations was \$978 which includes installation of new reception lighting.

186. What is your office budget?

Answer:

Based on actual expenditure patterns, total forecast expenditures for all Ministerial offices are set out to be \$36,900,000 in 2011/12. This compares to \$47,046,453 spent by the former NSW Government from April 2010 to March 2011.

187. How many political advisors are in your office?

188. How many administration staff?

Answer:

I am advised Ministerial staff numbers and salary bands are available on the Department of Premier and Cabinet website.

189. How many Department Liaison officers are assigned to your office?

Answer:

Two officers are part time, two are full time; total resource is 3 full time equivalent officers.

190. How many staff in the Department are assigned to Ministerial support duties?

Answer:

One officer.

191. In terms of your ministerial office, how much did your office spend on taxi fares, including Cabcharge since April?

Answer:

I am advised for all Ministerial offices, the cost of Cabcharge was \$38,806.38 over 6 months from April 2011 to September 2011.

This is compared with the cost of \$78,023.11 in the 6 months of the previous NSW Government from October 2010 to March 2011.

192. Are any of your portfolio agencies undergoing a restructure?

Answer:

No.

193. How many jobs are expected to be cut as a result of that restructure?

Answer:

See QON 192.

194. How many people are expected to have their wages cut as a result of that restructure?

Answer:

See QON 192.

195. How many voluntary redundancies are expected to be offered as a result of that restructure?

Answer:

See QON 192.

196. What is your agency's catering budget?

Answer:

In 2010/11, ADHC's catering expenditure was \$319,893 and the Home Care Service catering expenditure was \$45,148.

197. Since April, has the agency changed its branding?

Answer:

Yes.

198. How much was spent on rebranding the agency?

Answer:

Nil.

199. How much has been spent on stationery?

Answer:

Expenditure 2010/11	
Ageing, Disability and Home Care	\$2.121 million
Home Care Service of NSW	\$0.387 million

200. How long is the average turnaround for responding to correspondence in your agency?

201. How many pieces of correspondence have been outstanding for more than 60 days?

Answer:

The Department of Premier and Cabinet's recommended time frame for completing responses to correspondence from Ministers, Members of Parliament and members of the public is 20 working days from the Department's receipt of the correspondence.

However, it is not always possible to comply with this time frame for any number of reasons including: the nature and complexity of the matter; stakeholder consultation; or further information required from other Departments and sources.

202. Since April, on how many occasions has the agency not paid a supplier or contractor for more than 30 days?

Answer:

During the seven months to 31 October 2011 94.6% for ADHC and 92.1% for Home Care Service (HCS) of payments were met on time, which are both above the target of 90% stated in the 2010-11 Annual Report.

203. How many bills have been outstanding for longer than that period?

Answer:

See answer to 202.

Questions from the Hon. Mick Veitch MLC

204. In relation to the NSW Public Service and NSW Public Sector:

- a. What is the current percentage of people with a disability employed in the NSW Public Service?
- b. What is the current percentage of people with a disability employed in the NSW Public Sector?
- c. What initiatives will you implement to increase the participation rate of people with a disability in the NSW Public Service?
- d. Do you have a preferred target (as a percentage) for the participation rate of people with a disability in the NSW Public Service?
- e. What do you, as Minister, consider to be the minimum acceptable participation rate?

Answer:

- a. Information on the percentage of people with a disability employed in the NSW Public Service is not readily available from the Public Service Commission.
- b. The percentage of people with a disability employed in the NSW Public Sector is 3.71%¹.
- c. There are a number of initiatives to increase the participation rate of people with a disability in the NSW Public Service. These include:
 - i) *EmployABILITY: Increasing employment opportunities for people with a disability in the NSW public sector* is a sector-wide approach to employing, developing and retaining employees with a disability. This initiative encourages agencies, managers and employees at every level to focus on ability, not disability, and to explore opportunities to value and build a workforce that reflects the diversity of our society.
 - ii) The *Ready, Willing and Able* initiative has set targets for NSW Government Departments to employ people with a disability and includes special tendering exemptions if purchasing goods and services from Australian Disability Enterprises that predominantly employ people with a disability. *Ready, Willing and Able* aims to provide sustainable employment opportunities for people with a disability in the NSW Public Sector and community through three actions:

¹ The NSW Public Sector Workforce: A 2010 Snapshot and Snapshot Tables, October 2011

1. Establishing a number of targeted job opportunities within each Department.
 2. Supporting businesses and funding initiatives which employ people with a disability.
 3. Establishing targeted cadetships and traineeships in principal Departments for people with a disability.
- d. NSW 2021 identifies a target of closing the gap in the unemployment rate between people with a disability and the overall community by 50% by 2016.

This includes a target to increase the employment of people with a disability requiring a workplace adjustment to 1.5% by 2013 from the current level of 1.1%², as well as an additional 120 permanent full time employees in 2010/11 and 2011/12.

- e. The employment of people with a disability is highly important to the community and being employed, regardless of a person's ability or disability, is a human right. There are also mutual benefits from increasing the employment rates of people with a disability. Research indicates that people with a disability are under-represented in the workforce, generally, and in the NSW public sector. The Government is committed to a workplace accessible by all members of the community.

² *People with a disability requiring an adjustment* is a cohort of employees and represents a subset of the previous benchmark indicator of *People with a disability*. It includes people who may require disability related assistance, flexibility, workplace modifications or equipment in the employment context.

205. In relation to NSW Local Government:

- a. What is the current percentage of people with a disability employed in Local Government ?**
- b. What initiatives will you implement to increase the participation rate of people with a disability in NSW Local Government?**
- c. Do you have a preferred target (as a percentage) for the participation rate of people with a disability in NSW Local Government?**
- d. What do you, as the Minister " consider to be the minimum acceptable participation rate?**

Answer:

This question should be directed to the Minister for Local Government.