



Minister for Commerce
Minister for Finance
Minister for Industrial Relations
Minister for Ageing
Minister for Disability Services
Leader of the Government in the Legislative Council

RefNo. D06/21400

- 9 NOV 2006

The Director
Budget Estimates
Room 812
Parliament House
Macquarie Street
SYDNEY NSW 2000

Dear Director

Thank you for your correspondence regarding Questions on Notice taken at the Budget Estimates 2006-2007 Hearing of the General Purpose Standing Committee No 2 on Monday, 23 October 2006, in relation to the Department of Ageing, Disability and Home Care.

Please find attached a response to the questions taken on notice during the hearing. I note that the Committee has agreed to keep confidential the response to the question (question 19) tabled by the Hon John Ryan.

I also attach the Department's suggested amendments to the proof transcript of evidence.

I trust this information is of assistance.

Yours sincerely



John Della Bosca MLC

Encl.

The Hon. Dr ARTHUR CHESTERFIELD-EVANS: We do not have a figure in the papers we have. Have you got a figure?

Mr O'REILLY: I have got another paragraph which states:

Individual packages are provided through the emergency response program. Currently, the package with the highest cost is \$604,751.

The Hon. Dr ARTHUR CHESTERFIELD-EVANS: Mr Christian, were you aware of that figure?

Mr CHRISTIAN: I would be aware that for emergency response individual funding is higher than normal avenues of funding, yes.

The Hon. Dr ARTHUR CHESTERFIELD-EVANS: You are negotiating with Nardy House—former Minister Lo Po gave such a commitment—to fund Nardy House recurrently. If you do not know the value of accommodation at Clark Bay Farm how can you indulge in such negotiations?

Ms McALPINE: It is important to point out that the question we answered on notice was about the most expensive individual client in the State, not a benchmark. It is a one-off case. To be eligible for emergency response you have to be homeless, or at an imminent risk of homelessness, tend to be complex and intensive support, and as often as possible for an intensive short-term duration. So it is not a benchmark for a regular service.

The Hon. Dr ARTHUR CHESTERFIELD-EVANS: I do not say it is but there seems to be a shortage of knowledge about what is a reasonable amount to pay. That is worrying for someone trying to negotiate \$400,000 when it has been costed by others for \$1 million. There seems an absence of a departmental costing that says how it will be done.

Ms McALPINE: We do have a range of benchmarks according to the types of services to be provided.

The Hon. Dr ARTHUR CHESTERFIELD-EVANS: Do you have a costing model for Nardy House? Does it involve \$400,00 basic funding and then a market supplying effectively part of respite packages being spent on Nardy House? Is that the model that you are looking for to fund Nardy House?

Ms McALPINE: We have benchmarks which guide regions in delivering a more localised model, because there are obviously some variations, particularly with regard to contributions, volunteer, type of staff on board, the seniority of those staff and the management requirements. So, yes, there are benchmarks that have been used to derive at the region a suggested cost that would be appropriate for the operation of the Nardy House model described by Mr Christian.

The Hon. Dr ARTHUR CHESTERFIELD-EVANS: Is your model that you get \$400,000 funding, and then Nardy House markets its services and from the respite packages gets money per bed night to make up a viable amount to fund that facility? Is that your model?

Ms McALPINE: Our belief is that it would be viable with the level of funding that we are making viable.

available

The Hon. Dr ARTHUR CHESTERFIELD-EVANS: Totally?

Ms McALPINE: That the business plan incorporates the service model. We are, in fact, saying, based on the data available to us that the composite of ways in which the service will be provided, and the service support and income available from those various streams, would make it a viable provider.

The Hon. Dr ARTHUR CHESTERFIELD-EVANS: Are you saying it could be totally funded on \$490,000? Are you saying that the ballpark figure would make it \$720,000? Or are you saying that there is a model where they get the basic \$400,000 to \$500,000 and then market it? Will you tell me the basic concepts of the model?

Mr O'REILLY: It is \$720,000.

The Hon. Dr ARTHUR CHESTERFIELD-EVANS: So the magic number is \$720,000. You reckon you can run a six bed facility—

The Hon. CHRISTINE ROBERTSON: He said "rule of thumb".

Mr O'REILLY: Rule of thumb, but do not forget that that is 24/7, 365 days.

The Hon. JOHN RYAN: That is what they are talking about.

The Hon. Dr ARTHUR CHESTERFIELD-EVANS: So you reckon you can do it for \$720,000?

Mr O'REILLY: What we are saying is that we also want to co-ordinate across the Bega Valley. If the families say, "I want some respite"—say it is Tulgeen, for instance—and it is booked out, they can access Nardy House when there is a vacancy available, and that is the problem. We were not allowed to do that.

The Hon. JOHN RYAN: I do not understand how that changes the budget. If you are running Nardy House in the configuration they have requested, you are saying it would probably cost about \$750,000 if they had six clients boarding all at the one time on a 24-hour basis.

Mr O'REILLY: Yes, but the offer was always for clients and the other two would be brokered from other sources, so if Tulgeen had full capacity, they could move one of their clients.

insert
'four'

The Hon. JOHN RYAN: What they wanted Nardy House to do is to keep two vacancies available, which would be funded when needed.

Mr O'REILLY: That is right.

The Hon. JOHN RYAN: The other two vacancies?

Mr O'REILLY: Yes.

The Hon. JOHN RYAN: So that obviously would buy something that would cost a little less.

Mr O'REILLY: That is right.

The Hon. JOHN RYAN: The other thing that occurred to me generally is that you realise that the original proposal by the Nardy House committee was to use a facility located at Quaama for permanent accommodation.

Mr O'REILLY: Yes.

The Hon. JOHN RYAN: In fact, that was what originally drove them to having that interest. Then it would appear that at some stage or other, during the time when Mrs Lo' Po was the Minister—I am not saying that she did this but it happened during the time that she was Minister—they were sort of diverted onto this other exploration of looking at respite as a possibility. For example, they build a facility which they now believe is to be used for respite, but what they really wanted was a facility to be used for permanent accommodation. Has the department ever looked at using Nardy House as permanent accommodation for all five clients, using it just as a group home and funding, in that fashion? That is what they wanted in the first place. I concede there may be some difficulties in using a place located at Quaama as respite but, as permanent accommodation, it may well suit five or six clients quite neatly. Have you ever explored that as a possibility, given what they wanted in the first place, instead of this exercise in respite? I do not imagine that a respite facility looks enormously different from a group home in terms of its physical structure.

GENERAL PURPOSE STANDING COMMITTEE No. 2

Monday 23 October 2006

Examination of proposed expenditure for the portfolio areas AGEING, DISABILITY SERVICES

Answers to Questions Taken on Notice

Q.1 The Hon John Ryan: How many beds are available in Tulgeen?

ANSWER

The Tulgeen Group has a 24 bed capacity and provides a range of accommodation options.

Q.2 The Hon John Ryan: Does the department have the right in consultation with the Nardy House Committee to change the Trust Deed?

ANSWER

The Nardy House Trust was established by private individuals and has no relationship with the Department. The Department is of the view that Clause 11 of the Trust Deed allows for amendment of the Deed so that the purposes of the Trust can be changed. This must be effected by the Trustees of the Trust (Nardy House Incorporated). The Department has no ability to amend the Trust Deed. The Department is unable to give legal advice to the Nardy House Committee on these matters. It must seek independent legal advice as to the effect of the relevant clause of the Trust Deed and as to whether any changes to the purposes of the Trust can be made.

The Trust Deed in its present form does not permit the application of funds acquired by the Trust to be applied for a purpose other than the Trust purpose, namely, short-term respite care. In the absence of an amendment of the Trust instrument, the application of funds to permanent supported accommodation is in breach of the Trust Deed. There is also a restrictive covenant on the title of the Trust property that prohibits use of the property for permanent accommodation. Bega Valley Shire Council is, however, empowered to release, vary or modify the covenant.

Q.3 The Hon Dr Arthur Chesterfield-Evans: Can you give a Departmental costing that would run Nardy House?

ANSWER

The Department has costed a service model for the facility. The total net cost of the 24 hour, seven days a week model for four clients with high physical support needs is \$494,843 per annum. While this amount is not inclusive of salary indexation, it is still well below the costings developed by the Nardy House Committee.

The Department's costed model has several additional shifts included for occasions of higher support requirements. The staffing model allows a Registered Nurse to be rostered for all shifts supported by a Community Services Worker. The staffing levels are consistent with those applied to Department direct services. The employee related costs are based on the relevant awards (Social & Community Services Employees (State) Award and Nursing Homes, and Nurses (State) Consolidated Award). Operational costs are assessed using information from an existing Department respite service adjusted for non-government conditions (**Tab A**).

Q.4 The Hon Dr Arthur Chesterfield-Evans: Can the department provide two sets of figures for the operation of Nardy House?

ANSWER

Yes. In 2005, the Department developed six staffing models for the facility. The annualised costings based on different staffing structures, ranged from \$411,787 to \$568,201. The service models were costed to provide 24 hour respite, seven days a week for four clients with high support needs. At the time the models were developed, the Department looked at its existing financial capacity to fund the operation of the facility. The Department identified potential funds invested in Bega Valley that would enable the Department to pre-purchase 20 weeks of respite at the facility and enable the facility to be open.

However, the Department's current preferred service model is costed at \$492,843 per annum. This is the total net cost of the 24 hour, seven days a week model for four clients with high physical support needs. While this amount is not inclusive of salary indexation, it is still well below the costings developed by the Nardy House Committee.

The service model assumes that there is no appropriate day placement available at any time for any client accessing respite at the facility. The model has several additional shifts included for occasions of higher support requirements. The staffing model allows a Registered Nurse to be rostered for all shifts supported by a Community Services Worker. The staffing levels are consistent with those applied to Department direct services. The employee related costs are based on the relevant awards (Social and Community Services Employees (State) Award and Nursing Homes, and Nurses (State) Consolidated Award). Operational costs are assessed using information from an existing Department respite service adjusted for non-government conditions. A summary of funding offers made by the Department to the committee is at **TAB B**.

Q.5 The Hon Dr Arthur Chesterfield-Evans: Provide copies of correspondence sent by the Department to Denise Redmond prior to the meeting on 17 March, making it clear, that the parties at the meeting were aware of the purpose of the meeting which was to discuss the formal partnering, not a mentoring arrangement, where the requirements for funding would be satisfied?

ANSWER

The Department wrote to Ms Denise Redmond on 24 November 2005 and reminded the Committee that a direct grant of over \$1 million per year with no oversight or negotiation was impossible, under Government purchasing and procurement rules. The Government must advertise publicly for expressions of interest (EOI) from suitably qualified organisations or consortia to provide respite services. The successful applicant would be required to demonstrate its financial capacity and track record in service delivery (**TAB C**).

The Department wrote to Ms Redmond on 27 January 2006 and encouraged the Committee to continue their discussions with qualified, licensed service providers with the view of preparing a joint EOI for the provision of respite services at the facility (**TAB D**).

The Department wrote to Ms Redmond on 10 February 2006 to address issues raised by the Committee in relation to the EOI process. The Department made the Committee aware that the successful applicant of the EOI process will be required to demonstrate its financial capacity, a track record in service delivery and meet formal service provider and licensing requirements (**TAB E**).

The Department wrote to Ms Redmond on 3 March 2006, to invite the Nardy House Committee to meet with senior Departmental officers from to continue discussions regarding the target group for Nardy House and other requirements in relation to the EOI (**TAB F**).

The Department wrote to Ms Redmond on 10 March 2006, to confirm the date of the meeting for 17 March and the Cram Foundation's attendance at the meeting. The letter included the purpose of the meeting which was to discuss the target group, proposed tender specifications and general contract terms (**TAB G**).

Q.6 The Hon Dr Arthur Chesterfield-Evans: Was it always clear at Nardy House and Cram that the agreement was that any mentoring partnership had to go with the funds going through Cram? At what stage was that made clear to the two? Can you show the document that made it clear?

ANSWER

The Department has been clear that any successful provider of respite services at the facility will need to demonstrate its financial capacity, a track record in service delivery and meet formal service provider and licensing requirements. A number of letters were sent by the Department to the Committee between November 2005 and March 2006 (**TABs C-H**).

Minutes of the meeting held between the Department, Nardy House Committee (Ms Redmond) and the Cram Foundation (Mr Ken Dixon) are at **TAB I**.

Q.7 Ms Sylvia Hale: Of the 14 applications you have not yet decided, how many are severely disabled and how many are profoundly disabled?

ANSWER

Of the 14 applications, eight applicants are individuals with a profound disability, five applicants are individuals with a severe disability and one applicant is pending an assessment.

Q.8 Ms Sylvia Hale: What facilities are available in Bega to meet the needs of profoundly disabled people? Where are they going?

ANSWER

People with a profound disability can access in-home support including occasions of centre-based respite through the Tulgeen Group and Merimbula Home Nursing Service.

Respite Care Bega Valley is funded to provide a range of respite options for people with a disability including people with a profound disability. The options include centre-based respite at the Holiday House, host family respite, flexible respite, peer support and fun club.

People with a profound disability can also access other respite services from Department funded organisations including Bega Valley Meals on Wheels Co-operative and the Home Care Service based at Bega.

Q.9 The Hon Dr Arthur Chesterfield-Evans: Let us talk about the holiday cottage. What is the cost a night for profoundly disabled people if they provide the carer?

ANSWER

A profoundly disabled person can access the holiday cottage for up to \$50 per night. This amount is inclusive of accommodation and care and is negotiated between the organisation and the individual on the basis of capacity to pay. The cost of accommodation is the same regardless of whether an individual provides their own carer or requires care. The cost of care is then subsidised by the organisation through funding provided by the Department.

The total cost for accommodation over a 24 hour block of care is up to \$450 per day. Total cost for accommodation and care can be up to \$3,150 per week.

Q.10 The Hon John Ryan: The department gave answers to questions on notice and gave some information relating to staff under investigation, indicating there were 190 staff under investigation. The department made the claim that this represents 1.5 per cent of staff employed against whom an allegation has been made, and later in the answer you indicated the department employs more than 12,000 staff in various business agreements across New South Wales. Could the department give the Committee any information as to how many of the 12,000 staff it employs have actual contact with clients, because I am not sure that it is fair to compare office staff at DADHC's head office in the same status as people who might be, in fact, operating in a respite facility where they are having face-to-face unsupervised contact with clients?

ANSWER

The number of staff employed by the Department who have direct contact with clients is 11,274, which represents 88.6% of Departmental staff.

Q.11 The Hon John Ryan: In relation to the answer you gave to a question on notice regarding criminal and working-with-children checks, the department indicated that employees who commenced work prior to the implementation of the checking process are not required to undergo a criminal record check...Could you give the Committee information as to prior to what time, in terms of a date, and how many of your staff would therefore be in the situation of having not undergone a criminal record check? Is it possible to provide that to the Committee? And a follow-up issue: Whilst I recognise there is no obligation for staff to submit to a criminal records check, has the department given consideration to asking those people who are not covered by those arrangements to volunteer to undergo a working-with-children check and therefore would you have some idea as to how many would at least volunteer and those who have not?

ANSWER

The Department has a Criminal Record Checks Pre-employment policy. All recommended applicants for permanent, temporary and casual positions that have been identified by the Department as sensitive, require a pre-employment check.

Home Care employees who commenced work prior to the implementation of the checking process were not required to undergo a criminal record check. Criminal record checks commenced for all new Home Care employees in January 2004. All other new employees of the Department, employed prior to January 2004, had a criminal record check. Information on the number of Home Care staff who did not undergo a criminal records check prior to January 2004 is not available.

The Department has a Code of Conduct and Ethics policy which requires all existing employees to disclose a criminal record which may affect their employment. Once the Department becomes aware of a charge or conviction, the charges or conviction is assessed and appropriate action taken on the basis of the relevance of the charge in relation to the duties.

With regard to staff volunteering to undergo a working with children check, the Commission for Children and Young People has advised the Department that as Home Care employees do not fall into the definition of child related employment, there is no legal basis for the Department to request these checks under the *Commission for Children and Young People Amendment Act 2005*. The option of voluntary 'Working with Children Checks' for Home Care employees is not available to the Department under current legislative provisions.

Q.12 The Hon John Ryan: The department indicated that it had spent \$40,738 in various inquiries into The Centre. As I understand it there were a number of issues that had been identified in the Walter Turnbull report, one in particular relating to the expenditure of funds on a private motor vehicle that had been unresolved. Has the matter now been resolved and are you able to say with clarity that no monies have been spent inappropriately on a private motor vehicle in the ownership of the chief executive officer of The Centre?

ANSWER

The Department recently conducted a review of The Centre and engaged consultants Walter Turnbull to assist with this review. As part of the review, some expenditure relating to a private motor vehicle used by an employee was raised as a concern.

The Department has been advised by the President of the Board of The Centre that these funds were paid to a smash repairer for damage caused to the vehicle by a client of The Centre. The Department was further advised that funds were donated by a parent of a client to The Centre to assist in covering the cost of the repairs to the vehicle. As this information has been received directly from the Board of Management of the organisation, the Department considers that no further investigation is warranted at this time.

Q.13 The Hon John Ryan: The department metro south region is conducting a service review which is part of the integrated monitoring framework. I am not sure of the date, but has that review been completed, and was the information captured in that review part of the documentation that was recently tabled in the New South Wales upper House?

ANSWER

The monitoring of The Centre in line with the Department's Integrated Monitoring Framework (IMF) commenced on 28 August 2006 and is ongoing. It is anticipated that the actual review will be completed in late December 2006 with reports to be prepared and forwarded to The Centre in early 2007. IMF information was not included in the documentation tabled in the New South Wales Upper House as the monitoring process, while underway, is not yet complete.

The IMF process is part of an overall quality assurance and monitoring framework that is being implemented across all funded services in New South Wales and is conducted over a three year period. The IMF process has no connection to the reviews of The Centre conducted in 2004 and 2005 or the recent reviews by Walter Turnbull and Quovus (formerly Equalis).

The Centre had already been scheduled for their IMF review as part of a regional planning process across the three year IMF cycle, along with other service providers in the Department's Metro South region.

Q.14 The Hon John Ryan: Was the complainant [second ex staff complaint] ever specifically interviewed as part of that investigation process?

ANSWER

The second complainant was identified by the first complainant as another ex staff member who had concerns with The Centre. The second complainant was not specifically interviewed as part of the process as the individual in question had detailed their complaints in an e mail to the Walter Turnbull investigator. These complaints were investigated and were largely unsubstantiated. However, practices for maintaining adequate staff/client ratios require review.

At the completion of the investigation process, the Regional Director, Metro South region met separately with both the first and second complainants and provided feedback about the outcome of the complaint. The second complainant indicated at that meeting that they accepted the feedback provided about the complaints that had been raised.

Q.15 The Hon John Ryan: Are there many other properties owned by the department that are not in use?

ANSWER

There are currently 36 vacant properties owned by the Department across New South Wales. Of these properties:

- 22 are recent acquisitions and are undergoing design or construction prior to occupation;
- nine are on the market for sale; and
- five are in the process of being rented out to other Government agencies. It is expected that the rental process will be completed by 31 December 2006.

The majority of the nine properties on the market for sale and the five properties in the process of being rented out are vacant because they have been replaced.

Q.16 The Hon John Ryan: Approximately how much will be left in the (John Williams) trust once those two properties are purchased?

ANSWER

As at 30 September 2006, there was \$8.075 million in the Trust.

The acquisition of the two properties at Dee Why and Forestville is being finalised. The financial transaction is scheduled to take place in the week ending 3 November 2006. Once this transaction is completed, there will be \$6.448 million in the Trust.

At the completion of the modifications to 28 Normac Road, Girraween and 39 Dartford Road, Thornleigh (both scheduled for completion by December 2006) the estimated balance will be \$5.84 million.

At the completion of the construction of the properties at Dee Why and Forestville (purpose builds estimated at \$1.3 million for both - scheduled completion mid to late 2007), the estimated balance will be \$4.5 million.

In addition, the \$3 million paid to DADHC by the Department of Health as a result of the redevelopment of properties at Bantry Bay will be spent on children's respite services.

Q.17 The Hon John Ryan: In your answer to my question relating to community participation, in terms of the cost of consultants' fees, you indicated that \$55,000 was spent on employing independent panel members not employed by State agencies, and you named them. I think my full question was - and I am not sure that I got an answer to this - how much money was spent on consultants in the community participation tender process in total. Was that the total expense, or were there other areas of advice that the department needed? I had heard that a further revision of some of the decisions made by various panels was carried out by an external consultant. Therefore I wanted to get the full cost of consultants' fees in the community participation process.

ANSWER

The cost of employing independent organisations to provide services as part of the appeals process for unsuccessful applicants in Tender 1, for 2 organisations was \$18,771 (GST inclusive). This comprised Internal Audit Bureau (IAB) Services (\$14, 960) and Securas Pty Ltd totalled (\$3,811).

In addition to these organisations the Department engaged a number of individuals and organisations to provide expert services for the Community Participation tenders.

The cost of these expert services, as at mid October 2006, comprised the following:

Australian Health Care Assoc. Pty Ltd	128,038	
Training package & sessions on tendering		
Deloitte Touche Tohmatsu	167,893	
Spreadsheet based program costing tool for Community Participation services		
Environmental Resources Management Aust. Pty Ltd	132,220	
Preparation of tender documentation, training of assessment panels, drafting and review of program documentation		
Asymmetries Pty Ltd t/a Assessments Australia	127,924	
Assessments for 2005 Classification & Cost Study		
University of Wollongong	215,594	
2005 Classification & Cost Study		
Deloitte Touche Tohmatsu		
Probity Advice CP Tender 06.1	24,310	
Probity Advice CP Tender 06.38	3,358	Not Final
Ernst & Young		
Probity auditor CP Tender 06.1	68,283	
Probity auditor CP Tender 06.38	35,200	
Independents on Tender Assessment Panels		
Tender 06.1	55,833	
Tender 06.38	19,052	

Q.18 The Hon John Ryan: Were any other consultants involved in the community participation process for the tender, either in the preparation of the tender or the assessment of the tender?

ANSWER

Please see answer to Question 17

CONFIDENTIAL

Q.20 Ms Sylvia Hale: Has the department made any notifications of properties that are surplus to needs under the State Property Authority Act, which I think requires Treasury to be notified? How many properties have you notified to Commerce? Would you provide the committee with notifications under the State Property Authority Act of the property that you have indicated for sale. Would you also indicate which of those you see as being disposed of but not replaced, and those that you expect to be replaced?

ANSWER

The Department has notified the Department of Commerce of nine properties to be disposed of in the near future. There are an additional five properties that will be offered to other Government Agencies for rental. Details of these properties as at 31 October 2006 is as follows:

Region	Location	Asset Type	Action	Replace
Metro North	67 Sinclair Cr Wentworth Falls	Group Home	Dispose	Yes
Metro North	69 Sinclair Cr Wentworth Falls	Vacant Land	Dispose	Yes
Hunter	31 Harper Ave Edgeworth	Group Home	Dispose	Yes
Western	"Wirrari" Blumer Ave Griffith	Group Home	Dispose	No
Metro North	Paterson Ave Springwood	Group Home	Dispose	Yes
Southern	3 Margaret St Balgownie	Group Home	Dispose	Yes
Southern	136 Towradgi Rd Towradgi	Group Home	Dispose	Yes
Southern	Montague St Goulburn	Group Home	Dispose	Yes
Metro North	Rosebery St Wentworth Falls	Group Home	Dispose	Yes
Metro North	2 Cutler Close Westleigh	Group Home	Lease out	No
Metro South	132 Burwood Rd Concord	Group Home	Lease out	Yes
Northern	Tozer St Kempsey	Group Home	Lease out	Yes
Western	329 Bloomhill Rd O'Connell	Group Home	Lease out	No
Southern	Bradley St Goulburn	Group Home	Lease out	Yes

A further 22 properties are currently vacant. These are properties that have recently been purchased and are in the process of being modified prior to occupation.

Q.21 Ms Sylvia Hale: I refer briefly to an incident about a resident at the King Creek Group Home on the North Coast...Does the department have figures on the number of people who are in gaol, who are there because of the disability that they experience but who are continuing to be in gaol because supported accommodation cannot be found for them?

ANSWER

The individual in question is now a client supported by the Department's Criminal Justice Program in supported accommodation provided by an approved non government organisation.

The Parole Board determines when an inmate can be released prior to completion of their sentence. Accommodation and support are just two of the factors considered when assessing an application.

Please also refer to the answer to question 24 in relation to the number of people with a disability who are in gaol.

Q.22 The Hon John Ryan: Does the department already have a list of approximately 200 people who will need to be accommodated?

ANSWER

The Department of Corrective Services advises that there are 135 people with an intellectual disability in gaol who are likely to be referred to the Criminal Justice Program for support and accommodation. The Criminal Justice Program is funded to provide 200 places over five years, with 40 places in the 2006/07 financial year, rising to 80 in 2007/08, 130 in 2008/09, 170 in 2009/10 and a total of 200 places by 2010/11.

Q.23 Ms Sylvia Hale: Under Stronger Together you are also going to set up an office of the senior practitioner to oversee behaviour intervention practices. When will that office be functioning and what is the budgetary allocation for the costs of running that office?

ANSWER

The budget allocation for the Office of the Senior Practitioner is \$2,051 million. Due to delays in the recruitment of the Senior Practitioner and other staff who are not anticipated to commence until December-January, the budget allocation will be partially expended in 2006/07.

Q.24 Ms Sylvia Hale: Will you provide the committee with figures on the numbers of people in gaol at the moment who are there because of non-paroleable periods—provide figures of those in paroleable periods and those in non-paroleable periods?

ANSWER

The Department of Corrective Services advises that there are currently 29 people in gaol with an intellectual disability (with an IQ of 70 or less) in their paroleable period and 99 in their non-paroleable period.

Q.25 The Hon John Ryan: Where is the respite facility at Five Dock located?

ANSWER

255 Lyons Road, Five Dock.

Q.26 The Hon John Ryan: Where else can the Five Dock community access respite?

ANSWER

There is a five bed children's respite facility located at 207, Victoria Street, Ashfield and a five bed adult respite facility located at 25, Chelmsford Avenue, Croydon.

Q.27 The Hon John Ryan: When is the facility at Blair Athol due to open?

ANSWER

The Blair Athol Respite Service was officially opened by the Minister for Disability Services, on 2 November 2006. The service plans to commence offering respite to families in the Macarthur region in December 2006.

Q.28 The Hon John Ryan: Your answer (No 23) on unpaid carers seems to indicate that, in terms of the number of applicants for supported accommodation versus the number of vacancies in supported accommodation, the number of applicants has increased quite significantly. Is there some reason why you have more applications this year? I understand that last year you received about 1,000 and you seem to be up to 1,300-odd now. Do you have some idea as to why there has been that increase?

ANSWER

The majority of the increase in requests for supported accommodation can be attributed to two of the Department's regions. In these two regions, a significant driver for the increase in requests is ageing parent carers. Regions are accepting requests for accommodation in advance of when it is actually required. This is being driven by ageing parent carers seeking to have a request for accommodation submitted up to 10 years in advance of when they anticipate a place actually being needed.

Q.29 The Hon John Ryan: I asked in previous estimates hearings for information relating to a branch of the department that, from memory, has the word "Accountability" in its title. I have forgotten the full title. I have a feeling that it was probably tied up in the generic answers given by the Cabinet Office about ministerial support. Is the department able to provide information about - and the correct title of - that branch and its budget?

ANSWER

The Department's Public Accountability Branch budget in the 2005/06 financial year was \$642,625. The Branch is staffed by 13 full-time equivalent positions. The Branch is located within the Office of the Director-General and is responsible for:

- coordinating advice and information on a range of issues, including parliamentary matters, for the Minister and Director-General;
- the receipt and monitoring of the quality of responses to correspondence to the Minister and the Director-General;
- monitoring compliance with the Department's *Complaints Handling policy*;
- the receipt and monitoring of complaints from the New South Wales Ombudsman and the National Disability Services Abuse and Neglect Hotline; and
- providing information and support to the Department's staff in the handling of the matters outlined above.

Q.30 The Hon John Ryan: In Stronger Together there is reference to respite. Can you provide the Committee with information as to which column the ageing carers package relating to the Commonwealth is located or whether that is additional or is that in those figures?

ANSWER

The Commonwealth is contributing approximately \$24 million to NSW under the Ageing Carers' Respite initiative. These funds are additional to the funding in the *Stronger Together* calculations.

QoN	Position	Name	Sign & Date
1-9	Regional Director, Southern	James Christian	on file
10-11	Exec Director, HR	Gail Gregory	on file 1/11/06
15, 16, 20	Exec Director, SAMP	Nazha Saad	on file 1/11/06
1-11, 15, 16, 20	Deputy Director-General	Carolyn Burlew	on file 1/11/06
12-14, 25-27	Regional Director, Metro South	Lauren Murray	On file
21, 22, 24, 28	Exec Director, A&R	Alix Goodwin	on file
12-14, 21-24, 25-28	Deputy Director-General	Ethel McAlpine	On file 1/11/06
19, 30 9(17-18 awaited)	Exec Director	Alison Wannan	on file 3/11/06
	Deputy Director-General	Carol Mills	On Leave
29	Manager, PAB	Michelle Dodd	on file
	Director-General	Brendan O'Reilly	

Southern Region, Costed Service Model - Centre Based Respite, Bega Valley

Description of Model
1 x Registered Nurse rostered on at all times. Additional shifts filled by CSW1-2. Assumes no day placement available at any time.

1 x Registered Nurse rostered on at all times. Assumes no day placement available at any time.

Assumes no day placement available at any time.

EMPLOYEE RELATED			
	Base Build	Business Rules Cost Reductions	Build
601000	458,335	0	458,335
601000 Salaries-Temp Agency	41,453		41,453
601100	284,317		284,317
601100 Salaries-Payroll Rel	14,216		14,216
601300			
601300 Overtime	67,313		67,313
601400			
601400 Penalty Rates	24,867		24,867
602300			
602300 Payroll Tax	3,814		3,814
602700			
602700 Recreation Leave	20,556		20,556

OPERATING		50,508	50,508
613600	Fees - Medical/Therapy	6,050	6,050
614000	Stationery-off supp	528	528
614100	Telephones - Mobile Phones	132	132
614400	Printing-Discr	220	220
614600	Postage & Freight	165	165
614900	Out of Pck E-Non-FBT	275	275
616000	Disability Aids	1,100	1,100
626650	Cleaning-Waste Disp	220	220
628100	Telephones - Calls, Renta & Fax	2,200	2,200
629900	IT Expenses-Other	1,188	1,188
611000	MV - Fuels & Oils	3,652	3,652
611100	MV - Services & Maint	762	762
611200	MV - Lease Costs	6,667	6,667
611300	MV - Registration	631	631
611400	MV - CTP Insurance	420	420
611500	MV - Comprehensive Insurance	1,000	1,000
611600	MV - Other Expenses	218	218
615200	Lease / Hire of Equipment	605	605
615300	Cultural&Recreational	440	440
615400	Groc&Household Items	14,850	14,850
623400	Security Services	550	550
626600	Cleaning	1,650	1,650
626800	Utilities - Gas	980	980
626900	Utilities-Electricity	2,420	2,420
627000	Utilities-Water	825	825
627100	Local Govt - Rates&Crp	1,650	1,650
627200	Minor Furnishings(<\$500)	1,100	1,100

REVENUE		0	
411570	411570 Respite Fees	7,000	7,000
	411570 Respite Fees	7,000	7,000

Attachment B

Summary of letters to Nardy House Management Committee re funding offer:

The preferred service model for the facility was derived through careful consultation and planning across the Bega Valley area. Through this consultation a model of service provision was built matched to the type of services required.

On **17 October 2005** Southern Region wrote to the Committee following a review of service costings proposed by the Committee. The Department's letter included **the funding offer for a respite coordination model for the facility.**

On **10 November 2005** Mr Herd and Senior Departmental Officers met with the Committee to discuss a respite coordination model for the facility. The Committee was informed that members of the Respite Coordination Group were willing to work with them to enable the facility to be open and providing respite. **Departmental Officers reiterated to the Committee that funds were available immediately for a respite coordination model.** The Committee again refused to allow any other local providers to operate from the facility, rejected the service model and requested the Department to call for Expressions of Interest.

On **24 November 2005** the Department wrote to the Committee to respond to the issues raised in their letter dated 12 November regarding funding for the facility. **The Committee was urged to accept the Department's offer** and open the facility.

On **25 November 2005** the Department wrote to the Committee and provided additional information in response to their concerns regarding a respite coordination model for the facility. **The Committee was urged again to accept the Department's offer of immediate funding.**

On **7 December 2005** the Department wrote to the Committee acknowledging receipt of their letter dated 28 November in which the Committee rejected the funding offer. The Department reaffirmed their commitment to working with the Committee to enable the facility to be open. **Concurrently, the Government confirmed it was offering recurrent funding** to open the facility prior to Christmas 2005.

Public Announcement:

On **8 March 2006** the **funding offer to the Committee** was made publicly by the Minister during an interview on ABC Radio, South East NSW Program.

On **1 May 2006** the Department wrote to the Committee in response to issues raised by the Committee to the Estimates Committee. The Committee was again **asked to consider the funding package** put forward by the Department and to work collaboratively to facilitate a speedy resolution.

On **18 May 2006** the Department wrote to the Committee in response to their letter dated 1 May that indicated they could not move forward until the tendering process had commenced. **The Committee was encouraged to seriously consider the funding offer** and informed that the Department remained committed to working with them on a respite coordination model for the facility.

* On **20 June 2005** the Committee wrote to the Department and advised that the building was ready (completed).

On **9 June 2006** the Department wrote to the Committee to inform them that the Department could not allocate one million dollars for the model delivery put forward by the Committee. **The Committee was encouraged to seriously consider the final offer** by the Department of a respite coordination model for the facility.

On **13 June 2006** the Department wrote to the Committee to acknowledge receipt of their letter dated 29 May and to reiterate that there was only **one current funding offer of a respite coordination model**. The funds attached to the offer enabled the Committee to immediately employ a coordinator and administrative support. The models allow the Committee to attract further resources. **The combined package is worth in excess of \$400,000 per annum.**

On **22 September 2006** the Department wrote to the Committee to encourage them to **seriously consider the final funding offer** of a respite coordination model for the facility. The Committee was informed that if the offer was not accepted, the Department would proceed to release 50 new respite packages worth approximately \$8,000 for families living in the Bega Valley caring for a family member with a severe or profound disability.

On **3 October 2006** the Department wrote to the Committee to **reiterate that immediate funding was being offered** to enable the facility to be opened. As the Committee was determined to reject the funding offer, the funds would be reallocated to ensure families in the Bega Valley did not wait any longer for respite. The funds would be used to provide 50 new respite packages directly to families. The Committee was informed that the opportunity still existed for them to discuss with Southern Regional Director the option of Nardy House being a service provider under the new initiative.



**Department
of Ageing,
Disability &
Home Care**

Ms Denise Redmond
Nardy House Inc.
PO Box 387
BEGA NSW 2550

➤ **Office of the
Regional
Director -
Southern**

Our Ref: D05/17065

Dear Ms Redmond

I acknowledge receipt of your letters dated 12 November to Denise Henry and myself and note the committee's concerns regarding a respite coordination model for the Nardy House facility. I am disappointed that the committee has rejected the model, as the Department believes it is possible for the facility to be open for Christmas and providing respite for people with disabilities in Bega Valley and surrounding area.

As you and the committee are aware the Minister has accepted the recommendations of Mr Herd's report and the Department is now committed to working towards their implementation.

The Government has already made a considerable investment in Nardy House and will provide recurrent funding to enable the facility to be opened. I understand that during the meeting on 10 November, Departmental officers indicated to the committee that the amount of \$40,000 was only a starting point in terms of funding a respite coordination model, and that if the committee was willing to develop a model with the Department, adequate funds would be made available to employ a coordinator and provide administration support. The Department previously offered to purchase up to 20 weeks of respite with blocked funding for four beds, with the other two beds offered to service providers to purchase respite. The remaining 32 weeks would also be offered to service providers to purchase respite. As discussed on 10 November, the committee is aware that other service providers are interested in purchasing respite at Nardy House and are willing to meet with the committee to discuss ways in which they can support the model and utilise the facility.

The Department has outlined in broad terms to the committee and the Bega Valley Respite Coordination Group, the way in which a respite coordination model could operate. It is a collaborative model what allows for the purchase of respite by other service providers, rather than the purchase of beds. It was always intended that the actual model would be developed with the committee in a way that discussed and addressed any issues the committee may raise. The Department remains committed to supporting the operation of the model so people with disabilities can access centre-based respite. Departmental officers have discussed with the committee ways in which the facility could be staffed,

Queanbeyan Regional Office

ABN 34 538 109 783 Address Suite 3, Level 3, Morisset House, 7-9 Morisset Street Postal PO Box 2245,
QUEANBEYAN NSW 2620 Phone 02 6200 7300 Fax 02 6200 7357 DX 24214 Queanbeyan TTY 02 6270 2167 (for
people who are hearing impaired) Website www.dadhc.nsw.gov.au If you require help translating this information,
please call the Translating and Interpreting Service on 13 14 60.



and that the model allows for the employment of suitably qualified staff to provide care for people with disabilities accessing Nardy House, through funding provided by service providers, and does not require clients to bring their own carer during respite stays.

At the meeting on 10 November, and in your recent letter, the committee advised that discussions had taken place with Cram House. They indicated their willingness to provide advice and support to the committee. Departmental officers have also spoken with Cram House and they indicated their preparedness to participate in further planning with the Department and the committee and may be interested in submitting an EOI in partnership with the committee for service provision at Nardy House.

The Department acknowledges the long-term commitment of members of the committee in working towards the opening of Nardy House and is willing to continue discussions with the committee to develop a respite coordination model for the facility.

I again urge the committee to accept the Department's offer, and open Nardy House for the benefit of people with disabilities in the Bega Valley and surrounding area.

Yours sincerely

NSW DEPARTMENT OF AGEING, DISABILITY & HOME CARE

A handwritten signature in dark ink, appearing to read 'James Christian', is written over a faint, stylized background graphic that resembles a globe or a series of overlapping loops.

James Christian
A/Deputy Director General (Resource Management)
21 November 2005



Department
of Ageing,
Disability &
Home Care

> Office of the
Regional
Director -
Southern

FILE COPY

Ms Denise Redmond
Nardy House Inc.
PO Box 387
BEGA NSW 2550

Our Ref: D06/1130

Dear Ms Redmond

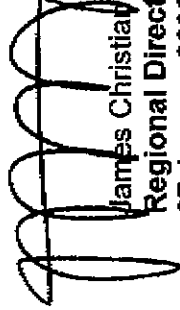
I acknowledge receipt of your letter dated 14 January 2006, in which you request information relating to the Expression of Interest (EOI) criteria (service specification) for the Nardy House facility.

The Department is in the process of preparing the Information Package. As you will be aware from previous discussions, this process requires consultation with other stakeholders, namely the Bega Valley Respite Coordination Group. The next meeting of the Group is on Thursday 9 February between 12 and 3pm at 101-103 Bega Street Bega.

In the interim, the Nardy House Committee should continue their discussions with qualified, licensed service providers with the view of preparing a joint EOI. Should you require contact details of suitably experienced service providers, please contact my office on 6200 7326.

The Department remains committed to working with the Nardy House Committee to enable the facility to be opened and providing respite for people with disabilities in Bega Valley and surrounding area.

Yours sincerely



James Christlan
Regional Director (Southern)
27 January 2006

Queanbeyan Regional Office

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Department
of Ageing,
Disability &
Home Care

> Southern
Region

Ms Denise Redmond
Nardy House Inc.
PO Box 387
BEGA NSW 2550

D06/1985

Dear Ms Redmond,

I acknowledge receipt of your letter dated 1 February 2006 at which time you raised a number of issues in relation to the Expression of Interest process.

I wish to advise that the Department remains committed to working with the Bega Valley Respite Coordination Group as they are stakeholders in respite service provision in Bega Valley and as such have an important role to play. As discussed previously with the Group and the Nardy House Committee, the model being developed for Nardy House will provide the opportunity for other respite service providers to purchase respite at the facility for their clients.

The EOI criteria for the facility will target the needs of persons with high physical support needs as the user group of highest priority, persons with high support needs as the second priority, with any residual capacity available to persons with a disability with lower support needs, as per Schedule 4 of the Funding Agreement signed by you on 25 November 2002. This approach allows for optimum use of the facility.

I am aware that the committee is continuing their discussions with The Cram Foundation, with a view of forming a partnership to provide services at the facility.

It is important the committee is aware that the successful applicant of the EOI process, will be required to demonstrate its financial capacity, a track record in service delivery, and, meets formal service provider and licensing requirements.

I also confirm that I have previously provided contact details to the committee of other suitably experienced service providers, and whilst their services may vary from that to be provided at the facility, they remain a source of information for the committee. You are also able to access an experienced and licensed local respite provider, namely Respite Care Bega Valley, who currently provide respite for individuals with profound disabilities and their families in the Bega area. I would encourage contact with as many experienced providers as possible.

Southern Regional Office - Queanbeyan

ABN 34 538 109 783 Address Suite 3, Level 3, Morisset House, 7-9 Morisset Street Postal PO Box 2245, QUEANBEYAN NSW 2620 Phone 02 6200 7300 Fax 02 6200 7357 DX 24214 Queanbeyan TTY 02 8270 2167 (for people who are hearing impaired) Website www.dadhc.nsw.gov.au If you require help translating this information, please call the Translating and Interpreting Service on 13 14 50.

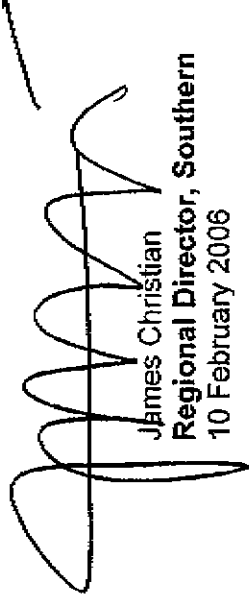


DADHC Southern will continue to develop the Information Package and discussions with the Bega Valley Respite Coordination Group.

I reaffirm our commitment to working with the committee to enable the facility to be opened as soon as possible.

In the meantime, I would be pleased if you could forward me a copy the latest draft version of the Policy and Procedures for Nardy House.

Yours sincerely,



James Christian
Regional Director, Southern
10 February 2006

DADHC**Department
of Ageing,
Disability &
Home Care****FILE COPY**SENDER TO KEEP
CN8910274> Southern
Region

Ms Denise Redmond
Nardy House Inc.
PO Box 387
BEGA NSW 2550

Dear ~~Ms~~ *Denise* Redmond,

D06/3232

I am writing to invite the Nardy House Committee to meet with senior Departmental Officers from DADHC Southern to continue our discussions regarding the target group for Nardy House and other requirements in relation to the Expression of Interest (EOI).

I wish to remind the committee that the initial grant for the construction of the facility requires Nardy House Incorporated to manage the access of persons with a disability to the facility. As per Schedule 4 of the Funding Agreement, persons with high physical support needs are the user group of highest priority, persons with high support needs are the second priority, with any residual capacity available to persons with a disability with lower support needs.

The initial grant also requires the committee to manage the access of Respite Service Providers to the facility and engage with them in regular communication to ensure efficient coordination of appropriate respite service options.

As previously advised to the committee, the successful applicant of the EOI process, will be required to demonstrate its financial capacity, a track record in service delivery, and meet formal service provider and licensing requirements. I am aware that the Cram Foundation (a suitably qualified service provider) recently met with you with a view of forming a partnership with the committee to provide agreed services at the facility. The committee will need to demonstrate it is willing to be an effective and cooperative formal partner with any arrangement, to ensure the success of the EOI process. Any breakdown in this process will result in further delays to the provision of respite services.

I would appreciate your advice as to whether the committee is available to meet with Denise Henry and myself on Friday 10 March at 4pm at Bega. A venue is yet to be arranged for the meeting. I would remind you that I am awaiting the documents that were previously requested.

Southern Regional Office - Queanbeyan

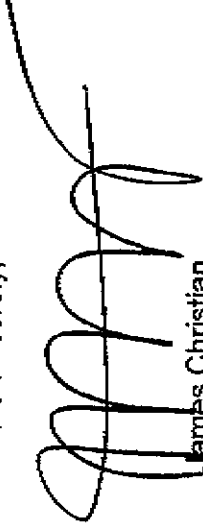
ABN 34 538 109 783 Address Suite 3, Level 3, Morisset House, 7-9 Morisset Street Postal PO Box 2245, QUEANBEYAN NSW 2620 Phone 02 6200 7300 Fax 02 6200 7357 DX 24214 Queanbeyan TTY 02 8270 2167 (for people who are hearing impaired) Website www.dadhc.nsw.gov.au If you require help translating this information, please call the Translating and Interpreting Service on 13 14 50.

11/04/2006 11:04:00 AM

DADHC

DADHC Southern remains committed to working with the committee to enable the facility to be opened as soon as possible.

Yours sincerely,



James Christian
Regional Director, Southern
3 March 2006

DADHC**Department
of Ageing,
Disability &
Home Care****FILE COPY**

➤ Southern
Region

D06/4147

Ms Denise Redmond
Nardy House Inc.
PO Box 387
BEGA NSW 2550

Dear Ms Redmond,

I acknowledge receipt of your letter dated 9 March 2006. It is unclear as to the delay in the delivery of my letter, given it was sent by Express Post on 6 March.

The meeting with you and Ken Dixon is confirmed for Friday 17 March at 11am, DADHC Conference Room, Level 1, State Government Offices, 84 Crown Street Wollongong. The purpose of the meeting is to discuss the target group, proposed tender specifications and general contract terms.

As you will be aware, any new funding agreement will be for the provision of respite services at Nardy House. The previous grant requires the committee to manage the access of Respite Service Providers to the facility and engage with them in regular communication to ensure efficient coordination of appropriate respite service options. I note in your letter that the committee will only engage with other respite service providers once the committee becomes the provider of respite at Nardy House. As previously advised to the committee any successful provider will need to demonstrate its financial capacity, a track record in service delivery, and meet formal service provider and licensing requirements.

I am pleased that the Cram Foundation (a suitably qualified service provider) will join in our discussion on Friday.

DADHC Southern remains committed to working with the committee to enable the facility to be opened as soon as possible.

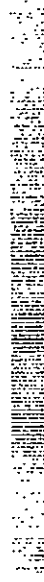
Yours sincerely,



James Christian
Regional Director, Southern
10 March 2006

Southern Regional Office - Queanbeyan

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Department
of Ageing,
Disability &
Home Care

Ms Denise Redmond
Nardy House Inc.
PO Box 387
BEGA NSW 2550

> Office of the
Regional
Director -
Southern

Our Ref: D05/17448

Dear Ms Redmond

I acknowledge receipt of your letter dated 28 November, in which the Nardy House Committee makes it clear to the Department that it does not wish to take up the offer of funding which has been made. I am disappointed that the committee has rejected the funding and opportunity to trial an innovative model, as the Department did believe it was possible for the facility to be open for Christmas and providing respite for people with disabilities in Bega Valley and surrounding area.

Given that the committee does not wish to develop the model, under which a direct funding allocation could be made immediately, the Department will now proceed with the Expression of Interest (EOI) process and commence preparing the Information Package. The EOI process could identify and approve the successful provider by the end of March 2006.

As previously mentioned in my letter of 24 November, I am aware that the committee has met with The Cram Foundation and they indicated their willingness to provide advice and support to the committee. The Department would anticipate much greater involvement from the Foundation or another suitably experienced service provider.

I reaffirm the Department's commitment to working with the committee to enable the facility to be opened and providing respite for people with disabilities.

Yours sincerely

James Christian
Regional Director (Southern)
7 December 2005

Queanbeyan Regional Office

ABN 34 538 109 783 Address Suite 3, Level 3, Morisset House, 7-9 Morisset Street Postal PO Box 2245,
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please call the Translating and Interpreting Service on 13 14 50.

Notes of Discussion between
DEPARTMENT OF AGEING, DISABILITY & HOME CARE

**NARDY HOUSE
CRAM FOUNDATION**

Friday, 17 March 2006

State Government Office Block, Crown Street, Wollongong

DADHC Representatives: James Christian
Peter De Natris

NARDY Representative: Denise Redmond

CRAM Representative: Ken Dixon

James: Commenced discussion by saying this meeting should aim to look at issues which would allow Nardy and the Department to move forward in a Tender environment. Stated that conditions applicable to the Tender environment for organisations in receipt of funding have been previously stated.

The parties need to look at licensing requirements and also what is meant by *formal partnering arrangements* and tendering process.

The Department wants agreement and feels that both parties would benefit from legal advice as to the best way, in legal terms, to form an agreement which meets licensing as well as funding requirements.

The Minister wants to see Nardy operational.

Denise: Requested a timetable of events e.g. when can agreement be drawn up? When can the EOI process begin?

James: First the Department wants agreement on what the EOI process means to both parties before it can be drawn up. Feels that Nardy House management can't meet the demonstrated capacity requirements on its own and requires a licensed and experienced provider to partner with.

Denise: Nardy is relying on Cram to mentor it through the beginning of operations. Legal agreement can be reached with Cram and this would be part of the Tender process. However, Department must specify what the requirements are.

Nardy is adamant that obligations imposed upon it do not impinge on the infrastructure of either Cram or Nardy.

James: Happy that Cram and Nardy have discussed arrangements and come to some agreement on who will be the service provider. Department would require Cram, if they are Nardy's preferred partner, to be a *formal partner* and ultimately accountable for any funding agreement because of their previous history in service delivery.

Department would require proper accountability and reviewing processes in place. It sees the timeframe as approximately two to three years to get the service up and running

followed by a review process with a view to Nardy administration then being accredited as its own identity.

Department understands that any agreement should fulfil the obligations of the Nardy Trust to its original aim of service delivery for *high disability need* clients, but flexibility in relation to the target group is essential to enable resources to be optimised.

Denise: Reiterated Nardy's priority is the delivery of services to high disability need clients first and foremost.

Nardy wants commitment for three years funding with a review at two years and proposed that the agreement between Nardy and Cram will be for the provision of service.

Cram: Discussed briefly what the legal arrangements between Nardy and Cram might involve. Could have two legal identities:

- 1) Nardy House - Service Delivery
- 2) Nardy House/Cram- Respite Services

Denise: Agreed the above arrangements would be feasible but these arrangements are between Nardy and Cram.

James: Stated that under the Nardy/Cram Joint Venture the Department would require that Cram be responsible for service delivery and have ultimate accountability.

The parties may need legal advice to reach the correct legal terminology for such an agreement.

Funds must be delivered through a licensed provider (e.g. Cram).

Denise: Ultimate accountability must rest with Nardy in relation to service delivery.

Peter: Legislation requires the Minister to have a mechanism in place that ensure funds channelled for services meet licensing requirements. Most licenses are issued through the Tender process and new services have to demonstrate their capacity to deliver their aimed services.

Denise: In her view a Consortium bid means Nardy operates under Cram for the first three years then moves to its own license.

The building already meets standards (James agreed with this).

With the licensing requirements she understands that Nardy House would tender to provide *Respite Services* and then can seek independence. Is that what the Department expects?

James: Indicates agreement

Denise: Nardy doesn't want Cram to have all responsibility simply because they have the initial license.

James: The Department is working towards providing details of its requirements for the Consortium.

Denise: Wanted Department to be clear that target group for service delivery is specified by Nardy's Trust Deed and the building model.

Cram & Denise: Definition = To provide respite accommodation services to people with high disability and disabled with medical and frailty with priority to people with profound disabilities: See definition

This definition suits building as is without modifications. This would be the target group because it meets the needs of both Cram and Nardy.

EOI would need to get along that line and doesn't cut across what's already in place.

James: Department agrees with like clients being put in together.

Denise: Adamant the Department must understand that you can't have mobile people for respite in the house.

James: Department doesn't want to lock this in to point where people are excluded if needs of the specified target group have been met and there is spare service delivery.

Want something in contract which encompasses this.

Bottom line in Tender is if resources are underutilised they want consideration of broadening of the target group.

Denise: If the facility is underutilised then Nardy will discuss changes. If this happens (which Denise very much doubts) Nardy will widen the intake areas in order to increase its clients in the specified target group. Nardy House is not planning to alter the definition of its target group in the near future.

If service delivery capacity still underutilised following widening of intake areas then Nardy would go down one level of need at a time but still with the aim of meeting the original target group specification and utilising current house design.

If still underutilised then would take longer stay clients but have reservations about this option.

Doubts building will be underutilised if it is properly funded. The main aim is to provide specialised respite for far south coast. This should be specified in Tender.

Nardy is aware of great need for this type of service on the far south coast because it has been approached by people who are having to travel to Caribetra and outside the region to obtain respite services.

James: Disputed that individuals need to travel to Caribetra due to lack of respite services. Didn't think it was valid to understate the investment being made by Government in respite services.

Denise: Proceeded to explain the proposed model for service delivery at Nardy:

- 6 respite beds for planned and crisis care
- 1 bed floating for crisis situations

5 beds going all the time and 6th bed booked on basis that no crisis happens

This plan would be contained in the Tender.

James: The Tender process means that the Department is purchasing a certain dollar value of services and meeting targets.

Denise: Is the purchase price absolutely explicit?

James: Yes

Denise: What is this dollar figure?

James: Definitely not \$1 million. It's a figure benchmarked against current services and based on four beds.

Denise: This has been discussed before: \$420,000 — if that's the offer then Nardy won't tender. Can negotiate but must be realistic

Denise: Nardy is not looking at 20 weeks. It is looking at 24 hours per day, 7 days per week, 52 weeks of the year with 6 beds. The Department has known this for close to a decade now. Nardy cannot train or employ except on that basis.

The ball is in the Department's court. It should get the Tender together and then Nardy will judge whether it can tender or not — but must be realistic.

Denise: Mentioned that she feels the Tender process has been corrupted by the mentioning of \$1 million by the Minister.

James: Countered by saying there was a dispute over the original tender costings which may have led to the \$1 million figure being mentioned but didn't feel this could be construed as a corruption of the tender process.

Cram: Suggested it would be best if the Department could finalise the Tender conditions so they could be considered by Nardy.

Denise: Again requested a timetable for Tender process. Explained that in November 2005 she had been advised that in 4 weeks the EOI conditions would be provided and this still had not eventuated.

James: The Department needs legal advice. This should be obtainable in 1 week. Suggested a phone link up on Monday, 27 March at 2:00 pm would be an opportune time to discuss the impact of this legal advice on processes for funding agreement.

All Parties: Agreed to timing of phone link up.

Peter: Department is close to EOI completion (90%). When completed will need approximately 1 to 4 weeks for advertising followed by 6 weeks for submissions. Estimates that all up the process will take about 15 weeks for funds to be released.

[illegible]

Answer

A profoundly disabled person can access the holiday cottage for up to \$50.00 per night. This amount is inclusive of accommodation and care and is negotiated between the organisation and the individual on the basis of capacity to pay.

The cost of accommodation is the same regardless of whether an individual provides their own carer or requires care. The cost of care is then subsidised by the organisation through funding provided by the department.

The total cost for accommodation over a 24 hour block of care is up to \$450 per day. Total cost for accommodation and care can be up to \$3,150.00 per week.

Budget Estimates Recall Questions on Notice

	Name & Contact Number	Sign & Date
Author	Denise Henry	<i>Denise Henry</i> 11/11/06
Regional Director Southern	James Christian	<i>[Signature]</i> 09.11.06
Deputy Director General	Carolyn Burlew	
Director General	Brendan O'Reilly	