



LEGISLATIVE COUNCIL

GENERAL PURPOSE STANDING COMMITTEE NO. 2

BUDGET ESTIMATES 2010-2011

QUESTIONS ON NOTICE

General Purpose Standing Committee No. 2

Ageing, Disability Services, Volunteering and Youth

Monday 13 September 2010

Answers to be lodged by: Thursday 7 October 2010

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Hearing date	Portfolio	Answer to be lodged by
13 September 2010	Health	7 October 2010 [21 days]
13 September 2010	Ageing	7 October 2010 [21 days]
13 September 2010	Disability Services	7 October 2010 [21 days]
13 September 2010	Volunteering	7 October 2010 [21 days]
13 September 2010	Youth	7 October 2010 [21 days]
15 September 2010	Education and Training	11 October 2010 [21 days]
15 September 2010	Community Services	11 October 2010 [21 days]
15 September 2010	State Plan	11 October 2010 [21 days]

Questions relating to the portfolios of Ageing, Disability Services, Volunteering and Youth

13 September 2010, 2:00 pm – 6:00 pm

Questions from Ms Parker

Ageing parent carers

As of the 15th of December 2009 two clients aged 75 – now presumably 76 years of age were placed on emergency interim funding and had been on that funding for 14 months.

1. What ADHC services were being provided to both 75 year olds on emergency interim prior to them becoming homeless?
 - a) Had these clients been listed on RoRSA prior to requiring emergency interim funding?
 - b) How old was the carer at the point that the clients became homeless?
2. Is ADHC are aware of a Northern Beaches client who is over 60 years and the mother is over 90 and still caring for her daughter at home. Doesn't this set up these families with attachment issues and make transferring to care extremely difficult and distressing to all involved?
3. How many carers of sons and daughters with disabilities has ADHC become aware of who are currently between the age of 70-75, 75- 80, 80- 85, 85-90 and over 90 years of age and still primary carers for sons or daughters/siblings?
4. Could we have a print out of all carer ages, grouped together by age (as above) who are registered on CIS)?
5. How many clients who are in need of permanent accommodation have had more than two different accommodation places over the past two years?
6. What is the most separate address's that any one client has resided at until permanent placement has been found since Stronger Together 1 came online (with each separate stay in a single facility counted as a single address)?
7. How many people have had multiple address's (more than five – with each separate stay in a single facility counted as a single address) in the past two years?
8. What are the reasons for moving these clients?

Training

9. Does ADHC provide any training to staff for managing the personal care needs of the opposite sex?
10. Is it true female clients with an intellectual disability living in a group home or receiving Centre based respite within ADHC regularly have many of their personal care needs including showering, dressing and menstrual cycle management attended to by male staff?
11. Are female clients with an intellectual disability and in the care of ADHC made vulnerable by such actions, as many of the male casual, agency and permanent respite care workers may not be personally known to the client?
12. Minster primrose will you commit to providing families with some reassurances when accessing ADHC services and acknowledge the right for female clients to have their personal needs met by a female staff member.
13. What guidance is currently given to frontline staff and Network Manger for managing the personal care of female clients? Can we please be provided with a copy of any documentation, policies, procedures etc... Relating to male staff providing personal care to female clients?
14. Doesn't this leave not only vulnerable females at risk, but potentially male staff members extremely vulnerable to accusations?

Restricted Practices

15. What are the safeguards ADHC undertakes in order to protect clients from restricted practices that are not authorised?
16. How does ADHC control the use of restrictive practices without consents?
17. What is the penalty for organisations that abuse the system and administer unauthorised medications to clients?
18. How does ADHC monitor itself and NGO's in regards to unauthorised restricted practices?
19. What is the consequence for staff who apply restricted practices to clients without proper authority?
20. Do all staff undergo restricted practice training?

Restructure

21. Is it true that some staff have not had additional police checks since these checks were first done - sometimes more than a decade ago?
22. Are people being police checked again with change of positions within this restructure?
23. If not why not when anything could have happened in the interim time that the service has not been made aware of?

EPSU (Ethics & Professional Standards Unit)

24. How many incidents of fraud of clients money was reported across the DADHC networks in the past year (all reported thefts not just those referred to EPSU)??
25. What was the total dollar loss to clients from reported theft last year (all reported thefts not just those referred to EPSU)?
26. How many incidents of fraud or mismanagement and misappropriation of household funds or goods has come to the attention of management in the past year (all reported thefts not just those referred to EPSU)?
27. How many incidents of fraud or mismanagement, neglect or abuse was sent for investigation by EPSU in the past year for misappropriation of household funds or goods or clients money?
28. Could we have a printout on all referrals to EPSU for investigation with the outcomes – if any, of investigations?

Non Government Organisations operating costs

29. How many Non Government Organisations is the department aware of that operate in deficit for accommodation services?
30. And how many Non Government Organisations is the department aware of that operate in overall deficit?
31. Is the Government aware of how much NGO fund raising dollars were committed to operating accommodation or day services 2008/09 and 2009/10?
32. What was the cost of bailouts by the department of Non Government Organisations for 2008/09 and 2009/10 for accommodation services?
33. How many NGO's received viability funding for 2008/09 and 2009/10 for accommodation services?
34. How many organisations were/are operating at a deficit of more than \$500,000 for 2008/09 and 2009/10?
35. How many organisations were/are operating at a deficit of \$250,000 or more for 2008/09 and 2009/10 for day or accommodation services?
36. What was the average recurrent cost to ADHC of a non government operated supported accommodation bed first funded pre 2000 in NSW?
37. What was the average recurrent cost to ADHC of a government operated supported accommodation bed first funded pre 2000 in NSW?

38. What is the average recurrent cost to ADHC of a non government operated supported accommodation bed first funded under Stronger Together in NSW?
39. What is the average recurrent cost to ADHC of a government operated supported accommodation bed first funded under Stronger Together in NSW?
40. What is the average capital cost to ADHC of a government operated supported accommodation bed first funded under Stronger Together in NSW?
41. What actions do ADHC take to ensure that NGO's are not having to come cap in hand to the department because CPI increases have not kept up with actual costs?
42. Why aren't day programs funding attached to CPI?
43. Minister, what is the department doing to ensure that increase in staffing costs after the wage parity case in October does not make Non Government Organisations financially unviable – are you building these increases in wages into the funding streams?
44. How many non government organisations operate in deficit because of the differentials in the two streams of day program funding, Post School Options versus Community Participation?
45. Are these deficits returned by government?

Quality of care in Non Government Organisations

46. What safeguards are in place to ensure that block-funded NGO's deliver adequate care to their clients?
47. How can NGO's ascertain what level of care is appropriate and necessary if their clients have not had their needs formally assessed?
48. What is the agency's response to families who are concerned that their family members, who have a cognitive capacity of a six or seven year old, are being left with one hour or even less of drop-in support each day?
49. What measures are in place to ensure that people with a disability who are being transferred from large residential centres will receive the same quality and quantity of care - namely, twenty-four hour a day support and vehicles on hand to provide transport?
50. What safeguards are in place to ensure that support staff working alone and unsupervised in group homes run by NGO's actually do the work they are employed to do?
51. What checks and balances are in place to ascertain that NGO's are using their funding to deliver the services on the ground that the agency intends them to deliver?

Quality Safety Frameworks in government operated services

52. What is the percentage of IP's that are out of date?
53. What is the percentage of BIS plans that are out of date? (Behavioural Intervention Support)
54. How many RPA's are currently out of date? (Restrictive Practice Authority)
55. How many Client Risk Profiles are currently out of date?
56. How many clients with swallowing and nutrition difficulties have eating and drinking plans out of date?
57. How do you physically monitor network managers to ensure they don't give themselves high marks in their QSF electronic scorecards? And does such monitoring occur every quarter for every manager?
58. Can the accuracy of Key performance Indicators on the electronic score card be relied on if network managers score their own units?
59. In relation to the QSF electronic scorecard and identified KPI's for client plans etc... Why is ADHC only interested in the date of plans and not the quality of the plan?

Unmet need

60. How can your government say that you cannot quantify unmet need when the extrapolated to national figures, PriceWaterhouse Cooper report that is marked Cabinet in Confidence is the basis of the report given to the Disability Investment Group and is currently available online for anyone to see if they happen to know how to find it?
http://www.fahcsia.gov.au/sa/disability/pubs/policy/National_Disability_Insurance_Scheme/Pages/default.aspx
61. How many years has the government had these actuarial studies from Price Waterhouse Cooper that not only quantifies unmet need by breaking down every age group into disability type and severity of disability, but shows in real terms of percentage of people in the broader population that will either be born with particular disability types or who will acquire disability through accident or illness within average age parameters?
62. Wouldn't the department be able to with reasonable accuracy, estimate - using this data, how many children being born each year will need early intervention services as it comes down to disability types known to have intense intervention and/or therapy needs?
63. Wouldn't the department be able to with reasonable accuracy,- using this data, estimate how many adults will likely need accommodation supports or supported accommodation at the age of say 25 with the only differential being whether the family were ready for their sons or daughters to leave the family home?
64. Using the Price Waterhouse Coopers report in the custody of Premiers or the data on the link above that we have given you from the Productivity Commission, how many children under 5 years of age are currently likely to need early intervention services?
65. Using the Price Waterhouse Coopers report in the custody of Premiers or the data we have given you, how many people in NSW who are over 25 years of age are likely targets for accommodation supports in NSW?
66. Are you using this data for a case to fund Stronger Together 2?
67. How much did this study that is so sensitive your government has refused to release it, cost the taxpayers of NSW?
68. Which department paid for the report?
69. Why was it buried in Premiers and marked 'cabinet in confidence'?
70. Why has the government, and your department in particular, continued over the years since to say it has no idea of unmet need in NSW when these studies are so detailed and available to government?
71. Has this data ever been made available to treasury?
72. Could we please have a copy of all of the correspondence between treasury, the department and the Minister at the time as well as the responses from ADHC to treasury in regard to the report and in response to the report prior to the announcement of Stronger Together 1?

Medication errors

73. Why, when ADHC uses CIS (Client Information System) to provide a single database that monitors and records client information including serious incidents such as medication errors, do you not monitor and record staff involved in a staff data base with the functionality to record and track staff who persistently make these errors and continually put lives of people with disabilities at serious risk of injury or death?
74. What is the system ADHC uses to monitor staff who are repeat offenders in making potential catastrophic errors with medications?
75. Is ADHC aware of how many medication errors each staff member has made in a given year?

Individualised Funding Planning

76. There has been much discussion about individualised funding for disability services at a national and state level. Can the Minister please inform the government that the cited:
77. 'officials reported that well-developed systems are required to underpin the individual funding approach, including data systems that have the capacity to capture the complexity of supports purchased and the outcomes attained (Fahcsia: Effectiveness of individual funding approaches for disability support 2010).
78. How much work has been undertaken or is currently planned to develop these requirements by ADHC?

Therapy Request Registers

79. Accepting that some clients are listed on the Client Request Information System for more than one of these services,
80. How many clients accessed physiotherapy in 2009/10?
81. How many clients accessed an occupational therapy in 2009/10?
82. How many clients accessed behavioural support in 2009/10?
83. How many clients accessed a case manager in 2009/10?
84. Last year we were given the table for the current number of people on the service request registers both active and the register of service requests to address register for every specialist support team in NSW. This list was broken down into region.
85. May we please have the updated table on these requests?
86. Could we also have these tables further broken down, such as the table we gave you last year that shows the service requests held within not only each region but within the individual area offices of the community support teams e.g. Parramatta, Penrith, Hornsby, Chatswood etc.
87. Why are therapists numbers the poor cousins to case management when a case manager is only as good as the services they can resource?

Mason matter

88. Minister, have you read the submissions from the Social Issues Inquiry into ADHC? Have you read submission 14?
89. What action has the department taken to sanction the service provider?
90. What action has ADHC taken with regard to the ADHC management involved in this case?
91. What action has ADHC taken to ensure that families are not placed in such positions in the future?
92. What action was taken by the department regarding the documented sexual abuse of another client residing in the above mentioned service?
93. Did ADHC ask the police investigate this assault? If not, why not?
94. Is it true that the manager concerned is currently still working in the sector as an agency worker?
95. Has there been an increase in funding to this service provider for this financial year?
96. With the NSW ombudsman's report citing failure to adhere to the Disability Services Act what comment would the Minister like to make about how he will ensure full compliance, as is the state of NSW's obligation, with this act?

Guardianship Tribunal

97. How many families in 2009/10 did ADHC make application against or undertake to represent the departments interest, regarding Guardianship?
98. Minister how can you be sure that some of these applications are not based on the kind of unsubstantiated evidence as with the Mason case?
99. As Minister having responsibility for the Guardianship Tribunal is it a concern to you that this tribunal can accept evidence where there are no rules of evidence but where hearsay is accepted as evidence such that the same evidence would not hold up in a legal forum?

Stronger Together

100. Under Stronger Together 1, were all forecast goals for service numbers met, and if not, will the reasons be adequately analysed to better support Stronger Together 2?
101. Could you please tell us the numbers of people - based on the core activities limitation definition of level of disability – of people living in ADHC funded group homes. How many clients are considered to fall into each of the following categories;
 - a) Profound
 - b) Severe**
 - c) Moderate
 - d) Mild
102. Will the Minister please provide details of how many new tenders, as a percentage of total tenders issued and in dollar value of budget in the 2009/2010 period, were created for the provision of services to people with intellectual disabilities?
103. Will the Minister also provide details on the total amount of new tenders, as both a percentage of total tenders issued and in dollar value, that were created to provide services to people with physical disabilities in the 2009/10 period?

Waiting lists or registers

104. How many people are on the register of request for supported accommodation (RoRSa) in each of the ADHC regions?
105. How many people on RoRSa are high priority in each area?
106. How old is the oldest person on RoRSa in each region?
107. 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?
108. Are you notifying all of the families who were removed from RoRSA and onto the future needs list prior to the clients name being removed?
109. How many clients have been removed from RoRSA without being provided with accommodation in the last two years?
110. In order to reassure the community that ADHC can say that vacancy management selection from RoRSa is independent, shouldn't the scoping be independent as well as the short listing to alleviate ER funded clients being prioritised to the detriment of people currently residing with their families?
111. How many places for supported accommodation are funded for ADHC and how many for the NGO's?
112. What are the trends of people on the accommodation register (age, level of disability)?
113. How many people are on the future needs request for supported accommodation in each of the ADHC regions?
114. In what regions does this include people under 18?
115. What is the purpose of the future needs register?

Tenders

116. Will the Minister please provide details of how many new tenders, as a percentage of total tenders issued and in dollar value of budget in the 2009/2010 period, were created for the provision of services to people with intellectual disabilities?
117. Will the Minister also provide details on the total amount of new tenders, as both a percentage of total tenders issued and in dollar value, that were created to provide services to people with physical disabilities in the 2009/10 period?

Home modifications

118. How many Home Modification applications are currently on file waiting to be signed off in each ADHC region?

119. How can ADHC forward plan without waiting lists for home modifications?
120. How is this data on applications captured?
121. Home Modifications funding for 2009/10 ran out in Dec 2009, can the Minister please explain if this was across all regions and how this occurred?

Data Collection

122. During 2007/08, DADHC Regions reported that 51 people moved directly from the family home into permanent supported accommodation models. How many people moved directly from the family home into permanent supported accommodation models in 2008/09 and 2009/10?
123. Of the clients funded for supported accommodation pre Stronger Together how many have moved to independent drop in support models since Stronger Together came online?

Future Needs Register - Accommodation

124. How many people have been removed from RoRSa without accommodation services in the past 2 years?
125. Is ADHC notifying all of the families who were removed from RoRSA of ADHC's intention to remove their name, instead placing them onto the Future Needs Register prior to the clients name being removed?
126. How many people currently have their name on the Future Needs Register in each ADHC area?
127. How many ADHC clients have ER funding
128. What is its purpose?
129. How much does it cost annually?
130. What is the average cost per client annually for ER funding?
131. What is the longest time a client has been accommodated with ER funding?

Institutions

132. As the NSW Ombudsman has recently released a report titled: People with disabilities and the closure of residential centres', would the Minister say that he or his department had done all that it could to fulfil the promise of devolution of large scale residential care facilities in NSW?
133. Given that the NSW ombudsman reported in the 'Review of individual planning in DADHC large residential centres' June 2009 that people living in supported accommodation were not getting the community access that they needed and this was mirrored in the report 'people with disabilities and the closure of residential centres' August 2010. Can the Minister please inform the committee of what work, if any, has been undertaken so that in a further 12 months we are not reading the same statements?
- 134.
135. What was the average number of hours that residents of Rydelmere were offsite for activities (not including medical or dental) per month in 2009/10?
136. What was the average number of hours that residents of Stockton were offsite for activities (not including medical or dental) per month in 2009/10?
137. What was the average number of hours that residents of the Lachlan Centre were offsite for activities (not including medical or dental) per month in 2009/10?

Older parent carers

138. Four Corners investigated the ageing parent carers accommodation funding and found discrepancies in what the government put forward as being older parent carers accommodation funded from the Federal money as it appeared to be rebadged.
139. Can the Minister confirm that this money actually funded purpose built and funded accommodation places to place clients directly from their family homes into accommodation services?

140. Could we have the dates the building work started for each group home and the dates that these clients moved into each of the houses?
141. Were all of these clients sons or daughters of parents over 65 years of age?
142. Could we have a list of the ages of each clients parent/carers and the age of the clients at the time these accommodation places were offered?

Indigenous issues

143. What inroads has ADHC made in increasing the participation of Aboriginal people and improving the cultural appropriateness of services?
144. How many Aboriginal Carers accessed respite care in 2009/10?
145. How many Aboriginal people receive accommodation services in NSW?
146. How many indigenous support workers has ADHC trained and how many are now working within the care sector?

Community Transport

147. Among OECD countries Australia is ranked 13th out of 19 in employment rates for all people with a disability. Only half of working age Australians with a disability has a job - compared with 80 per cent without a disability. The role of community transport in supporting people living with a disability to enter the workforce and indeed partake in vocationally focused events cannot be understated.
148. Can the Minister provide details of what strategies his department have put in place to ensure that those wishing to undertake vocationally focused events, with an aim of making them more able to take up mainstream employment, are being supported by his department.

Respite Care

149. Given that ADHC's, Accommodation and Respite operates with a 3% vacancy rate in Accommodation & Respite, how many places does this 3% equate to in supported accommodation and respite?
150. Is there a penalty if staff rostered on duty when a vacancy arises do not attempt to fill respite vacancies as they arise?
151. What checks does ADHC undertake to ensure that vacancies are filled whenever possible?
152. Will the minister comment on how many respite beds, as a percentage of the total, are currently being used by people waiting for access to supported accommodation on average in 2009/10?
153. Are parents informed prior to access if a client who has challenging behavioural issues will be sharing the services with their child/adult?
154. Are parents informed prior to access if a client who has issues with violent behaviour will be sharing the services with their child/adult?
155. Are parents informed prior to access if a client who has sexualised behavioural issues will be sharing the services with their child/adult?
156. If a client with these types of behaviours is placed in an emergency situation into a house already occupied with vulnerable people is the house manager able to refuse admittance because of the vulnerabilities of clients already there?
157. If such a client is provided with an emergency bed does the house manager under policy have the obligation to notify the other families of the danger to their vulnerable children by this client in order to give them the option to take their people home?

Homecare

158. Has every single staff member currently in the employ of Homecare undergone a police check?

159. Are staff who have not undergone a police check allowed to work with minors and non-verbal clients and those who have intellectual disabilities?
160. Do you inform the client and their family that they are to have a staff member working with them that is not police checked?

Accommodation Request registers for Individual Area Offices

161. Are the future accommodation request registers held by the local offices e.g. for Metro North - Parramatta, Penrith Hornsby etc and if so could we please have a copy of the individual area offices register for future accommodation requests for each region across the entire state?
162. How many claims of abuse against clients were referred to police?
163. How many allegations of client abuse were made to the department in 2009-2010?
164. How many of these were formally investigated?
165. How many were substantiated?
166. How many staff were disciplined?
167. How many staff were required to undertake further duties away from clients?
168. At what cost?
169. How many consultants were engaged by the department? Who were they and at what cost?
170. Why isn't ADHC collecting information on the number of people that are applying for HACC services or programs, who are yet to receive a service or program, and the length of time the person is on a waiting list?
171. How is the NSW government going to get an understanding of the demand and unmet need for these very important HACC services and programs if it does not request HACC funded service providers to provide such important information?

Questions from Mr Khan

1. Of the promised \$18 million Healthy at Home program what funds were expended in the Port Macquarie electorate in each year since 2007? What funds are planned to be expended on this program in the Port Macquarie electorate in each of the next three years?
2. How many daily calls were made in the Port Macquarie electorate to frail, older public housing residents living alone through the Care Call program in each year since 2007? How many individual residents benefitted from these calls in each of these years? Does the Government have any KPIs which would demonstrate the success or otherwise of this program in the Port Macquarie electorate?
3. In relation to the Government's Stronger: Together – A New Direction for Disability Services 2006-2016 policy document, please outline the outcomes for the Port Macquarie electorate in each year since 2007. What outcomes are planned for the Port Macquarie electorate in each of the next three years?

4. Of the promised \$8.4 million program to encourage Year 9 and 10 students to volunteer a minimum of 20 hours as a community service while they are at school, what funds were expended in the Port Macquarie electorate in each year since 2007? How many students were involved? How many students went on to volunteer? What funds are planned to be expended on this program in the Port Macquarie electorate in each of the next three years?
5. Of the promised \$18 million Healthy at Home program what funds were expended in the Monaro electorate in each year since 2007? What funds are planned to be expended on this program in the Monaro electorate in each of the next three years?
6. How many daily calls were made in the Monaro electorate to frail, older public housing residents living alone through the Care Call program in each year since 2007? How many individual residents benefitted from these calls in each of these years? Does the Government have any KPIs which would demonstrate the success or otherwise of this program in the Monaro electorate?
7. In relation to the Government's Stronger: Together – A New Direction for Disability Services 2006-2016 policy document, please outline the outcomes for the Monaro electorate in each year since 2007. What outcomes are planned for the Monaro electorate in each of the next three years?
8. Of the promised \$8.4 million program to encourage Year 9 and 10 students to volunteer a minimum of 20 hours as a community service while they are at school, what funds were expended in the Monaro electorate in each year since 2007? How many students were involved? How many students went on to volunteer? What funds are planned to be expended on this program in the Monaro electorate in each of the next three years?