

Submission
No 18

**INQUIRY INTO SERVICES PROVIDED OR FUNDED BY
THE DEPARTMENT OF AGEING, DISABILITY AND
HOME CARE**

Organisation: South East Neighbourhood Centre
Name: Ms Kate Melhopt
Date received: 30/07/2010

SOUTH EAST NEIGHBOURHOOD CENTRE

Wednesday, July 28th, 2010

NSW Parliamentary enquiry into services funded and provided by the Department of Ageing, Disability and Home Care Submission

The South East Neighbourhood Centre (SENC) is a non-profit community based organisation founded in 1987.

SENC services include Advocacy, Advice, Casework, Childcare, Counselling, Classes, Support Groups, Family Support, Food Deliveries, Information, Multicultural Support, Referrals, Social Support, In Home Respite Care, Volunteers and Individual and Community Transport.

The Mission of the South East Neighbourhood Centre is to assist people in our community.

This submission is reflective of the concerns that staff have expressed:

- Currently there are two fresh fruit and vegetable distribution services catering for the inner city and eastern suburbs. Our funding is location specific resulting in requests for services having to be declined for those who reside on bordering boundaries. We have also received requests from local councils to extend our service however this would not be possible without an injection of additional funding into the program.
- As a result of Botany's ageing population we are now experiencing an increase in referrals for community transport to assist with shopping and social access. Instead of operating a waiting list which would exclude people from accessing programs we now have to rotate clients to meet this need.
- Access to community transport is also compounded by an increase in frail aged and/or people with disabilities requiring additional room for mobility aids and for carers to accompany care recipients. Extension of program hours due to these complex client needs has resulted in a reduction in the number of trips able to be made each day. To alleviate the changing service demands community transport would benefit from additional vehicles that are designed to transport clients with higher care needs as we can no longer allocate seats based purely on the number of clients requiring a service.
- Increased referrals for clients with complex needs requires additional qualified worker hours, historically we have been able to access volunteers to provide client support however this is no longer possible due to the level of support required.
- The age and changing needs of clients have resulted in an increase flow across services as clients move from one program to another based on individual need, this places additional pressure on these programs due to low attrition rates.

Service and Program Staff
South East Neighbourhood Centre