

Submission
No 79

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

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The major problems I have had with ADHC OVER THE LAST 10 YEARS ARE AS FOLLOWS:

1) No provision of adequate ongoing funding to the social support stream peak body - Neighbour Aid and Social Support Association Inc (NASSA)- there has been piecemeal support but not enough to allow the employment of an officer to head up the peak body. Thus has meant a huge workload for the NASSA State Executive who all have funded social support programs to run and have to volunteer their time to run this great peak body which provides so much "social support" to it's members.

2) There has been a HUGE administration imposte placed on HACC service providers over the last 10 years ie. MDS; OHS requirement; validation; self assessment etc. 90% of social support in NSW is delivered by part time programs with one paid worker. To meet these requirements workers have had to allocate time away from direct service provision which means the clients suffer!

3) MDS reporting is outputs focussed and service streams have been siloed. This means that services have to report all they do as one service stream ie. social support and cannot inform the department about transport support, shopping support etc which they are doing under the social support banner (accompanied activity). The MDS should be "outcomes focussed" which would allow the funding body more opportunity to assess the benefits and cost saving generated by the service provided.

4) The Departments focus on outputs over the last 10 years has forced social support services into group work to make up their outputs. This is all well and good as groups are important for socially isolated HACC clients, however , it has led to a huge drop in one on one volunteer based social support which means many clients unable to access group activities, miss out on personal support from a community based volunteer. I believe my service is one of the only social support programs in NSW which exclusively matches volunteers to clients, one on one for social support.

4) I am extremely critical of the current funding process. Despite doubling my clientelle (21 clients in 1999 - 40 clients in 2010; 19 volunteers in 1999 - 40 volunteers in 2010) and doubling outputs (2,000(1999-estimate, now 4,000 p/a in 2010) I have received no additional ongoing funding during this time. ADHC focus on competitive tendering and appear to believe that only "big is beautiful" ie. growth funding was available for social support, but only on a regional basis as a result a large local social support service gained funding for the region and will be delivering services within my catchment area! I see a lot of problems with this.

5) To sum up ADHC has been too busy covering their own liability and growing themselves to provide support to the small players in the system. They have not consulted sufficiently with existing service providers before implementing program changes etc. By ignoring the work of the unique volunteer based social support stream in NSW delivered by countless small neighbour aid services they have thrown the baby out with the bath water. Social support funding is now thrown at the large charity based organisations where it is swallowed up and delivered by paid workers who love the opportunity to have a chat and a gossip with their existing clients. Real community based social support delivered by a volunteer one on one to the client in their home is a very different service, it links the client to the community and uses local social solidarity to deliver the service at minimal cost to government