



2006-07 ANNUAL REPORT

NSW Department of Ageing,
Disability and Home Care



DADHC



Department
of Ageing,
Disability &
Home Care

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Communication objective

This Annual Report reviews the performance of the NSW Department of Ageing, Disability and Home Care in 2006–07 and identifies our priorities for 2008 and beyond. We have met the interests of our stakeholders by documenting our progress against the aims and commitments in our Results and Services Plan for the same period.

The report outlines our operational framework and describes the highlights of our regional service delivery. It reflects our role in the community and demonstrates our efficient stewardship of public resources.

Expected users of this report include members of the NSW Parliament, members of the public, the disability sector (service providers and community organisations), researchers and students. They will find the report describes a range of initiatives, achievements and future plans, and provides a sound basis for measuring our performance in 2006–07.

The report will be tabled in Parliament by 30 November 2007.

Letter to the Minister

The Honourable Kristina Keneally MP
Minister for Ageing, Minister for Disability Services
Parliament House
Macquarie Street
Sydney NSW 2000

Dear Minister

I am pleased to submit for presentation to Parliament the Annual Report of the NSW Department of Ageing, Disability and Home Care (DADHC) for 2006–07.

The Report was prepared under the provisions of the *Annual Reports (Departments) Act 1985* and the *Annual Reports (Statutory Bodies) Act 1984*.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Brendan O'Reilly', with a stylized flourish at the end.

Brendan O'Reilly
Director-General
31 October 2007

Minister's Foreword

It is a tremendous honour and privilege to be appointed as the Minister for Ageing and the Minister for Disability Services.

This year has been a busy and exciting time for the Department and I plan to ensure disability services and ageing remain a focus for the Government.

Last financial year saw the launch of the Government's 10-year plan for disability services in NSW, *Stronger Together: A new direction for disability services in NSW 2006-2016*. *Stronger Together* represents an historic investment in disability services that will provide long term and practical solutions to support people with a disability and their families.

In this financial year, an investment of \$154 million has already delivered a wide range of new services, including extra therapy, respite, supported accommodation and Attendant Care services, as part of \$1.3 billion we are injecting into the system over the first five years of the plan.

To support *Stronger Together* and better coordinate access to services, the Government released *Better Together: a new direction to make NSW government services work better for people with a disability and their families 2007-2011* earlier this year. Through *Better Together*, government agencies will work together to ensure effective planning and coordination of vital public services such as transport, health, housing and education. The plan will deliver greater assistance for people with a disability to live a full and active life in their community.

Another significant highlight was the launch of *The State Plan* to deliver better results for the NSW community from Government services. *The State Plan* focuses on five key areas of activity and identifies priorities for government action. DADHC has the responsibility of being the lead agency for State Plan Priority F2 - increased employment and community participation for people with a disability.

I was proud to announce a \$2 million four-year pilot program to help keep young people with autism spectrum disorder participating in school and learning activities. The pilot was jointly developed by the Department and ASPECT, a state-wide provider



of services to people with an autism spectrum disorder, with support from the Department of Education and Training and NSW Health.

The endorsement in May of the new Home and Community Care (HACC) Review Agreement by the Commonwealth Minister after considerable national negotiations was an important achievement. The Department relies heavily on this funding, which is a joint Australian, State and Territory Government Agreement to deliver services to frail older people, people with a disability and their carers.

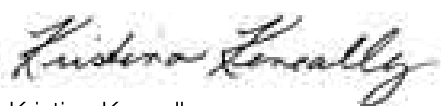
I am disappointed with the delays in finalising the Commonwealth State Territory Disability Agreement (CSTDA), with the Australian Government yet to accept the State and Territories offer of 5.5 per cent growth, or \$3.4 billion in new money. I will continue to press for better outcomes alongside other State and Territory Ministers for people with a disability, their families and carers in NSW.

In keeping with the 2007 NAIDOC theme of *Looking Forward, Looking Back*, the Department has been working with Aboriginal and Torres Strait Islanders to strengthen the services the Government provides. I was privileged to have the opportunity to announce the establishment of a specialist Aboriginal Access and Assessment team to improve the Aboriginal Home Care intake. Assessment for Aboriginal people can now be undertaken face-to-face in their own homes by trained Aboriginal assessors. Assessment will be culturally appropriate, transparent to the community, easy to access and will provide a consistent application of eligibility criteria.

Supporting the wellbeing of older people and helping them to enjoy good health, security and meaningful and productive lives is a key commitment of the Government. The development of the *Interagency Protocol for Responding to Abuse of Older People in 2006-07* is a reflection of this commitment. The most important principle that underpins the protocol is that older people are entitled to the same level of protection as any other member of the community. The development of the protocol was led by the Office for Ageing with the assistance of experts from a number of key NSW government agencies.

Today we are living in an exciting era of unparalleled demographic change with people living longer and healthier lives than at any other time in history. A major focus for the Government is the future of the ageing population, with the number of people over 65 in NSW projected to increase more than 50 per cent by 2030. To assist NSW plan for the future needs of the ageing population, the Government will convene *Ageing 2030: Creating the Future* in October 2007. This will be an ideal opportunity for leading decision-makers and thinkers to come together to share ideas and help set priorities for Government, non-government organisations and the private sector to meet the needs of people over 65 into the future. I am eager to raise the profile of these issues in the wider community and start to consider possible strategies to address these.

I am very excited about the challenges that lie ahead and look forward to continuing to work hard together with DADHC staff, service providers, and stakeholders to provide greater support for older people, people with a disability, families and carers and to build on the Government's substantial achievements in this important area.



Kristina Keneally
Minister for Ageing
Minister for Disability Services

Director- General's Year in Review

During the year, the Department has been working hard on improving efficiencies so that our funding, including the significant investment under *Stronger Together*, is spent in a way that effectively meets the needs of as many older people, people with a disability and their carers as possible.

This requires the Department to focus on rolling out new services that are relevant and accessible by those who need them most. Efficiency improvements in the day-to-day running of our business, including the allocation of funding and monitoring of services, are also needed.

I am pleased to present this year's Annual Report, which provides comprehensive information on our services and delivery levels, and details the progress we have made in achieving our reform agenda.

Stronger Together and Better Together

During 2006-07, we have implemented major initiatives in each of the key areas outlined in *Stronger Together: A new direction for disability services in NSW 2006-2016*. We are piloting a number of new initiatives to increase capacity in areas such as respite, family support and specialist accommodation. We are also instigating more rigorous contracting, data collection and evaluation to help ensure that these programs meet client needs and are sustainable in the longer term.

In March, the NSW Government launched *Better Together: A new direction to make NSW Government services work better for people with a disability and their families 2007-2011*. DADHC led the development of this whole-of-government plan, which had extensive input from 11 other NSW Government agencies. The plan will complement the work of *Stronger Together* in delivering better services for people with a disability, their families and carers.



Disability highlights

A number of new places to support the growing need for disability services were rolled out during the year, including:

- 1,138 new respite places made up of flexible respite places and centre-based respite places to provide short-term breaks for carers of children and people with a disability
- 95 new Attendant Care places at a cost of \$5.3 million per annum as part of the significant expansion of our intensive in-home support for people with a disability
- 1,200 new therapy places, 600 of which were allocated to Community Support Teams and another 600 places allocated through non-government organisations (NGOs)
- 110 general specialist support places, allocated to regions, which will become operational in 2007-08
- 36 long-term specialist support places to support people with a disability who are leaving custody and an additional 74 long-term accommodation or support arrangements for young people leaving care
- 19 support coordination services to support older parent carers.

Substantial changes to the Community Participation (CP) Program were introduced by the NSW Government after extensive consultation, resulting in greater choices and increased funding and service hours. A five year bilateral agreement was also successfully negotiated with the Commonwealth to support young people in or at risk of entering nursing homes.

Other new initiatives included the establishment of the Office of the Senior Practitioner to oversight behaviour support practices and psychology services for people with a disability in NSW. The University of NSW was selected to host the new Chair in Disability Mental Health with the aim of enhancing mental health services to people with an intellectual disability.

Ageing highlights

We implemented a number of new initiatives and existing programs to support older people to maintain their independence and continue to actively participate in their communities, including the following highlights:

- funding totalling \$5.3 million was allocated to 22 organisations to assist older people maintain their independence and participate in their communities as part of the Ageing Grants Program
- the Office for Ageing hosted two seminars – *The Benefits of Developing Evidence-Based Policy* and *The Future of Housing for Older People* – which were designed to share key research outcomes related to population ageing and the implications for public policy
- members of the Seniors Card Scheme continued to grow, with an increase of 200,000 to a record total of 1.1 million members. There were also significant increases in the number of business partners and outlets participating in the scheme.

HACC highlights

Each year, Home and Community Care (HACC) providers deliver essential services to the community. In NSW, 17 service types are funded under the HACC Program, the five major services being domestic assistance, personal care, respite, nursing care and transport. Highlights for 2006-07 included:

- providing 1.8 million hours of domestic assistance to more than 51,000 frail older people and younger people with a disability and their carers
- delivering 1.1 million hours of personal care to more than 16,000 clients
- providing respite services to the carers of over 25,000 frail older people, or younger people with a disability, either in the home or at a respite centre, to enable them to have a break
- delivering 3.6 million meals under the Meals on Wheels program
- providing community transport services totalling more than 1.8 million trips over the course of the year.

Home Care highlights

Home Care is the largest HACC service in NSW, providing domestic, personal care and respite for the frail aged and younger people with a disability.

We implemented a range of strategies to improve the efficiency of Home Care, including the establishment of a centralised intake point for rural regions to help streamline the intake, assessment and referral process and to provide clear entry and exit points based on client needs.

Aboriginal Home Care celebrated the milestone of 25 years of providing culturally responsive services to Aboriginal people with a disability, older Aboriginal people and their carers. A new Aboriginal Access and Assessment team was set up to streamline assessment processes and improve the access of eligible clients to Aboriginal Home Care services.

Corporate highlights

We depend on our highly skilled workforce, systems and infrastructure to deliver quality services to a wide range of clients across the state.

During the year, there was an increased focus on business assurance activity through the restructure of the internal audit function. An in-house audit team was established to identify business improvements and provide effective corporate, governance, risk and financial management.

Significant improvements in how we collect and manage data were achieved with the completion of the minimum data set remediation project in December. The return of 2005-06 HACC data to the Commonwealth Government increased by 9.5 per cent, and the return of Commonwealth State Territory Disability Agreement (CSTDA) data increased by 33.7 per cent over the previous year.

The introduction of a Department-wide claims review system resulted in the average cost per workers compensation claim decreasing from \$6,134 in 2005-06 to \$5,518 in 2006-07, as well as a significantly reduced deposit premium for workers compensation.

Looking ahead

The year ahead continues to pose significant challenges for the Department in rolling out service increases under *Stronger Together* and progressing efficiency reforms to improve the effectiveness of our service delivery.

The finalisation of a new Commonwealth State Territory Disability Agreement (CSTDA) will be vital to ensure that the Department has the necessary funding to achieve its objectives. During the current agreement, the NSW contribution has continued to grow substantially. Agreement on shared growth funding between the Commonwealth, states and territories is required to help address future unmet need.

The outcomes of *Ageing 2030: Creating the future*, which will be held in October 2007, will help to provide valuable long-term responses to meet the future challenges and maximise the opportunities of population ageing in NSW.

On a personal note, I wish to thank our staff for their hard work over the past year, as well as the many people and organisations that helped us along the way. I would also like to express my appreciation to the new Minister for Ageing and Disability Services, the Hon. Kristina Keneally, for her enthusiastic dedication to improving the lives of older people and people with a disability since her appointment as Minister in April. I look forward to working with you all to meet the challenges and opportunities in the coming year.



Brendan O'Reilly
Director-General

The year ahead continues to pose significant challenges for the Department in rolling out service increases under *Stronger Together* and progressing efficiency reforms to improve the effectiveness of our service delivery.





The NSW Department of Ageing, Disability and Home Care is one of the largest human services organisations in NSW, providing support and services to more than one million older people, people with a disability and their carers.

01

About Us

01

About Us

We are committed to ensuring that older people, people with a disability and their carers are valued, lead independent lives and have the opportunity to participate fully in community life.

In 2006–07, the Department had a total budget of \$1.8 billion and employed more than 12,000 staff.

Who we support

The Department supports older people and people with a disability to live in their own homes and participate in community life. Where this is not possible for people with a disability, the priority is to support them through a range of specialist accommodation services. Support for older people who are unable to remain in their own home is predominantly the responsibility of the Commonwealth Government.

The range of specialist services provided by the Department includes:

- early intervention programs for children and young people
- accommodation in group homes and residential centres
- programs that develop independent living skills
- respite services
- information and advocacy services
- assistance to actively participate in communities through social groups, work and other activities
- promoting awareness, acceptance and inclusion of people with a disability through programs such as International Day of People with a Disability
- promoting healthy ageing through programs like NSW Seniors Card and events such as NSW Seniors Week.



Our stakeholders

We work with a number of stakeholders to ensure our policies, programs and services are well-informed and meet our clients' needs.

These stakeholders include almost 900 government and non-government organisations and service providers who receive funding to deliver services; advocacy, peak bodies and industry groups; community agencies and organisations; and regulatory bodies.

Legislation and agreements

We administer the following Acts:

■ **NSW Disability Services Act 1993:** This Act provides for the funding and provision of disability services. It sets out the objects and principles that govern disability services in NSW, along with the terms and conditions under which organisations receive funding.

■ **Home Care Service Act 1988:** This Act established the Home Care Service of NSW and outlines how the Director-General manages the service, and that it is subject to the direction and control of the Minister.

■ **Youth and Community Services Act 1973:** This Act provides for the licensing of residential centres for people with a disability.

The NSW Minister for Disability Services also administers the **Guardianship Act 1987**, which provides for the guardianship of people with a disability, the appointment of guardians, the making of guardianship and financial management orders, the Guardianship Tribunal and the Public Guardian.

The Guardianship Tribunal is responsible for the day-to-day administration of the Act and is independent of the Department. Although the Tribunal produces and tables its own annual report in the NSW Parliament, financial and related matters are included in this report. Additional information is available on the Guardianship Tribunal's website at www.gt.nsw.gov.au.

Two Commonwealth-State agreements govern most of our services and funding – the Commonwealth State Territory Disability Agreement (CSTDA) and the Home and Community Care Agreement (HACC).

Commonwealth State Territory Disability Agreement (CSTDA)

The CSTDA is a broad-based agreement that sets the national framework for the delivery, funding and development of services for people with a disability. It outlines national priority areas over the term of the agreement and commits to a joint approach to funding.

During the current agreement, the NSW contribution has grown substantially:

- 2003–04 it was 78.5 per cent
- 2004–05 it was 82 per cent
- 2005–06 it was 82.5 per cent.

In 2006–07, NSW contributed 84 per cent, or \$1.09 billion. The Commonwealth contribution to the CSTDA in 2006–07 was \$209.2 million or 16 per cent.

The existing CSTDA has been extended until December 2007 while negotiations on a new CSTDA are finalised.

Completion of the new agreement has been delayed due to the dissension between the Commonwealth and the State and Territory Governments. The offer made by the Commonwealth would have seen a further decline in its contribution to disability services.

Home and Community Care Agreement (HACC)

HACC is a joint Commonwealth, State and Territory Government agreement to deliver services to frail older people, people with a disability and their carers (see Fig. 1.1).

In 2006–07 NSW contributed 40.2 per cent (\$194.8m) of the funding, while the Commonwealth Government contributed almost 59.8 per cent (\$284m).

The new NSW HACC Program Annual Plan was approved by the Commonwealth on 20 October 2006 and rollout of growth funding commenced. On 21 May, 2007, the new HACC Agreement was signed by the Commonwealth Minister after national negotiations.

The revised HACC Program Management Manual and National Program Guidelines, supporting the HACC Review Agreement, were distributed by the Commonwealth to states and territories. A fact sheet on the new key features of the HACC Agreement and a copy of the National Program Guidelines are available on the DADHC website.

Our results, services, priorities and directions

The provision of our services is measured against two key result areas:

■ **Community support** – The ability of older people and people with a disability to live in their own home is maximised. Section 2, starting on page 17, details our performance against this result area.

■ **Specialist support** – People with ongoing intensive support needs are living in suitable accommodation and participating in the community.

The Department's 10-year plan for disability services in NSW, *Stronger Together: A new direction for disability services in NSW 2006–2016*, is responding to the needs of people with a disability, families, carers and service providers who have requested

more help and long-term practical solutions. It includes an additional \$1.3 billion over its first five years in extra respite, supported accommodation, in-home support, therapy, post school programs and the practical help that families told us they needed. This funding is in addition to the current spend of over \$1.1 billion each year on services to help people with a disability and their families.

In March, the NSW Government launched *Better Together: A new direction to make NSW Government services work better for people with a disability and their families 2007–2011*. DADHC led the development of this whole-of-government plan, which had extensive input from 11 other NSW Government agencies and complements the work of *Stronger Together*. *Better Together* targets how key mainstream services work and are coordinated so that appropriate access for people with a disability is part of the regular way the Government does business.

The objective is that in NSW, only those with the greatest need will have to use a special facility or program.

While *Stronger Together* delivers increases in specialist disability services, *Better Together* will ensure vital public services such as transport, health, education and housing are better able to meet the needs of people with a disability and their families.

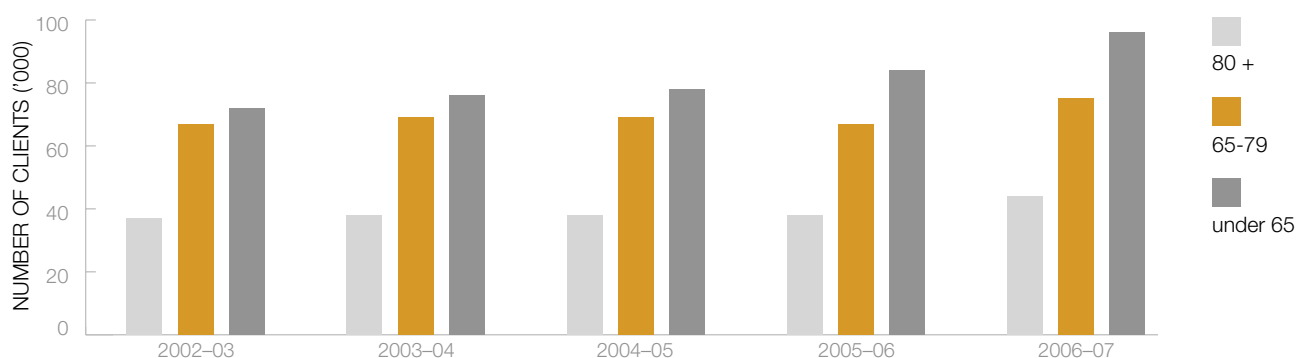


Figure 1.1 HACC clients by age group

Data Source: HACC MDS



Stronger Together has already delivered:

- 600 new therapy places. Funding arrangements are in place for a further 400 NGO places in 2007–08
- 1,138 new respite places
- \$3.1 million of Family Assistance funding, helping over 1,500 families
- 95 new Attendant Care Program places
- 350 new specialist accommodation support places in 2006–07 and 2007–08
- higher quality post-school programs, more days and increased funding to nearly 3,000 young people.

Better Together identifies:

- what action we are taking to improve our total service system, not just our specialist services, for people with a disability
- how we will maximise value from our new investment in specialist services through improved linkages across the service system
- how we will work together across government to provide the best possible services for people with a disability so that as many people as possible can participate fully in education, employment and community life.

The *Better Together* framework identifies eight priority areas:

- improving coordination of our investment in accessible infrastructure
- early intervention – providing help at the earliest possible time to get the best results
- making it easier for people to get the therapy services they need
- strengthening services and support for people with autism and their families
- improving access to community support and specialist accommodation
- supporting and recognising carers
- working with Aboriginal families and communities to strengthen the services we provide
- collaborating on research to improve our understanding of what works best.

Our regions and business streams

The Department has four business streams responsible for managing the services we deliver to clients:

- **Accommodation and Respite** runs the group homes, residential facilities and respite centres that the Department operates
- **Community Access** is responsible for matching our services to clients, based on their needs. Community Access also manages the programs that help people with a disability participate more actively in community life, including Day Programs where clients learn social, living and other skills. Other programs include early intervention programs for children with a disability and therapy
- **The Home Care Service of NSW** (Home Care) helps older people, and people with a disability, to continue to live independently in their own home by providing domestic support, personal care and respite for carers in their own home
- **Service Development and Planning** manages our relationships and contracts with almost 900 service providers that we fund to deliver services to clients on our behalf. Strategic Policy and Planning



Minister Kristina Keneally helping out at the Seniors Card stand at the Royal Easter Show.

also monitors the quality of the services delivered by these organisations and by the other business streams of the Department.

Our services are delivered to the people of NSW via our six regions – Metro North, Metro South, Hunter, Northern, Southern and Western – to meet the unique needs of each community. Our regional structure allows us to foster closer ties with local communities and effectively manage intake and vacancy services at a local level. More information about our regions can be found in Section 3 of this Annual Report, page 57.

The Department also has the **Office for Ageing**, which is responsible for advising the NSW Government about ageing policy and administers the Ageing Grants program. It provides advice to the Minister, Director-General, Executive and the Department's business units and regions on strategic issues relating to the ageing of the population and, in particular, on whole-of-government strategies to address ageing issues. Older people form a larger proportion of the NSW population than in previous decades and this proportion is projected to increase.





This section details the services we provide and fund to achieve our results. Substantial service expansion was undertaken this year and reform initiatives were implemented to improve the quality and efficiency in what we do, and the outcomes for our clients.

02

Results and Services

Performance Overview of Our Results and Services

COMMUNITY SUPPORT

Key service provision data

- 2,580 clients in 78 DADHC operated and funded respite centres
- 3,570 clients in DADHC funded, non-centre based respite
- 9,950 clients in Day Programs and community engagement programs
- 4,840 clients in post-school programs
- 384 places in the Attendant Care Program
- 530 clients in High Need Pool
- 20,900 clients served by therapy, prevention and early intervention services funded or operated by DADHC
- 88,660 people receiving advocacy and information and linkage services
- 1.1 million members of the Seniors Card Scheme
- Seniors Card Scheme revenue from advertising and other sources totalled \$1.5 million, an increase of 15 per cent

2006–07 highlights

- A three year pilot program commenced with NSW Health to provide respite places to families in the geographical area covering Westmead Children's Hospital
- The number of days available per week as part of the Community Participation Program increased
- 95 new Attendant Care places were allocated
- 44 new High Need Pool places were allocated

Key challenges 2007–08

- Rollout of new respite places
- Development of new models for Day Programs and Respite services

Also see pages 20 to 33

SPECIALIST SUPPORT

Key service provision data

DADHC operated services

- 1,380 clients in 303 group homes
- 1,165 clients in 10 Large Residential Centres as at 30 June 2007

DADHC funded services

- 2,010 clients in group homes and a further 1,585 in other Community Living accommodation models
- 475 clients in Large Residential Centres

2006–07 highlights

- \$5.6 million in funding resulted in 36 long-term places being established as part of the Criminal Justice program to support people with a disability leaving custody
- 97 Emergency Response clients were transferred to permanent arrangements
- Office of the Senior Practitioner established
- 60 group homes and respite centres were refurbished
- Tendering for rollout of 110 new places

Key challenges 2007–08

- Rollout of new specialist accommodation places and the development of new accommodation models

Also see pages 34 to 39



Data used in the Annual Report comes from a variety of sources, including CSTDA MDS, HACC MDS and CIS. These data sources are defined and explained in the Glossary of Terms on page 276. The acronym CALD, which appears in some graphs and tables, is also defined in the glossary. The data presented in Section 2 is based on a count across the full 2006–07 year, except as otherwise stated.

OUR SERVICE SYSTEM

Key service provision data

- \$256 million (plus an additional \$70 million paid directly to Health) for 186,700 clients receiving HACC services (excluding Home Care clients)
- \$660 million for 24,870 clients receiving DADHC funded CSTDA services
- 300 clients per 1,000 people with moderate, severe or profound disability access HACC services
- Cost of specialist support services, as a percentage of overall budget, has reduced by five per cent since 2004–05
- Aboriginal staff make up 3.1 per cent of overall staff numbers – the EEO benchmark is two per cent
- 490 DADHC operated, and 2,150 DADHC funded outlets deliver CSTDA funded services across the six DADHC regions
- 42 per cent of the \$1.6 billion DADHC budget was spent on DADHC operated disability and Home Care services. The remaining 58 per cent funded NGO service providers

2006–07 highlights

- *Better Together*, a whole-of-government strategy for all NSW Government departments that provide services to people living with a disability, was launched
- Savings of \$2.9 million were realised through increased efficiencies, a direct outcome of the procurement reform program
- Two new Aboriginal Intensive Family Support Services in Dubbo and Greater Taree/Kempsey areas were established

Key challenges 2007–08

- Implementation of the new Case Management Framework, including the recruitment of 100 new Case Workers

Also see pages 40 to 47

HOME CARE

Key service provision data

- 54,000 clients receiving 3.8 million hours of service from Home Care staff (includes HACC and non-HACC funding)
- 1.85 million visits to deliver 1.43 million personal care hours
- 1.4 million visits to deliver 1.89 million domestic assistance hours
- 180,000 visits to deliver 460,000 HACC respite hours

2006–07 highlights

- Established a centralised intake point for rural regions
- Established a list of 13 preferred providers as part of cost reduction strategies
- Realigned Aboriginal Home Care with the regional structure
- Established the Aboriginal Home Care Development Branch to improve service delivery to clients

Key challenges 2007–08

- Implement new Client Information and Work Management systems
- Continued development of the Aboriginal Access and Assessment Team.

Also see pages 48 to 55

Community Support

In 2006–07, we worked on seven priority initiatives to support clients to live in their own homes.



The vast majority of people, young and old, are cared for in their own home with the support of family and friends.

As part of our community support objective, we provide a number of services that are designed to complement the assistance already provided, strengthening rather than replacing it.

Our services are categorised into the following groups:

- skill development and Day Programs
- respite
- personal assistance
- intensive personal care
- support for families and children
- therapy and fixed term interventions
- advocacy, information and linkage
- support for the well-aged.

The Department provides assistance to people with a disability to improve living skills and help them to participate in the community through skill development and Day Programs. It also provides people with a disability, older people and their carers with time limited breaks through respite services. The Department provides basic support services such as personal care, domestic assistance, social support, meals and transport. These services enable people to live in their own home environments with some ongoing support.

A number of the Department's services aim to support people to develop the skills and abilities to live in the community with minimal support. Support for families and children, therapy and fixed term interventions, advocacy, information and linkage and support for the well-aged assist people to maximise their independence, access the best mix of services and/or community support, and strengthen families to keep them together.

In 2006–07, we worked on seven priority initiatives to support clients to live in their own home environment. The initiatives were:

- enhance respite
- enhance and restructure Day Programs



- expand and improve in-home supports
- enhance therapy
- extend support for children and families
- improve advocacy, information and linkages
- improve support for the well-aged.

Respite services

Respite services provide short term, time limited breaks to carers of children and people with a disability. Respite options include overnight support in a centre based service, or a more flexible option that may involve a social activity and some community connections. Centre based day care for older people is also provided (see Fig. 2.1).

Respite at a glance

- 26,590 people received HACC funded respite services (respite care and centre based day care)
- 2,580 people received centre based disability respite services
- 3,570 people received other non-centre based models of respite services under the CSTDA program

Priority initiative – enhance respite

Expand respite services

In 2006–07, through *Stronger Together*, a total of 1,138 new respite places were made available throughout NSW for the families of people with a disability. Care was taken to allocate the places on the basis of population and need. Substantial growth in respite services was also funded through the HACC State Plan.

2006–07 achievements:

- 1,013 new respite places were rolled out under *Stronger Together*, made up of 164 new flexible respite places and 849 centre based places at a total cost of \$7 million per annum
- 38,376 new hours were allocated to respite services in the HACC State Plan at a cost of \$1.4 million per annum

■ 19 new support coordination services (16 general, one CALD and two Aboriginal) were established to support older parent carers at a total cost of \$12.7 million per annum. This is an innovative new service type which aims to establish local older parent carer networks and peer support groups, assist families to access support services and develop succession plans, and build skills and social contacts

■ 125 new flexible packages were provided at a total cost of \$2 million per annum for people with a disability who are cared for at home by older parent carers. These will provide regular breaks for older carers and meaningful activities during the day for their son or daughter with a disability

■ a new complex health needs respite centre, the Liverpool Respite Centre, opened in November 2006. This new 10 bed respite facility provides an additional 70 respite places to families in the south and west of Sydney.

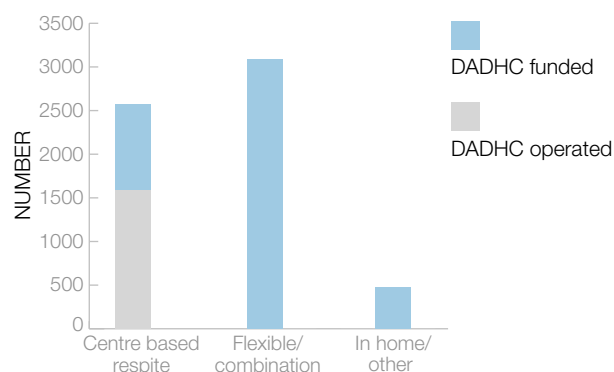


Fig. 2.1 Clients in respite, by sector

DADHC is the main provider of centre-based respite in NSW. Non-government organisations are main providers of flexible and own home respite. This graph applies to CSTDA funded services. HACC funded respite is not included.

Improve respite services

Work began on the development of options to expand the range of available respite models and introduce a more structured approach to the access of respite services ahead of significant increases in places in 2008–09.

2006–07 achievements:

- a three year pilot project with NSW Health to provide respite places to families with children and young people who have significant behavioural support needs in the geographical area covering the Children's Hospital at Westmead commenced

- a pilot shared care project was commenced to support families at risk of breakdown who are caring for adolescents with challenging behaviours. An evaluation of the pilot is being carried out and the results will be available in 2007–08

- a program for improving the administration of DADHC operated respite centres has been developed for implementation in 2007–08. It includes the introduction of an assessment and booking system to increase usage rates by more effectively managing client needs.

Challenges and priorities for 2007–08:

- review the Department's respite service investment to make decisions about reforms needed and the most effective investments for the future

- further development work on age appropriate respite models

- implement improvements to the Department's centre based respite administration

- plan for future allocations of respite to be rolled out in 2008–09.

Skill development and Day Programs

Day Programs and Post-School Programs provide opportunities for older people, and people with a disability, to achieve greater independence and participation in their communities. The Transition to Work Program assists school leavers with a disability to develop skills to help them move into employment, vocational education and training or higher education within a two year period. The Community Participation (CP) Program provides meaningful activities and skills development to people with moderate to very high support needs. Centre based Day Programs and other recreation and community activities provide people with a disability and older people with social activities and community engagement.

In addition to centre based services, individual community based options and culturally specific services are being delivered.

Skill Development and Day Programs at a glance

- 680 clients are enrolled in 31 DADHC operated Day Programs

- 1,330 young people are enrolled in Post-School Programs

- 2,120 clients in Community Participation Programs

- 1,390 clients currently enrolled in Transition to Work Programs

- 9,270 clients are participating in DADHC-funded Community Engagement Programs

Priority initiative – enhance and restructure Day Programs**Expand and improve Day Programs**

This year, we took the first steps towards achieving the planned expansion of approximately 3,000 new Day Program places over the next five years. In addition to the refinements to Post-School Programs (see opposite), we laid the foundation for the rollout of the first 180 new general Day Program places. Work also commenced on creating a continuum of age appropriate programs from post-school to retirement.

2006–07 achievements:

- commenced a review of DADHC operated Day Programs to identify the most effective way to deliver these services in the future. A census of all programs, clients, activities and outcomes highlighted the effectiveness of these programs and enabled consideration of the most cost-effective method delivering quality programs to clients

- 207,000 new hours were allocated to the centre based Day Programs through the HACC State Plan at a cost of \$1.9 million per annum.

Challenges and priorities for 2007–08:

- further develop a continuum that covers post school to retirement, supports improved outcomes in specialist



accommodation, and incorporates plans for expansion of Day Programs from 2008–09

- reauspice DADHC operated Day Programs.

Refine post school programs

Over 750 new people were placed into Post-School Programs in the 2006 calendar year and we continued to implement reforms in this area. Following extensive consultation with families, service providers and peak advocacy bodies, the NSW Government introduced substantial changes to the CP program, including greater choice and increased funding and service hours.

2006–07 achievements:

- 827 school leavers (2006) were assessed as eligible for entry to the Department's Post-School Programs
- new funding arrangements were put in place for the CP program as part of the *Stronger Together* initiative. This included the creation of individual community based option services and culturally specific services, in addition to centre based services
- in 2007, CP clients receive a minimum of 24 hours each week – or four days of support – and those young people with very high and exceptional support needs receive five days per week. The extra hours are supported by additional funding of more than \$13 million in 2007 for people currently in the program. Also, all eligible young people who left school at the end of 2006 are receiving a minimum of four days support per week
- 113 providers were approved as a result of the tender for centre based and individual community based CP programs.

Challenges and priorities for 2007–08:

- refine the assessment tool and the appeals processes used in the Post-School Programs
- engage with the Commonwealth and the NSW Department of Education to improve the interface between education, training and employment
- evaluate the effectiveness of the Transition to Work program
- over 900 students are expected to register for Post-School Programs in 2008.

Personal assistance and intensive personal care

In-home support programs are an important part of the Department's commitment to help people to live in their own home environments with ongoing support. The Department provides support to older people, people with a disability, and their carers in the form of domestic assistance, personal care, social support, home nursing care, meals, and community transport. Intensive personal care services (the Attendant Care Program and the High Need Pool) are provided to people with a physical disability who are capable of directing their own support and require no more than 35 hours of support a week. These services give assistance with daily living activities and personal care to enable people to participate in education or community based activities.

Personal assistance and intensive personal care at a glance

Attendant Care Program and High Need Pool

- there are 384 places in the Attendant Care Program (includes 70 additional places as part of a *Stronger Together* initiative)
- 530 clients in the High Need Pool (see Fig. 2.2) accessed more than 460,000 service hours, as follows:
 - 500 clients accessed a total of 375,600 personal assistance service hours
 - 360 clients accessed a total of 54,700 domestic assistance service hours
 - 160 clients accessed a total of 35,700 respite care service hours
 - 20 clients accessed a total of 300 home maintenance service hours.

Priority initiative – expand and improve in-home supports

Stronger Together has enabled significant expansion of our intensive in-home support programs for people with a disability. This is complemented by substantial HACC growth that was rolled out to provide ongoing support for older people and people with a disability to remain in their own homes.

2006–07 achievements:

- 95 new Attendant Care places were allocated at a cost of \$5.3 million per annum
- 44 new High Need Pool places (a part of the HACC program) were allocated as a result of administrative arrangements reform
- \$1 million was allocated to four year pilot projects to support people with Acquired Brain Injury (ABI) and Motor Neurone Disease (MND)
- a new model of in-home support combined with social housing – the Disability Housing and Support Initiative (DHASI) – was designed. Service planning and purchasing is under way to place 20 clients in 2007–08 (new places allocated in 2006–07 and 2007–08)
- allocated substantial HACC growth including personal care and domestic assistance (\$2 million – 61,830 new hours), social support (\$3.5 million – 167,016 new hours), food services (103,965 meals at a cost of \$.6m) and transport (\$3 million – 349,536 additional trips).

Challenges and priorities for 2007–08:

- complete implementation of the DHASI program
- planning for the rollout of new Attendant Care places in 2008–09

Fig. 2.2 High Need Pool: number of clients and hours by service type

Service type	Number of clients	Number of hours
Personal care	497	375,591
Domestic assistance	363	54,730
Respite care	161	35,65
Home maintenance	23	309
Total	1,044	466,284
Total unique clients	533	

Therapy and other fixed term interventions

Therapy services provide short, fixed term interventions to improve skills and capacities to enable family support and community participation to be maintained and enhanced. Services include physiotherapy, speech pathology, occupational therapy, and behaviour support through DADHC operated Community Support Teams, NGO therapy providers, and HACC service providers of Allied Health and home modifications.

Therapy and fixed term interventions at a glance

- 26,800 services were provided to 10,420 clients of DADHC operated Community Support Teams
- 10,490 clients received services from DADHC funded organisations
- 11,850 clients received home modification services under the HACC program
- \$8 million was spent on home modification services (with an average spend of about \$700)
- 22,130 clients received Allied Health Services

Priority initiative – enhance therapy**Expand therapy services**

2006–07 saw dramatic increases in therapy places under *Stronger Together*, as part of the commitment to an additional 960 places for children and 1,920 adult places at a total cost of more than \$40 million by 2010–11.

2006–07 achievements:

- 600 new therapy places allocated on an ongoing basis to Community Support Teams costing \$3.3 million
- 600 new therapy places, over 18 months, allocated through NGOs costing \$3.3 million
- \$1.9 million rolled out across the state to fund 33,331 new hours of allied health, case management and nursing services.



Challenges and priorities for 2007–08:

- prepare for the rollout of more therapy places in 2008–09.

Improve the coordination of therapy services and the Department's Community Support Team structures

Service expansions have been underpinned by a number of actions to ensure more equitable allocation of therapy resources across NSW, improve professional structures and practices and, as identified in *Better Together*, streamline processes for accessing therapy across government and non-government organisations.

2006–07 achievements:

- the development of an interagency statement of agency roles and responsibilities to coordinate access to therapy services as part of *Better Together* is well under way, including an end to repeated screening of people accessing therapy from difference agencies
- a Therapy Taskforce of government and non-government chief executives was established to oversee improvements in, and management of, therapy services in the disability sector
- senior psychologist and senior therapist positions were created in all regions.

Challenges and priorities for 2007–08:

- progress the whole of Government therapy project through *Better Together*
- implement improvements overseen by the Therapy Taskforce
- negotiate improved career pathways and supervisory structures and a professional award for the Department's therapy staff.

Support for families and children

The Department works to keep families with children with a disability together by providing a range of services, programs and resources to increase family wellbeing and strengthen family capacity. These include information and support through early intervention services, therapy, respite, and intensive family support.

Support for children and families at a glance

- 6,740 clients (aged 0–6) received Early Childhood Intervention services

Priority initiative – extend support for children and families**More services to support children and families**

Under *Stronger Together*, \$11 million has been allocated over five years for the Extending Early Childhood Intervention Initiative, to develop further and expand early intervention services, programs and resources for children with a disability aged 0 to 6 years in NSW.

2006–07 achievements:

- two Aboriginal Intensive Family Support Services (IFSS) were allocated in Dubbo and Greater Taree/Kempsey providing up to 60 new places per year
- hundreds of families have taken advantage of the Family Assistance Fund, which provides them with small amounts of discretionary funding to purchase items that will make life a little easier.

In 2006–07, regions provided funding to 644 families for whitegoods such as washing machines, fridges and air conditioners, computers and communication software, and play equipment. Additional funding was provided to families through IFSS providers. A total of \$3.1 million is allocated to the Family Assistance Fund each year

- work commenced on the realignment of the Early Childhood Intervention Coordination Program (ECICP) with the Families First strategy. ECICP is a prevention and early intervention strategy that is delivered jointly by five government agencies – NSW Health and Area Health Services, Community Services; Education and Training; Housing; and Ageing, Disability and Home Care (lead agency). The Families First strategy relies on government and non-government services to work together and with communities to plan and develop more responsive and coordinated services.

Challenges and priorities for 2007–08:

- find a suitable service provider for the Aboriginal IFFS to be established in the New England area (first attempt unsuccessful). Work to establish a service in South West Sydney
- evaluate new family support models to inform planning for the expansion of service levels beginning in 2008–09.

Fig. 2.3 Data snapshot: Community Support Teams

CST – Data snapshot	2004–05	2005–06	2006–07
Number of clients who received services from CST	8,753	11,548	10,418
Number of services provided by CST	20,659	23,807	26,811
Service completion rate	61%	67%	72%

Includes all services that were either completed during the year, but also services that were being delivered, but not completed by 30 June, 2007

Data source: CSTDA MDS and DADHC Client Information System (CIS) (MDS Service types 2.03, 2.05, 2.06)



New kinds of support for children and families

Stronger Together allocates \$40 million to new programs to better support children and families.

2006–07 achievements:

- \$2 million has been allocated for new alternative family based care services through the Family Choices program. Each service will develop family based placements for children with moderate to high support needs who are unable to remain living at home. Services will operate in Goulburn, the South Coast and in the Northern Region
- new information kits and parenting programs were funded at a cost of \$3.6 million over five years
- the Department was a leading contributor to the NSW Carers Action Plan that was launched in March. The plan makes a whole-of-government commitment to recognising and supporting carers.

Challenges and priorities for 2007–08:

- implement stage 2 of the Extending Early Childhood Intervention Initiative for children aged 0 to 6 years, to expand services and develop new, innovative service types
- fund seven demonstration support networks to pilot projects that address the needs of children and young people with a disability, and their families
- finalise seven information kits, including one to be launched in November 2007 for parents and families with a child who has recently been diagnosed with an Autism Spectrum Disorder. The kits will be available in seven community languages. Other kits on transitions from childhood to teenage years and school to adult life, and kits targeting Aboriginal families and families from Afghanistan, Iraq and Sudan will be launched progressively in 2008.

Supporting families of children with autism

This year we have extended some programs and introduced new initiatives to support families of children with autism.

2006–07 achievements:

- funded the University of Newcastle to develop training materials for early childhood intervention staff aimed at preventing and reducing challenging behaviour in young children

- coordinated Access to Services and Support (CASS) pilot program established in the Northern Sydney, Nepean and Cumberland/Prospect Local Planning Areas

- created 20 additional places for families with a young child with autism in the Building Blocks' early intervention program.

Challenges and priorities for 2007–08:

- develop a strategic, long term approach to meeting the needs of families of children with autism
- rollout training developed by the University of Newcastle to early intervention frontline workers in the NGO sector.

Out-of-home accreditation

A quality improvement program was established for agencies seeking accreditation under the Office of the Children's Guardian (OCG) standards for providing Out-Of-Home Care (OOHC) to children and young people. A self-study report addressing the Department's work under the Quality Improvement Program in 2006–07 was submitted to the OCG in June.

2006–07 achievements:

- a draft Policy and Procedures Manual supporting children and young people residing in the Department's accommodation services was developed and submitted as part of the indirect evidence for the self-study report to the OCG
- a draft Best Practice Guide was developed for staff to be used as a reference guide and resource when completing a range of care plans for children and young people residing in the Department's accommodation and respite services. Briefing sessions were held in all regions to inform staff about the accreditation process and how to best use the draft Best Practice Guide
- independent service environment audits in all units accommodating children and young people were conducted in April and May. This resulted in the purchase of age appropriate play equipment and other resources to enhance the living environments of children and young people.

Challenges and priorities for 2007–08:

- continue implementation of improvements to meet the OOHC accreditation standards.

Advocacy, information and linkage

Advocacy is an important part of the disability service system and aims to assist people with a disability to make informed choices, increase their participation in society, improve communication with other members of the community, and recognise and value families and carers. In 2006–07, funding of over \$7.5 million was provided for 65 disability peak body, advocacy and information services. This includes services in rural and regional areas and specific services for Aboriginal people and people from culturally and linguistically diverse backgrounds.

Advocacy, information and linkage at a glance

- 12,970 people received counselling, support and advocacy services under the HACC program

Priority initiative – improving advocacy, information and linkages

New structure for advocacy services

The Department is currently examining its advocacy and information services to ensure it has the best range of supports for people with a disability and their families.

Existing advocacy and information services have had their funding extended until 30 June 2008, while the review process is being undertaken.

2006–07 achievements:

- continued development of a reform strategy for advocacy and information services. The Department is working with peak bodies to clearly define roles and responsibilities. Ageing and disability groups have responded positively to this work. The Department will then work with disability advocacy services, followed by information services
- allocated \$500,000 to address gaps in individual advocacy service provision in the Far North Coast, Mid North Coast, New England, Orana Far West and Southern Highlands Local Planning Areas.

Challenges and priorities for 2007–08:

- implement the reform process with 65 disability peak body, advocacy and information services
- monitor the impact on NSW advocacy services of the Commonwealth Government review of various aspects of its National Disability Advocacy Program, and consider this in finalising changes to advocacy and information services funded by the NSW Government.

Senior Officers' Group on Intellectual Disability and Criminal Justice

The Department leads the Interagency Senior Officers' Group on Intellectual Disability and Criminal Justice. The group aims to improve coordination between human services and justice agencies for people with an intellectual disability in contact with the criminal justice system.

2006–07 achievements:

- developed cross agency service principles and protocols that outline roles and responsibilities between agencies for people with an intellectual disability and implemented a number of small demonstration projects
- established a new accommodation support service and model for parolees with an intellectual disability. The new service can manage up to eight clients per year
- joint case management for young Aboriginal people with a disability in contact with the criminal justice system. This approach was trialled with four young people in the Blacktown area
- increased liaison with Police in a trial shared management project. Trialled approach with six people in frequent contact with the Police and courts for minor offences.

Challenges and priorities for 2007–08:

- implementation and evaluation of the cross agency service principles
- development of joint case management models for people with dual diagnosis, intellectual disability and mental health/drug and alcohol problems
- development of early intervention approaches for young people at school who are at risk of coming into contact with the criminal justice system.



Support for the well-aged

Older people in New South Wales are vibrant, diverse, and have more choices than ever before. They continue to actively participate in and support their communities and families. In addition to the NSW Seniors Card and Seniors Week, the Department runs a small Ageing Grants Program. It enables the Department to fund and commission projects, particularly innovative and demonstration projects, which can strengthen the capacity of communities to respond to the ageing of the population.

This year, \$5.3 million was allocated as part of the Ageing Grants Program to enable funding for 44 organisations to assist older people to gain information and provide opportunities for older people to maintain independence and participate in their communities, including:

- support to four state-wide bodies that represent the interests of older people
- ongoing support of the Seniors Information Service which fields over 22,000 calls annually and has a new interactive website
- establishment of programs that support Ageing in Place and intergenerational connections in partnership with local government and non government organisations
- funding of 13 Dementia Advisory Services across the state.

Support for the well-aged at a glance

- 1.1 million members of the Seniors Card Scheme
- revenue from advertising and other revenue increased from \$1.3 million to almost \$1.5 million

This year, \$7.5 million was provided to 65 disability peak bodies, advocacy and information services.

Priority initiative – improving supports for the well-aged**The Mature Workforce Retention Project**

The Mature Workforce Retention Project was initiated by the Office for Ageing (OFA) in partnership with the (then) Premier's Department to encourage the development of age management and retention strategies in public sector agencies. With 47 per cent of its workforce aged 45 and over, the NSW public sector has higher proportions of mature workers than the Australian and NSW workforce, both of which have only around 35 per cent nearing retirement age.

The OFA engaged a leading workforce expert to work with the Department, NSW Health, Office of State Revenue, Attorney-General's, and Country Energy to develop action plans to help each agency manage critical service delivery in this dynamic labour market.

2006–07 achievements:

- phase one of the project developed an evidence base for future planning. Participating agencies have a better understanding of the age dynamics of its workforce, including age related risks, as well as key insights into turnover, recruitment, promotion, and the health and wellbeing of its staff
- phase two developed demonstration projects and practical tools. The NSW Government Sage Centre (www.sagecentre.nsw.gov.au) is an online resource for workforce planners, line managers and staff. The site includes workforce trend data, tools and templates designed to assist agencies and to inform mature staff of their working and retirement planning options.

The Future of Ageing Seminar series

The OFA monitors national and international research, programs and policies related to population ageing to assess the implications for public policy in NSW. This year, a seminar series titled *The Future of Ageing* was initiated as a mechanism for sharing key research outcomes with policy and program managers across the Department and other NSW Government agencies.

2006–07 achievements:

Two seminars were held as part of the *Future of Ageing* series:

- *The Benefits of Developing Evidence-Based Policy* with Professor Helen Bartlett from the University of Queensland's Australasian Centre on Ageing
- *The Future of Housing for Older People* with Dr Diana Olsberg, Director of the Research Centre on Ageing and Retirement at the University of New South Wales and Associate Professor Andrew Jones, the Deputy Director of the Australian Housing and Urban Research Institute's Queensland Research Centre.

Taking Care of Business

The OFA acts as Convenor for the Planning for Later Life Forum, which brings together the key agencies involved in supporting later life and substitute decision making and the peak ageing and community care bodies.

2006–07 achievements:

- produced and distributed *Taking Care of Business*, a kit to assist Aboriginal and Torres Strait Islander communities to plan for later life. It includes a booklet, DVD and material to stimulate group discussions on how to make decisions about federal funds, health and lifestyle; advance care directives; and power of attorney. Each section of the booklet contains a case study developed by an Aboriginal consultant, including contact details for further information.

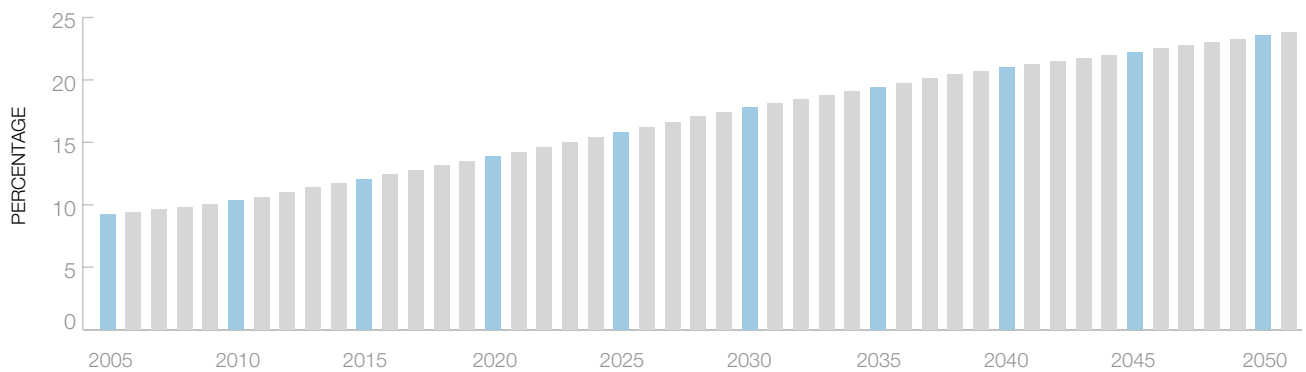


Fig. 2.4 Percentage of NSW population aged 65 and older 2005–2051

Data Source: NSW State and Regional Projections 2001–2051 – Transport and Population Data Centre.

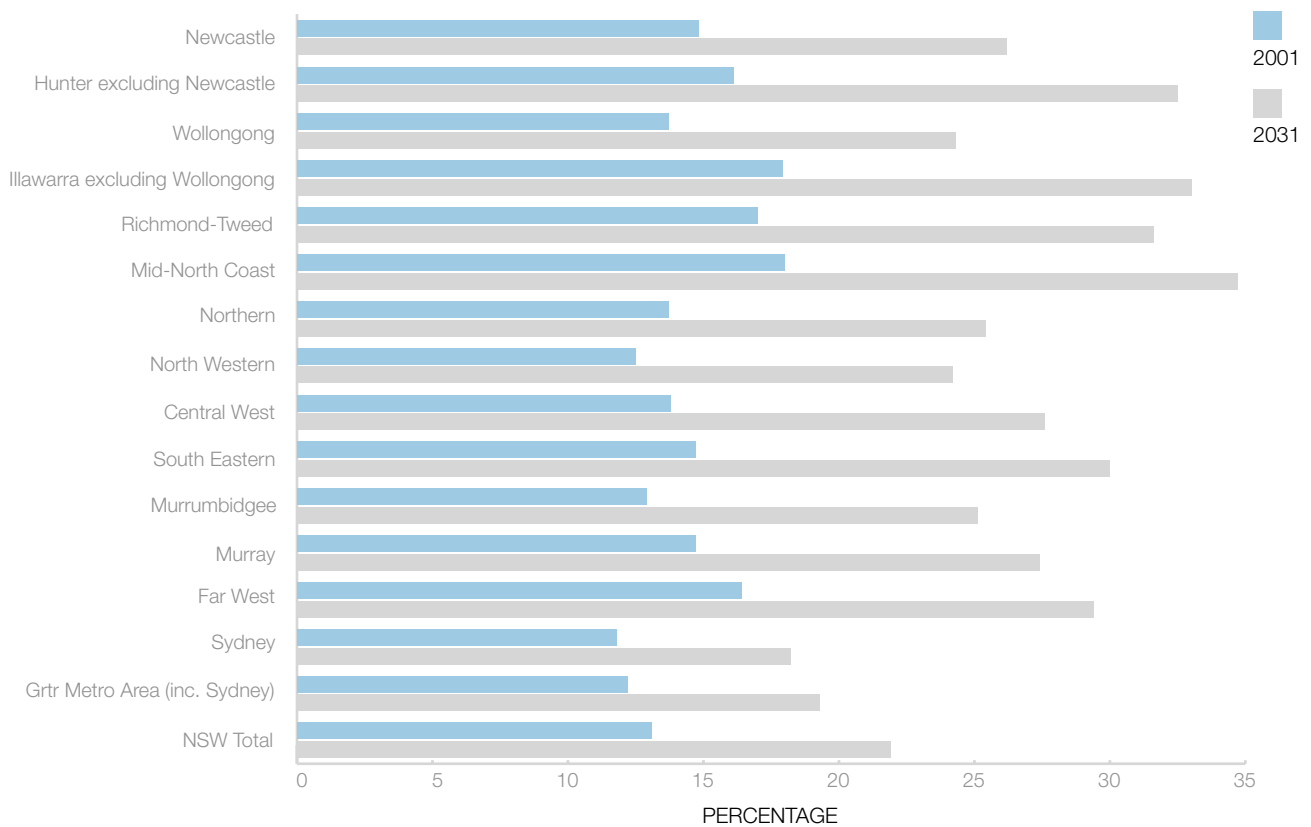


Fig. 2.5 Percentage of people aged 65 and older within each NSW region 2001 versus 2031





Seniors Card Scheme

The Department administers the NSW Seniors Card, a state wide concession scheme that is designed to promote healthy ageing and encourage older people to lead active lifestyles. It offers a range of NSW Government-funded transport concessions and private sector discounts. Community response to the scheme is extremely positive, with over 90 per cent of all eligible people over the age of 60 living in NSW holding a card. The scheme currently has 1.1 million members and is constantly recruiting new business partners to add to the thousands already in the program.

2006–07 achievements:

- 1.1 million members in the Seniors Card Scheme (compared with 900,000 last year)
- 3,110 business partners covering 6,969 business outlets, now participate in the Seniors Card Scheme, giving discounts to seniors of at least 5 per cent. This is an increase of 500 businesses and 728 outlets compared with 2005–06
- Seniors Card raised almost \$1.5 million in revenue from advertising and other sources compared with \$1.3 million in 2005–06.

Challenges and priorities for 2007–08:

- continue to attract new members and new business partners to the Seniors Card Scheme
- increase Seniors Card revenue to \$1.7 million as part of the plan to be self-funding by the end of June 2009.

Membership of the Seniors Card Scheme has grown to 1.1 million, compared with 900,000 last year.

Specialist Support

Specialist support and accommodation services are an important part of our commitment to assist people without adequate alternate support arrangements to live in suitable accommodation and participate in the community.



The majority of people with a disability live independently or with family. However, a small number of people with moderate to high support needs require a great deal more support in their everyday lives. This is especially the case where needs are complex and/or medical in nature.

Specialist support and accommodation services are an important part of our commitment to assist people without adequate alternate support arrangements to live in suitable accommodation and participate in the community. These services include supported accommodation in community settings, most commonly group homes with 24 hour support, but some are serviced under drop-in arrangements. The Department also funds and operates a small number of Large Residential Centres involving 24/7 arrangements in congregate settings of 20 or more people.

Our specialist support services are categorised into the following groups:

- Community Living
- Large Residences
- Emergency Response.

This year, we undertook priority initiatives in line with the *Stronger Together* plan to improve our accommodation and specialist services, including:

- improve and expand specialist accommodation supports
- improve the quality of specialist care
- more efficient DADHC operated accommodation services
- close and redevelop Large Residential Centres.

Community Living and Emergency Response

The Department provides supported accommodation in a community setting to people with a disability who have medium to high support needs. In some cases the accommodation and support is a specialised model to suit particular medical and behavioural support needs.



Community Living and Emergency Response at a Glance

- 3,390 clients live in group homes that are either operated or funded by DADHC
- 1,670 clients receive in-home support and other support services to live in their own home
- 220 clients were accessing Emergency Response services, as at 30 June 2007

Priority initiative – improve and expand specialist accommodation and supports

Increase the number of specialist accommodation support places

340 new specialist support places are being rolled out over the 2006–07 and 2007–08 financial years. Many of these places will support people with a disability who are exiting the criminal justice system and young people leaving the care of the Department of Community Services and policy frameworks have been developed for each. Thirty six long term places have been established in the Criminal Justice Program, with supports including specialist accommodation (including drop-in and family based models) and casework and clinical support. Seventy two young people leaving the care of the Department of Community Services have transitioned to disability support services this year.

General specialist accommodation places have been allocated to regions to unblock respite beds, provide long term solutions for Emergency Response clients and to reduce current inequities in the regional distribution of group home beds. Seventy three general specialist places have been allocated to non-government organisations (NGOs) through a tendering process. An additional 50 places are earmarked for direct allocation to NGOs (23 places) and DADHC (27 places). The new accommodation types include villas and duplexes, as well as group living arrangements.

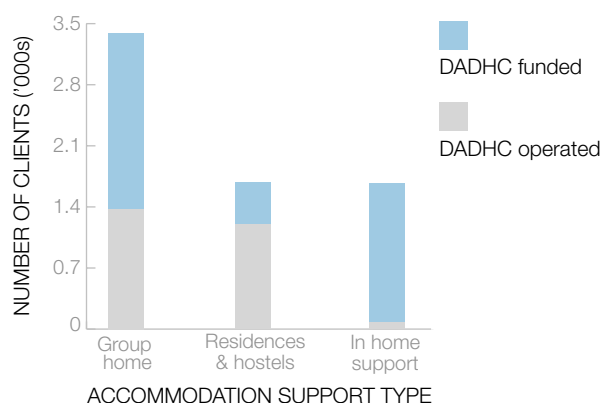


Fig. 2.6 Clients in Accommodation support, by sector 2006–07

DADHC provides accommodation support mainly in the form of 24 hour care in large residences and group homes. Non-government organisations provide a range of accommodation services, focussing mainly on group homes and in-home or drop-in support.

Data Source: CSTDA MDS and Client Information System (MDS Service Types 1.01–1.08)

2006–07 achievements:

- A program framework was established to support people with a disability who are leaving the criminal justice system. A Reception and Assessment Centre was opened, with a Referral and Assessment Panel meeting monthly. Three case workers and clinical support teams were established. Thirty six long term places have been established
- a Leaving Care Program framework was developed, including a new accommodation and support option of alternate family placement for those leaving the care of the Minister for Community Services, as well as drop-in support and group home support options. Agreement was reached with the Department of Housing for young people accessing drop-in support to also have access to social housing. Seventy two long term accommodation or support arrangements have been put in place. Eighteen service providers were successful in the alternate family placement and drop-in support provider tender
- Cabinet approved the continuation of the three year project for people with challenging behaviours (the Integrated Services Project). Four support units have been established and 27 clients have been accepted into the project
- 97 Emergency Response Program clients were transferred to permanent arrangements
- preliminary modelling commenced for the allocation of accommodation places in 2008–09 and 2010–11.

Challenges and priorities for 2007–08:

- continue the rollout of new specialist accommodation places and the development of new accommodation models
- develop, evaluate and review overall Emergency Response policy framework and procedures.

Exploring new models of support for Community Living

Stronger Together committed us to explore new models of accommodation and support. These models will be consistent with the Accommodation and Support Paper that was released in January 2006.

The NSW Younger People in Residential Aged Care Program (YPIRAC) will provide disability services for some younger people with a disability who are inappropriately living in, or at risk of inappropriately entering, residential aged care.

2006–07 achievements:

- the Department is working with the Department of Housing to establish the Disability Housing and Support Initiative (DHASI) and to explore shared equity models
- the Department and the Multicultural Disability Advocacy Association are developing new models of accommodation for people from culturally diverse backgrounds in south west Sydney
- Southern Cross University is working with the Department to develop an accommodation support model for Aboriginal people living on the Mid North Coast and in the New England area
- a five year Bilateral Agreement, worth \$81.2 million, was successfully negotiated and signed by the Commonwealth Government in December to implement the YPIRAC
- funding was allocated to the Office of Community Housing for the purchase of suitable properties for the YPIRAC program
- two hundred applications were received for the YPIRAC, with priority in the first round being given to inappropriately accommodated residents under 50 years of age. Assessments commenced in May
- a YPIRAC Expert Working Group, comprising key stakeholder representation, is providing program and policy advice to the Department
- an information line and website have been established.

Options for boarding houses

The Department continued its review of the *Youth and Community Services Act*, focusing on its own role in regulating the licensed boarding house sector. The legislative review seeks to ensure appropriate support and accommodation for people with a disability living in boarding houses while maintaining viability of the industry. The Department also implemented monitoring improvements.



2006–07 achievements:

- an inter-departmental committee commenced work on a whole of government Boarding House Strategy that would seek to address issues across the licensed and unlicensed boarding house sectors.
- the Licensed Residential Centres (LRC) Policy Manual and associated tools were reviewed. New complaints handling procedures for boarding houses were developed.

Challenges and priorities for 2007–08:

- continue to progress options for legislative reform to address issues with the *Youth and Community Services Act 1973*

- develop and implement a whole-of-government Boarding House Strategy

- review the screening tool for entry to LRCs

- evaluate the Department's Licensed Boarding House Reform Program to assess the effectiveness of current service provision and inform future directions for resident support and relocation services.

Priority initiative – improve the quality of specialist care

Create the Office of the Senior Practitioner

The Office of the Senior Practitioner (OSP) was established to oversee the provision of behaviour support, intervention services, and psychological

services for people with complex and challenging behaviour. The OSP also manages the Statewide Behaviour Intervention Service, the Criminal Justice Program and the Integrated Services Project, as well as supporting the establishment of several new mental health initiatives to enhance capacity.

2006–07 achievements:

- the role of Senior Practitioner was filled in December 2006 with the Office of the Senior Practitioner established in February
- the Statewide Behaviour Support and Intervention Working Group was established to improve the quality and consistency of behaviour support across NSW
- the University of NSW has been selected to host the new Chair in Disability Mental Health – an initiative that aims to enhance workforce capacity in the provision of mental health services to people with an intellectual disability
- the Department has provided funding to the NSW Institute of Psychiatry to provide nine Advanced Psychiatric Fellowships in Disability Mental Health over three years – an initiative that will also enhance capacity in this area.

Challenges and priorities for 2007–08:

- implementation of policy and procedures to improve quality outcomes
- the University Chair in Disability Mental Health will be recruited to the position. There may be some delay due to the need to recruit internationally.

Review policies and systems

This year the Department worked on a number of initiatives to improve the quality of specialist care and completed major client policy reviews following extensive consultation with stakeholders and input from advisory groups. The Quality and Safety Framework (QSF), which was introduced in 2005 to facilitate better standards of care and safety for clients and staff, was revised to enable us to undertake more detailed analysis and benchmarking of outcomes.

2006–07 achievements:

- 51 Inclusive Communication and Behaviour Support training events were delivered across NSW to 995 DADHC staff. The training will assist people with a disability and staff to interact more effectively and reduce challenging behaviour incidents
- 17 Regional Communication Resource Libraries have been established across NSW
- the new *Epilepsy Policy* and *Procedures* was approved for implementation in December. Training materials were developed to support implementation of the new policy and procedures. Training will extend to the non-government sector
- the new *Health Care Policy* and *Procedures* was approved for release in March. Training materials were developed to support implementation of the new policy and procedures. Training will extend to the non-government sector
- the draft *Managing Client Risk Policy* was released in May 2007 for consultation with the Department's internal and external stakeholders. Implementation is planned in late September with a training program to commence at the end of 2007. Training will include both DADHC operated and funded non-government services.

Challenges and priorities for 2007–08:

- National Disability Services (NDS) will coordinate the implementation of the train the trainer program on policy implementation for the NGO sector. 117 accommodation support services have been invited to participate
- implementation of the *Managing Client Risk Policy* and *Medication Policy* and *Procedures*.

Priority initiative – improve efficiency and effectiveness of the department's specialist services

The Department continued work to improve the efficiency of group homes using Assessment Australia's recommendations in the *Review of Group Home Rosters and Analysis of Group Home Budgets*. It implemented a number of house reconfigurations to meet the Department's design standards, Occupational Health and Safety requirements, resident mobility needs, improve the sustainability of households through more appropriate



matching of resident support needs, and to optimise the use of staff resources.

As part of the Department's commitment to families and guardians, it has developed a template for a bi-annual Accommodation Services Newsletter to provide information on topics of interest, updates on regional initiatives and improvements in outcomes for residents of DADHC operated accommodation support and respite services.

2006–07 achievements:

- a template for a bi-annual Accommodation Services Newsletter was approved, with the first newsletter to go out to families in 2007–08
- 60 group homes and respite centres were refurbished
- an extensive program of procurement was undertaken to replace household furniture and whitegoods.

Challenges and priorities for 2007–08:

- implement a new Community Living Award for residential support workers and a revised management structure within DADHC operated accommodation and respite services to facilitate the most efficient and effective service provision
- implement a new policy for the placement, movement and exit of individuals from the Department's and NGO operated supported accommodation services. The new policy will ensure a consistent approach is followed across the state and that resources are best matched to the support needs of the individual.

Large Residential Services

The Department provides supported accommodation to people with moderate to severe disabilities in settings of 20 or more.

Large Residential Services at a glance

- 1,680 clients live in Large Residential Centres

Priority initiative – close and redevelop Large Residential Centres

Stronger Together gives a clear commitment to close

Large Residential Centres (LRCs) and to redevelop some LRCs as specialist support services.

Under this commitment, residents will relocate into more appropriate community-based housing arrangements or, where they have more complex support needs, to specialist accommodation.

2006–07 achievements

- the Grosvenor site in Sydney's inner-west is being redeveloped as a specialist centre for people with complex health needs. Consultations were undertaken with Grosvenor clients, their families and staff. It is planned that the site will provide 20 long-term beds for adults and 10 respite beds. Development plans are currently being negotiated with Ashfield Council
- the Lachlan Centre at North Ryde is to be redeveloped on site as a small village-style accommodation that will provide specialist services for people with challenging behaviours, while ensuring the continued provision of appropriate accommodation services to current residents. Negotiations with NSW Health on the use of the Macquarie Hospital site are ongoing and a communication strategy has been developed for future consultation with clients, families and staff
- work has commenced on the selection of a new site for the Peat Island development. The Peat Island closure program has three key components – moving older clients into village-style accommodation that specialises in aged care; a 20-bed community accommodation model for current Peat Island clients for whom aged care is inappropriate; and a third model for those clients with more complex support needs
- planning for the future of the Riverside Centre in Orange commenced in the context of NSW Health's plans to redevelop the Bloomfield Hospital site
- preliminary planning work has commenced for four of the remaining DADHC operated LRCs – Stockton, Kanangra, Westmead and Rydalmere
- future directions planning for large and small residential centres that are operated by non-government organisations is also being progressed in consultation with the NGO sector.

Our Service System

This year, we worked on a number of initiatives to improve our service system across the disability and community care sectors and prepare for the implementation of new programs under *Stronger Together*.



Stronger Together identified the need for a more flexible and innovative disability system that delivers better value, access and results.

By specifying the results and outcomes that we are seeking and working with service providers to enhance their capacity to monitor outcomes, we are creating an environment with greater accountability and more effective service provision.

We are working to improve service access for Aboriginal and Torres Strait Islander people and for people from CALD communities. We are embracing new technologies, working with other agencies and non-government organisations to improve access in rural and remote areas and rationalise our processes.

In the community care sector, the NSW and Commonwealth governments have indicated their preference for reforms that deliver community care in a consistent manner across all programs, by establishing common assessment processes, standards of service provision, and accountability processes. During the year, NSW signed a new HACC Agreement that commits it to implementing a single access point and assessment demonstration project by December 2007. A centralised intake/assessment system has the potential to give better information about levels of need and enable better prioritisation of service access. This is especially important as demand increases with the ageing of the population and reduced numbers of informal carers in the community.

This year, we worked on a number of initiatives to improve our service system across the disability and community care sectors and prepare for the implementation of new programs under *Stronger Together*, including:

- clear entry and exit points based on need
- access improvements
- reform of the acquisition of services
- whole-of-government disability strategy.



Clearer entry and exit points based on need

Our aim is to provide people with a disability and their families with greater clarity about the levels of service they can expect and when these services will be available. This year work commenced on achieving this goal.

Eligibility and priority of access made fairer and clearer

We are working with the Royal Melbourne Institute of Technology (RMIT) to define service eligibility

criteria and develop screening processes for the Department's disability services based on functional need.

2006–07 achievements:

■ RMIT has undertaken studies on the Department's current intake system and has provided advice on screening processes and eligibility criteria that will build an effective system based on functional need.

Challenges and priorities for 2007–08:

■ implement a new screening and eligibility system for disability services based on functional need.

Review assessment tools

We are working towards a standardised assessment of a person's functional need that takes into account a person's existing support arrangements.

2006–07 achievements:

- reviewed assessment tools used in the Department's direct and funded services to determine how closely these link to work being undertaken at a national level to streamline and integrate care assessment processes
- contributed to the development and trialling of two national assessment tools – the Australian Community Care Needs Assessment (ACCNA) and the Carers Eligibility and Needs Assessment (CENA) – through the Eligibility and Assessment Working Group (EAWG), which was formed as part of the national Community Care Review.

Challenges and priorities for 2007–08:

- continue to implement assessment reforms and establish access points as part of the ongoing Community Care Review work in NSW.

Strengthen case management

Establishing clearer entry and exit points, based on need, requires a greater emphasis on case management. Work is under way to support improved case management for disability services through restructuring the resources and implementing a disability services case management framework which emphasises early intervention, facilitating access to services and longer term support for priority individuals and families.

2006–07 achievements:

- developed a new Case Management Framework including the provisional resource allocation plan for 100 additional case managers and how they will be incorporated into existing supervisory frameworks.

Challenges and priorities for 2007–08:

- implement new Case Management Framework employing 100 new case managers to provide assistance to 2,000 people with a disability and their families per year and costing \$53 million over five years.

Access improvements

During 2006–07 we began work on system-wide changes to improve access, with a particular focus on rural communities and people from Aboriginal and Torres Strait Islander and CALD backgrounds. We also looked at how the more effective use of tools like HSNet can improve the way we do business.

Streamlined entry and access points

HSNet is an online portal established by the NSW Government to make it easier for government and non-government human service agency staff to locate and exchange information, and make referrals to others. ServiceLink is an online human services directory with over 1,500 entries in the fields of health, welfare, community services, disability and aged care. The eReferral component of ServiceLink allows agencies to refer clients to other agencies using secure systems and to track the progress of the referral.

2006–07 achievements:

- a Governance and Management Plan was developed to ensure more effective usage of HSNet within the Department and across the disability and community care sectors
- strategy developed to improve the Department's referral and access points using HSNet.

Challenges and priorities for 2007–08:

- improve capacity for electronic referral between the Department's client management system and HSNet and explore electronic transfer between HSNet and existing provider client management systems
- improve the perception and usage of HSNet by service providers
- implement electronic referral pilots.



Revise policy on placing clients in supported accommodation vacancies

The interim policy *Placement of Clients in Group Home Vacancies 2003* is being replaced with a new policy covering the placement, movement and exit of individuals in the Department and non-government provided supported accommodation services. The aim is to achieve more consistent and integrated management of the supported accommodation system.

2006–07 achievements:

- literature review completed including a review of comparable policies and practices nationally and internationally
- a project Reference Group with internal and external stakeholders was established and the first phase of consultations and workshops with internal stakeholders was completed for input into the draft policy.

Challenges and priorities for 2007–08:

- distribute the draft policy to the sector for comment
- implement the new policy.

Improvements for rural and isolated communities

The Department is reviewing the demand and supply of services for people with a disability living in rural and remote communities, as well as developing specific strategies to promote equitable access to services based on functional need.

2006–07 achievements:

- priority issues relating to transport access, sustainability of services and communications have been identified by the Interagency Standing Committee on Disability
- technological developments, such as HSNet, have been identified as a means to improve support to providers and access to information
- piloting an e-referral system aimed at streamlining access to the service system.

Challenges and priorities for 2007–08:

- develop and implement strategies to improve access for people living in rural and isolated communities.

100 new Case Managers
will provide assistance
to 2,000 people with a
disability and their families.

Improving disability services for Aboriginal & Torres Strait Islander people

New systems were introduced in 2006–07 to increase the cultural competence of DADHC and NGO ageing and disability sector staff. All funded services are now required to have policies to promote appropriate cultural practices. Community Participation service providers are required to report their performance in providing fair access to Aboriginal people and responding to the needs of Aboriginal service users and their families.

2006–07 achievements:

- commenced the National Disability Services two year project designed to assist people from Aboriginal background to access disability services
- established two new Aboriginal Intensive Family Support services in the Dubbo and Greater Taree/Kempsey areas to provide short term, intensive and flexible in-home support to assist Aboriginal families who have a child with a disability, where there is a risk of out-of-home placement and/or family breakdown. A further two services will be established in 2007–08
- completed Support Coordination Program for Older Parent Carers tender
- established five new specialist Aboriginal services in the Community Participation Program, including two centre based services and three community based option services.

Challenges and priorities for 2007–08:

- continue development and implementation of strategies to ensure equitable access for Aboriginal people
- continue implementation of improvements and initiatives as part of our contribution to the NSW Government's *Two Ways Together Aboriginal Plan 2003–2012*.

Improving disability services for CALD background people

The Department initiated a number of strategies to improve access and service provision for CALD clients, including the requirement for funded services to promote appropriate cultural policies and train staff to be culturally competent. Work is under way to report on CALD service use compared with population levels.

2006–07 achievements:

- CALD 2005–2008 strategy to improve services for people from culturally diverse communities was printed and made available online. The strategy includes a set of principles and practices to guide planning and highlights service areas requiring further attention and direction over the next three years in order to improve access
- 2005–06 Ethnic Affairs Priority Statement (EAPS) report, including the EAPS Self-Assessment and 2006–07 EAPS Forward Plan, was submitted to the Community Relations Commission. These documents set out how the Department will address the needs of a culturally diverse society
- 2006–07 CALD Action Plan achievements submitted to the Ombudsman's Office
- CALD external reference group established to provide advice and monitor progress on the CALD Action Plan
- program monitoring and report systems established for Intensive Family Support and Community Participation CALD specific services.

Challenges and priorities for 2007–08:

- continue development and implementation of strategies to ensure equitable access for people from a CALD background
- develop a new CALD Strategy.

Reform acquisition of services

The Department has been continuing a program of reform to increase its capacity to purchase services based on results and outcomes. A program of work is underway to set clearly defined service specifications, more accurately calculate the unit cost of services, and identify the price the Department is willing to pay and the outputs to be delivered by the service provider. The Department has also worked to improve contract administration and to enhance the capacity of NGOs.

Improve contract administration

The improvement program for contracting and administering services from NGOs continued with



a focus on acquittal arrangements, the allocation of indexation, and reforming administrative systems. An external review of business systems was undertaken and implementation of these recommendations has commenced.

2006–07 achievements:

- all NGO contracts were reviewed, rationalised and consolidated wherever possible. The number of NGO contracts was reduced from 5,500 to 3,500
- savings of \$2.9 million were realised through increased efficiencies, a direct outcome of the procurement reform program

- streamlined administrative systems including new internal submission templates and processes, and tendering processes

- streamlined acquittal processes and finalised acquittals for the period 2002–03 to 2004–05

- completed an external review of the Department's Contract Management Unit. Implementation of the recommendations to reorganise and streamline the Department's internal purchasing, contract management and grant funding administration processes is under way.

Challenges and priorities for 2007–08:

- complete 2005–06 acquittals and action 2006–07 acquittal process
- implement the recommendations from the external review of the Contract Management Unit.

Improve governance and provider financial performance

The Department is working on a number of strategies to support and build the capacity of NGOs to deliver efficient, sustainable services, and to meet the Department's service requirements.

2006–07 achievements:

- board governance needs were identified, and appropriate resource development incorporated, within the NGO Governance Strategy
- a tool was developed to improve the governance of voluntary NGO boards called *Governance: It's your Business*, which will be available in late 2007
- 870 disability and HACC service providers have been invited to participate in training on the NSW Standard Chart of Accounts to be held between June and September 2007
- worked with other human services (HS) agencies through the HS CEOs Support and Development Working Group to identify core issues and solutions for service providers operating in the sector.

Challenges and priorities for 2007–08:

- build on the recent work to continue to address capacity building within the sector
- develop strategy to address the support needs for Aboriginal organisations through targeted capacity building.

Improve reporting from all providers

The Integrated Monitoring Framework (IMF) monitors how well service providers are performing against the terms and conditions of their funding agreements. During the year a number of projects were initiated to streamline compliance reporting and to improve management of the system.

2006–07 achievements:

- further rollout of the Department's quality, compliance and performance management framework, the IMF
- projects under way to improve quality assurance and introduce a risk based approach to monitoring and reporting.

Challenges and priorities for 2007–08:

- undertake negotiations with the Commonwealth Government on quality assurance as part of the CSTDA and national Community Care reforms
- introduce a risk-based approach to monitoring and reporting requirements for funded service providers in 2007–08
- develop a quality assurance system for DADHC funded and operated service providers.

Improved acquisition arrangements

A new purchasing approach was tested with the reforms to the Community Participation Program. Its application to other DADHC funded programs is currently being assessed in light of this experience. Preparatory work has been initiated in several key areas such as more rigorous data collection from NGOs and the implementation of the Integrated Monitoring Framework.

2006–07 achievements:

- trial of new purchasing arrangements through tendering of places under the Community Participation Program at a set price resulted in 500 applications
- commenced a review of existing DADHC service purchasing policies and procedures
- commenced work on two major sector capacity building projects to support the shift in the Department's purchasing approach: the development of a Unit Costing Toolkit for NGO service providers, and a Tender Training and Assistance Program. These projects will be completed during 2007–08.



Challenges and priorities for 2007–08:

- implement an updated suite of Departmental service purchasing policies, procedures and guidelines to reflect the shift to a more strategic approach to acquisition of services
- implement training and communication programs for staff within the Department as well as the NGO service provider sector to assist with adopting and implementing the new arrangements
- work with service providers and peak sector representative bodies to improve the capacity of service providers and the sector generally to operate under the new purchasing arrangements
- finalising and releasing an overarching Disability and Ageing Sector Capacity Building Strategy.

New IT funding management

A new IT system is being developed to support the Department's new procurement processes and policies. The solution will improve governance and allow extensive performance monitoring and reporting. It will also provide a new level of efficiency for the purchasing of services and management of associated contracts.

2006–07 achievements:

- identified business requirements to support the framework for service acquisition
- developed a system prototype
- released a comprehensive request for tender for the provision and deployment of the new solution.

Challenges and priorities for 2007–08:

- implement new processes and the build an IT solution for efficient service acquisition, contract management and Service Provider monitoring/performance reporting
- deliver an extensive change management and staff development program.

Needs-based planning approaches

The Department has developed a Strategic Service Planning Framework to make service planning processes easier and more integrated. It incorporates principles such as joint planning across all populations and funding streams, a partnership approach with stakeholders, and equitable access using the Department's resource allocation method and targeting special needs groups.

2006–07 achievements:

- developed the Strategic Service Planning Framework, with staff training in the framework due to be finalised by December 2007.

Whole-of-government plan for disability

In 2006–07, the Department led the development of an interagency disability policy and services delivery framework to improve demand management, coordination of resources across government and service outcomes for people with disabilities. The outcome of this work is *Better Together*, a whole-of-government strategy that brings together all NSW Government departments that provide services to people living with a disability.

2006–07 achievements:

- *Better Together* was launched by the Premier in March
- a work plan was finalised to progress implementation of strategies.

Challenges and priorities for 2007–08:

- refine strategies and implement plans for each project.

Home Care

The Department worked on a number of strategies to improve the efficiency of Home Care in delivering domestic assistance, personal care and respite care to frail older people and younger people with a disability and their carers.

The Home Care Service of NSW (Home Care) is the largest provider of HACC services in NSW, and is the only single provider to operate across all local planning areas in NSW.

Home Care has 42 branches and a presence in over 110 locations throughout NSW. This includes eight Aboriginal branches that provide a wide variety of services specifically for indigenous clients. Home Care provides services for frail older people and younger people with a disability and their carers in three main areas – domestic assistance, personal care and respite care. As the ageing of the population increases demand for HACC services, Home Care is continually assessing its position in the sector and identifying ways to improve the efficiency of the service.

In 2006–07, the Department worked on implementing a range of strategies designed to improve the efficiency of Home Care and its ability to deliver budgeted service levels. Longer-term strategies were also developed for positioning Home Care in the sector.

Improve the efficiency of the Home Care Service

In 2006–07, Home Care received \$164 million in grants funding and \$30.5 million in revenue from client contributions. The most recent survey of Home Care clients reported a satisfaction level of 94 per cent.





Home Care at a glance

- Services were provided to over 54,320 clients in 2006–07
- Over 3.8 million service hours were delivered during the year
- Home Care has 42 branches, including eight multi-service Aboriginal Home Care branches
- Home Care employs more than 4,500 staff
- 250–300 enquiries and 110–120 referrals are received by the Referral and Assessment Centre each day

2006–07 achievements:

In 2006–07 the Home Care Service initiated four efficiency strategies:

- established a centralised intake point for rural regions to help streamline the intake, assessment and referral process and ensure that there are clear entry and exit points based on client needs
- established a list of 13 preferred providers for sub-contracting the supply of agency staff as part of cost reduction strategies
- prepared infrastructure for the implementation of the Client Information and Workforce Management Systems to assist with the efficient delivery of services and rostering staff
- commenced development of policy and operational procedures for monitoring the payment of client contributions and improvement of client contribution statements.

Renegotiate the state agreement for care workers

The Department negotiated with the Liquor, Hospitality and Miscellaneous Union to structure a new agreement for care workers. A major change with the new agreement was the transition of these staff from a federal enterprise agreement to a state award. Salary increases and a range of minor changes were also implemented. The new Award ensures the Home Care Service can continue to develop a more sustainable and appropriate workforce.

2006–07 achievements:

- the new agreement took effect in April
- staff received increased salary as part of the agreement.

Challenges and priorities for 2007–08:

- implement Client Information and Workforce Management Systems
- continue development and implementation of improved policy and operational procedures.

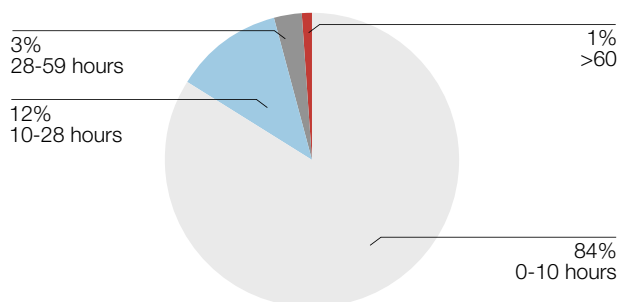


Fig. 2.7 Percentage of clients in monthly service hour bands 2006-07

Monthly service band hours based on total hours delivered to each client across all service type.

Data Source: Home Care Service of NSW

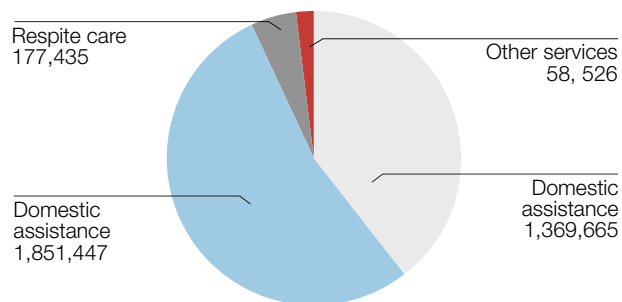


Fig. 2.9 Number of service visits provided by Home Care for each service type 2006-07

Data source: Home Care Service of NSW

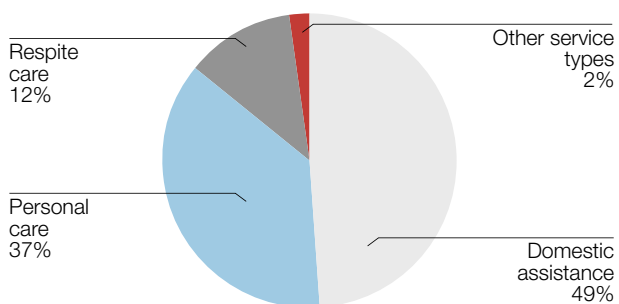


Fig. 2.8 Service type as a percentage of total service hours provided by Home Care 2006-07

Data source: Home Care Service of NSW

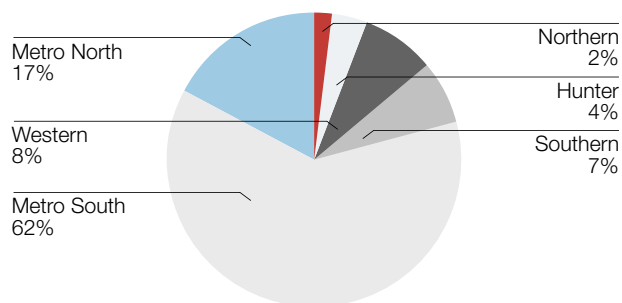


Fig. 2.10 Distribution of Home Care CALD clients, by region 2006-07

Data Source: Home Care Service of NSW

Aboriginal Home Care

Aboriginal Home Care continued to deliver culturally responsive services to more than 2,000 Aboriginal clients across the state.



Aboriginal Home Care branches employ approximately 300 Aboriginal people. Three Aboriginal branches operate multi-purpose service outlets.

As well as the core Home Care service types, these multi-purpose service outlets offer Community Options, Community Aged Care Packages and National Respite for Carers Program (the latter two are Commonwealth funded programs). A number of improvements were introduced during the year to enhance service delivery.

Improve structural links for Aboriginal Home Care

Aboriginal managers, service coordinators and frontline care workers continue to deliver culturally responsive services to more than 2,000 Aboriginal clients across the state, which constitutes over four per cent of the overall Home Care client population.

2006–07 achievements:

- the Aboriginal Home Care branches were realigned to the Department's regional structure to enable stronger governance, administrative support and improve learning and development opportunities for Aboriginal branches
- established the Aboriginal Home Care Development Branch to improve service delivery to Aboriginal clients by harnessing the management support and operational infrastructure of the Home Care Service.

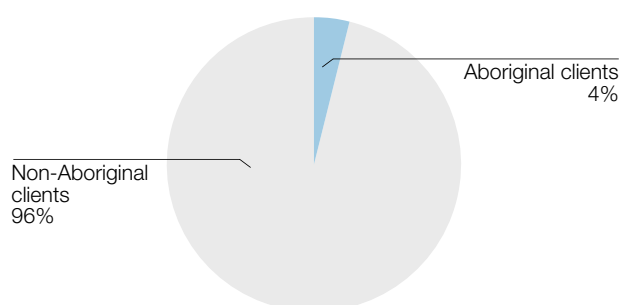


Fig. 2.11 Home Care clients: average percentage of Aboriginal clients 2006–07

Data Source: Home Care Service of NSW



Develop and implement an Aboriginal Assessment Framework

In 2006–07, the Aboriginal Assessment Framework was developed and implemented, creating a centralised intake and assessment process. A new Aboriginal Access and Assessment team was established to conduct culturally responsive, high quality and consistent assessments. This innovative strategy will provide a transparent and equitable intake and assessment process to improve the access of eligible clients to Aboriginal Home Care services. The Aboriginal Assessment Framework aligns with the Commonwealth Government's reform agenda in bringing about easier access, a fairer system and a consistent approach to assessment for need and eligibility to the community care service system.

2006–07 achievements:

- implemented the Aboriginal Assessment Framework
- established the new Aboriginal Access and Assessment team in the Referral and Assessment Centre and the regions.

Aboriginal Home Care business and administrative reforms

As part of the Department's continued commitment to improving outcomes for Aboriginal clients, the Aboriginal Home Care Development Branch is undertaking a number of business and administrative reforms to position Aboriginal Home Care to play a leadership role in the HACC service sector.

2006–07 achievements:

- developed the Aboriginal CARES booklet for self-paced learning
- developed a Communication Strategy and produced resources to enable more appropriate information to be available to Aboriginal communities
- reviewed the position of Aboriginal Home Care within the broader community care sector and identified priorities for the future, including providing more support to Aboriginal specific non-government providers.

Challenges and priorities for 2007–08:

- implement the Client Information and Workforce Management Systems
- continue developing and implementing improved service policy and operational procedures
- continue monitoring the role of Aboriginal Home Care in the broader service system
- continue developing the Aboriginal Access and Assessment Team through training, introduction of data collection tools, and consultation with stakeholders.

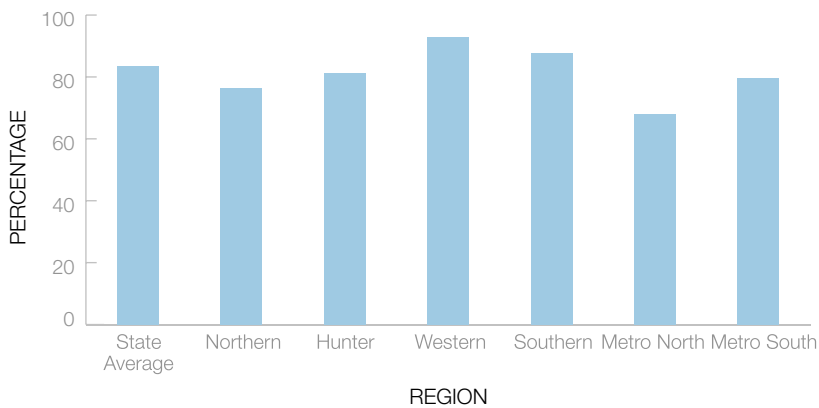


Fig. 2.12 ATSI clients in Aboriginal Home Care branches as a percentage of all Home Care ATSI clients

This graph shows the number of Aboriginal clients who are seen by Aboriginal Home Care branches as a percentage of all Aboriginal clients of Home Care. 93 per cent of all Aboriginal clients in the Western Region are serviced by Aboriginal Home Care branches, whereas only 68 per cent of Aboriginal clients in Metro North are seen by Aboriginal Home Care branches.

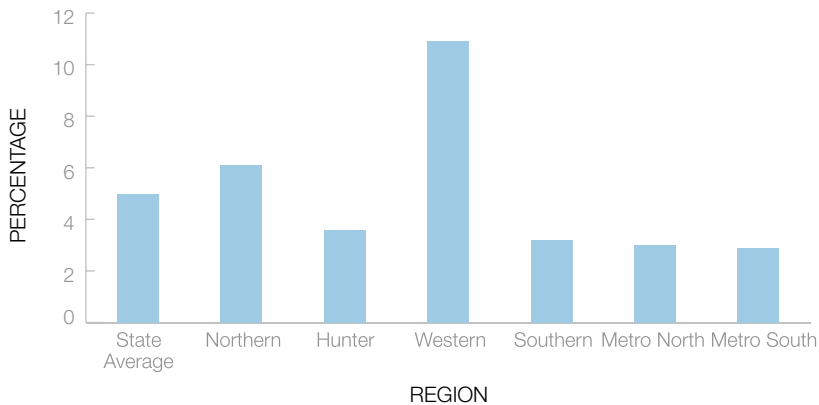


Fig. 2.13 ATSI clients as a percentage of total Home Care clients

This graph shows the number of Aboriginal clients seen by Home Care as percentage of all Home Care clients. Almost 11 per cent of all clients in the Western Region are Aboriginal, whereas about three per cent of Metro South's clients are Aboriginal.

This year, Aboriginal Home Care celebrated 25 years of providing culturally responsive services to Aboriginal people with a disability, older Aboriginal people and their carers.





The Department's services are delivered to the community via our six regions – Metro North; Metro South; Hunter; Northern; Southern; and Western.

The benefit of a regional structure for clients, their families and carers is that services can be provided to meet the unique needs of local communities.

03

Our Regions

03

Our Regions

Each of our six regions are responsible for the delivery of DADHC provided and funded services to older people, people with a disability and their carers.



Our services are delivered across six geographic regions, with each region responsible for the planning and delivery management of DADHC provided and funded services to older people, people with a disability and their carers.

Each region is based on multiple Local Planning Areas (LPA), as follows:

Region	Local Planning Areas (LPAs)
Metro North	Northern Sydney, Cumberland, Prospect and Nepean
Metro South	South East Sydney, South West Sydney, Inner West
Hunter	Hunter, Central Coast
Northern	Far North Coast, Mid North Coast, New England
Southern	Illawarra, Southern Highlands
Western	Riverina/Murray, Orana/Far West, Central West
Aboriginal Home Care	All Local Planning Areas

DADHC regional staff work closely with other local agencies and non-government service providers to make decisions that are appropriate for the region, such as intake and vacancy management services.

The regional updates on the following pages outline the types of services delivered to clients in 2006–07 and highlight the most significant achievements in each region.

While each region has its own business objectives and achievements for the year, there are a number of broad themes, including:

- improved accommodation support
- providing enhanced respite service and rollout of increased flexible respite places

- improved service provision for Aboriginal clients
- OH&S performance
- Inclusive Communication and Behaviour Support (ICABS) programs to improve client communication.

The table below illustrates the differences between the regions in terms of geographic size, client numbers, staffing capacity and client demographics. The data highlights the importance of being able to tailor local services to respond to challenges, while still achieving the Department's broader goals and objectives.

Our regions – comparative information

Region	Area (km ²)	Total population	Population aged 65+	Estimated number of people with a disability	Aboriginal population	CALD population	Total staff
Metro North	6,288	1,807,144	211,764	259,008	17,898	521,170	3,092
Metro South	6,861	2,056,357	247,493	314,365	19,696	758,416	2,170
Hunter	26,302	849,638	138,103	154,948	20,629	91,272	2,454
Northern	140,353	714,695	132,243	142,581	34,186	65,667	1,296
Southern	59,116	549,897	89,578	98,878	13,109	81,627	1,216
Western	564,243	561,223	85,812	98,339	32,605	52,519	1,399
NSW	803,163	6,538,954	904,993	1,068,120	138,123	1,570,671	11,627

Notes:

1. Total population, population aged 65+, Aboriginal population, and CALD population are based on the ABS 2006
2. Estimates of the number of people with a disability are derived from the ABS Survey of Disability, Ageing and Carers (2003)
3. In this table, the term Aboriginal refers to both Aboriginal and Torres Strait Islander people
4. CALD refers to people from culturally and linguistically diverse backgrounds – meaning people born in non-English speaking countries
5. Figures for total staff are calculated as at 30 June 2007. The total of all staff (11,627) does not include the headcount totals for the Aboriginal Home Care (299 staff), central office (520 staff), the Guardianship Tribunal (68 staff) and Disability Council (3 staff)
6. With the exception of those figures marked with an 'a', which reflect data as at 30 June 2007, the figures quoted in this section are based on a count across the full 2006–07 year

Metro North Region

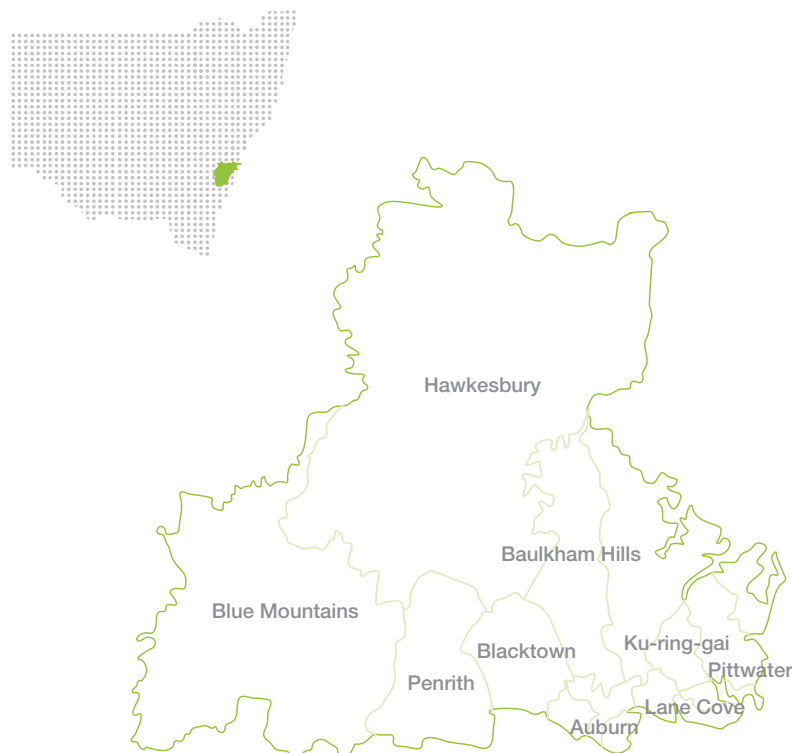


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DADHC provided services

		Servicing (number of clients)
95	Group homes	424
3	Large Residential Centres	413
15	Respite centres	523
15	Community Support Teams	2,234
8	Day Programs	166
288,087	Personal care hours	1,936
208,649	Domestic assistance hours	6,768
44,007	HACC respite hours	529

DADHC funded services

		Servicing (number of clients)
56	Community living organisations*	1,014
9	Residential centres	322
25	Respite organisations	1,108
44	Community engagement program organisations	2,888
28	Therapy and prevention organisations	3,037
120	HACC organisations (excl. Home Care)	40,322

* The residential category under DADHC funded services is comprised of CSTDA MDS service types 1.01, 1.02 and 1.03. The Community Living category comprises CSTDA MDS services types 1.04, 1.06, 1.07 and 1.08

Regional CALD Strategy

This year, the region worked on the implementation of the recommended strategies resulting from the cultural competency audits that were conducted in 2005–06.

A key result of the audit and subsequent strategies is a greater understanding by staff and service providers of the needs of CALD communities as well as increased capacity to target new resources with HACC service through expansion to CALD-specific initiatives.

2006–07 achievements:

- a number of brochures relating to Home Care referral and intake have been printed in 11 community languages – Macedonian, Tagalog, Chinese (simplified), Chinese (traditional), Croatian, Greek, Italian, Korean, Spanish, Arabic and Vietnamese
- 105 staff from Community Support Teams have participated in cultural awareness training
- commencement of a further cultural audit
- consultations with CALD communities is now inherent in future project and service planning.

Coordinated service entry points and intake system

A number of initiatives were undertaken to coordinate the service entry points and intake system. The key objectives were to simplify entry into the service system, eliminate duplication of assessment processes and assist in ensuring services target those in greatest need.

Simplifying the processes will also provide a better method of quantifying demand for services which, in turn, improves the efficiency and accuracy of planning processes and provides evidence for funding decision making. The improved processes will also be reflected in positive partnerships with NGO service providers.

2006–07 achievements:

- a children and young persons panel was introduced to streamline key services
- introduction of coordinated intake for therapy services
- single point of allocation for flexible respite is now in place for three Local Planning Areas (Cumberland Prospect, Nepean and Northern Sydney)
- introduction of a coordinated referral process for domestic assistance and personal care services in Nepean and Cumberland Prospect. The outcome of this is a more equitable and transparent allocation of these HACC service types, and help with planning for future service expansion.

Establishment of new children's respite houses

Following the closure of the John Williams Large Residential Centre, there was concern within the community about the reduced options and capacity for client support for children.

To address community concerns, DADHC purchased and modified two children-specific respite houses within the region. The locations of the two houses reflect both the population distribution and demand within the region for respite services.

2006–07 achievements:

- two houses were purchased in December and February, increasing DADHC operated respite capacity for children by an additional 10 beds

Service innovation and pilots

The region was able to develop positive partnerships with NGO agencies to test alternative flexible, innovative models of service and intervention through the funding of three pilot programs:

- ASPECT received funding for a two-year pilot of an intensive case management approach to supporting school retention for adolescents with Autism and challenging behaviours
- Interaction Disability Services received funding for a two year pilot of a shared care service to support families at risk of breakdown by providing a break from caring, combined with interventions to build family resilience
- Autism Behaviour Intervention service received funding for a pilot of an alternative specific model of behaviour support and training for families of pre-school aged children.

These pilots will contribute to the determination of future strategies and interventions.

Challenges and priorities for 2007–08:

- workforce management strategies for recruiting and retaining staff
- the regional implementation of Out of Home Care and Children's Standards
- expanded regional case management capacity
- establishment of regional change management processes to assist local coordination and responsiveness to the *Stronger Together!* rollout and regional response to central office change initiatives.

Metro South Region



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DADHC provided services

		Servicing (number of clients)
75	Group homes	332
1	Large Residential Centres	39
12	Respite centres	424
18	Community Support Teams	2,800
5	Day Programs	95
297,436	Personal care hours	2,596
355,545	Domestic assistance hours	10,089
76,554	HACC respite hours	918

DADHC funded services

		Servicing (number of clients)
35	Community living organisations*	759
3	Residential centres	46
23	Respite organisations	813
42	Community engagement program organisations	1,953
32	Therapy and prevention organisations	2,514
165	HACC organisations (excl. Home Care)	46,138

* The residential category under DADHC funded services is comprised of CSTDA MDS service types 1.01, 1.02 and 1.03. The Community Living category comprises CSTDA MDS services types 1.04, 1.06, 1.07 and 1.08

Rollout immediate increase in flexible respite places

As part of *Stronger Together* there was an immediate increase of 39 respite places within the Metro South Region.

2006–07 achievements:

- 26 places were allocated for children and young people; and 13 places for adults in the Inner West
- successful tenderers were identified and notified.

Expand carer support program in the funded sector

During 2006–07 the Metro South Region worked on expanding the carer support program in the funded sector.

2006–07 achievements:

- through the HACC Service Expansion Plan, direct allocations were made across the region: \$112,000 for respite; \$934,000 for centre-based day care; and \$131,000 for counselling, advocacy and support.

Improve and expand specialist accommodation services

The Metro South Region undertook a number of initiatives to improve the accommodation service models in the region, including rolling out the initial increase in places and expanding group homes for young people leaving care in the Macarthur area.

2006–07 achievements:

- Minto Group Home opened in May
- Kentlyn modifications continued
- additional properties were purchased during the year for the Young People Leaving Care program – one for the Criminal Justice program and six for the Other Specialist Supported Accommodation Program.

Improved recruitment for DADHC operated services

This year, the region continued to participate in the traineeship program and implemented a number of strategies to improve recruitment processes and encourage the recruitment of staff from CALD and Aboriginal communities.

2006–07 achievements:

- the premium recruitment model for Residential Support Workers was rolled out in October. As at 30 June 2007, 300 Residential Support Worker positions have been offered. BusinessLink, who are responsible for the advertising of

direct care positions, have been asked to advertise in culturally-specific media. These advertisements are due to be launched in August 2007

- all recruitment advertisements include a statement encouraging applicants from non-English speaking backgrounds and Aboriginal or Torres Strait Islander groups. Advertisements also feature a statement outlining the Service's commitment to Equal Employment Opportunity legislation
- Metro South continues to participate in the Traineeship Program in the South West sector. One trainee has been appointed to Ingleburn Group Home.

Promote access and culturally sensitive service provision to Aboriginal clients

In 2006–07, we worked on promoting access and culturally sensitive service provision to Aboriginal clients of Alleena Warrumbucca Home Care, following realignment of this Aboriginal branch into the Metro South Region in August.

2006–07 achievements:

- 42,646 client service hours were delivered across all programs, representing an increase of 18 per cent in service outputs compared to 2005–06
- a new Branch Manager was appointed in December
- efforts to enhance integration into the geographical regional structure and enhance branch service provision continue.

Challenges and priorities for 2007–08:

- improving the Home Care Service through recruitment and improved service delivery
- finalising the redevelopment of the Grosvenor site
- improving the quality and efficiency of DADHC group homes
- improving the non-government sector's quality of service and accountability by using information gained from the Integrated Monitoring Framework (IMF) reviews to provide feedback to the sector
- improving our ability to meet the needs of Aboriginal clients by identifying service capacity and community needs for Aboriginal people in the region
- improving the support given to children and their families, including holding a conference for families with children who exhibit challenging behaviours.

Hunter Region



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DADHC provided services

Servicing (number of clients)

40	Group homes	175
4	Large Residential Centres	688
6	Respite centres	293
5	Community Support Teams	1,613
6	Day Programs	183
122,585	Personal care hours	1,211
183,137	Domestic assistance hours	5,131
27,739	HACC respite hours	374

DADHC funded services

Servicing (number of clients)

27	Community living organisations*	555
3	Residential centres	34
17	Respite organisations	564
28	Community engagement program organisations	1,393
18	Therapy and prevention organisations	1,473
88	HACC organisations (excl. Home Care)	28,123

* The residential category under DADHC funded services is comprised of CSTDA MDS service types 1.01, 1.02 and 1.03. The Community Living category comprises CSTDA MDS services types 1.04, 1.06, 1.07 and 1.08

Dementia Care in the Community Strategic Plan 2006–10

The Hunter Region Dementia Care in the Community Strategic Plan 2006–10 was a collaborative effort to develop a strategic direction for dementia care in the Hunter Local Planning Area.

DADHC Hunter Region worked closely with Hunter New England Health and the Hunter Dementia Interagency to develop the plan during the year.

The project group has also worked closely with the Central Coast Primary Dementia Care Network.

2006–07 achievements:

- new services were funded to address service gaps in dementia advisory services in the region
- a dementia advisory service in the Upper Hunter is now available five days a week.

Accommodation Challenges Project

The Accommodation Challenges Project continued to provide improved accommodation support services to clients in response to increased support needs such as ageing, frailty and compromised health status. As a result of this project, group home occupancy rates have increased from 92 per cent to 99 per cent.

2006–07 achievements:

- replacement homes were built in Adamstown, Thornton and Bolwarra Heights for clients with support needs associated with ageing and additional health care needs
- four six-bedroom cottages were completed within the Stockton Centre to improve the living environment for existing residents.

Improving OH&S Performance

In 2006–07, the region achieved significant improvements in OH&S performance as a direct result of training and workforce safety initiatives, such as Inclusive Communication and Behaviour Support (ICABS) training.

2006–07 achievements:

- since receiving the ICABS training, 23 out of the 26 Accommodation and Respite units have reported no injuries from assault. There has been an overall reduction of 33 per cent in the rate of staff injuries from assaults compared to 2005–06
- Hunter residences focussed on ongoing preventative programs to minimise manual handling injuries. In the last quarter of 2006–07, there were no injuries to nurses in the nine high-risk units targeted for intervention

■ Home Care Service (HCS) achieved a 40 per cent reduction in the number of workers compensation claims lodged over the past two years. Manual handling injuries to HCS care workers were reduced by 12 per cent – and the injuries sustained were less severe. The Hunter Region's average cost per claim for manual handling injuries is 53 per cent below the Home Care state average. These improvements have resulted in a 36 per cent reduction in the HCS Hunter Region Worker's Compensation premium for care workers compared to 2005–06, resulting in a saving of \$447,500

■ the region's day program units, which provide community access and on-site services to 186 clients, achieved an outstanding safety record during 2006–07. The total number of claims were reduced by 47 per cent, compared to 2006–07, with manual handling injuries reduced by 42 per cent.

Improved staff training and skill development

A series of staff workshops were conducted to engage our staff in implementing DADHC's values through ethical practice.

The workshop outcomes formed the basis for a five-year values based program, Values in Practice (VIP), which aims to foster a culture amongst staff of pride in their work and provision of quality customer service. Specific strategies of VIP include the establishment of a staff recognition program, an Aboriginal Staff Network and a Staff Innovative Ideas Actions Committee.

Challenges and priorities for 2007–08:

- continuing the implementation of a Values in Practice training program for staff, incorporating the establishment of an Aboriginal staff VIP network, the operation of a Staff Innovative Ideas Actions Committee, and the development of Individual Growth Plans (IGPs) for interested staff
- improving access to respite services across the region through the progression of recommendations from Stage 2 of the region's respite review
- assisting the Hunter Regional Coordination Management Group (a forum which brings together senior officers from State Government agencies at the regional level) to implement the Positive Ageing Strategy in the Hunter (PASH)
- continuing rollout of the Inclusive Communication and Behaviour Support (ICABS) staff training program to reduce the risks of challenging behaviour incidents.

Northern Region



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DADHC provided services

Servicing (number of clients)

23	Group homes	119
3	Respite centres	116
15	Community Support Teams	1,454
4	Day Programs	44
125,101	Personal care hours	1,047
238,364	Domestic assistance hours	6,329
48,200	HACC respite hours	677

DADHC funded services

Servicing (number of clients)

45	Community living organisations*	433
2	Residential centres	30
32	Respite organisations	1,038
42	Community engagement program organisations	1,122
32	Therapy and prevention organisations	1,567
126	HACC organisations (excl. Home Care)	31,442

* The residential category under DADHC funded services is comprised of CSTDA MDS service types 1.01, 1.02 and 1.03. The Community Living category comprises CSTDA MDS services types 1.04, 1.06, 1.07 and 1.08

Community access

In 2006–07, the Northern Region developed systems to support the use of the various IT applications and platforms to improve the efficiency of service delivery in the region. These applications include the Client Information System (CIS); HS Net – an expanded, secure human services intranet site that is designed to provide rapid access to information on policies, planning, service networks and agency contacts – and the Family Assistance Fund (FAF) database.

2006–07 achievements:

- competency training was completed for all Community Access staff in the use of the CIS
- refining the use of HS Net to improve and streamline regional communication processes
- the Northern Region IT management systems, including FAF, are now used state-wide by DADHC.

Accommodation and Respite

Inclusive Communication and Behaviour Support (ICABS) programs provide staff with the ability to develop and implement a range of practical communication strategies to assist people with a disability, other residents and staff to interact more effectively with each other. Key outcomes of ICABS programs include improved client communication, independence, decision making and a reduction in challenging behaviours.

2006–07 achievements:

- ICABS programs were successfully rolled out to staff working in accommodation and respite services across the region
- Northern Region Occupational Therapists and Residential Support Workers worked together to achieve an ICABS program for each client.

Performance, quality and improvement stream

A cross-sector collaborative response was developed to improve access, coordination and capacity management in the respite sector. This resulted in more flexible and individually tailored respite packages for families and carers of people with disabilities residing in the Mid North Coast.

2006–07 achievements:

- the Mid North Coast Respite Coordination project was implemented
- the Far North Coast and New England Respite Coordination projects were established.

The models and approach used in the Mid North Coast Respite Coordination project will be considered for adoption in future regional projects.

Planning and purchasing

In 2006–07, consolidation and refinement of the Northern Region Purchasing Framework continued.

2006–07 achievements:

- better allocation of HACC growth funding and *Stronger Together* initiatives – such as Specialist Accommodation, New Flexible Respite and Centre Based Respite, Advocacy and Ageing Parent Carer Respite Initiative – was achieved during the year.

Home Care

A key achievement in 2006–07 was the transition of Aboriginal Home Care into the DADHC Northern Region structure. The benefits are local decision making; better support for Aboriginal Home Care staff; more timely responses to local Aboriginal communities; and better access to DADHC services (including office accommodation, access to training, support and supervision).

Challenges and priorities for 2007–08

- supporting the development of the expanded role of Aboriginal Home Care into the Northern Region structure
- supporting and assisting staff over a large geographical area with significant workforce growth and change including (Home care, Accommodation and Respite, Community Access Streams)
- assisting significant sector wide expansion and growth through both *Stronger Together* and HACC Triennial planning and a move to cross government collaboration through *Better Together*
- assisting both the sector and DADHC to better manage workforce development within Northern Region.

Southern Region

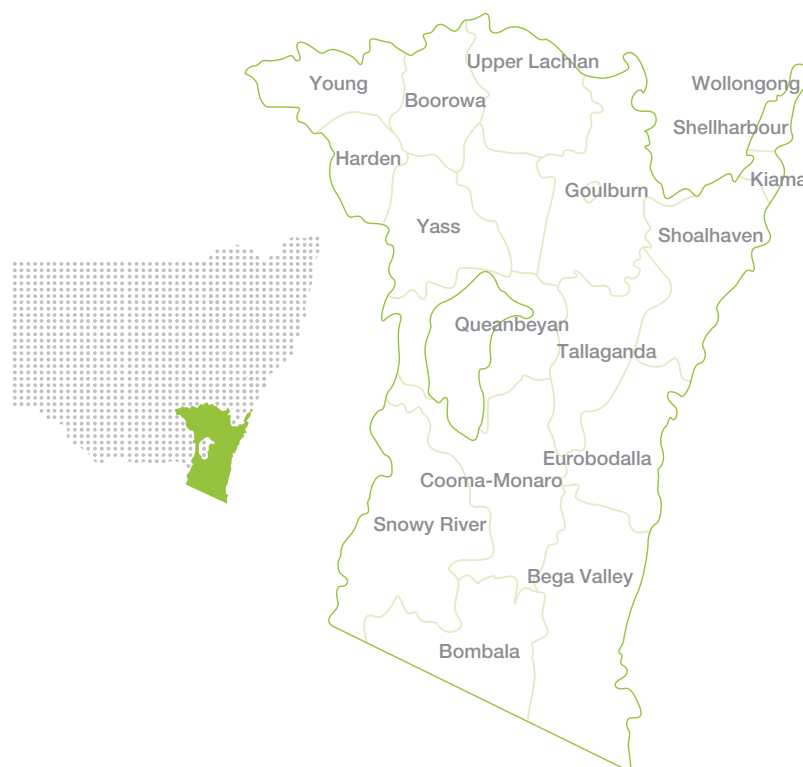


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DADHC provided services

		Servicing (number of clients)
41	Group homes	184
1	Large Residential Centres	14
5	Respite centres	154
9	Community Support Teams	1,193
6	Day Programs	160
124,505	Personal care hours	1,083
177,414	Domestic assistance hours	4,603
33,023	HACC respite hours	333

DADHC funded services

		Servicing (number of clients)
20	Community living organisations*	492
11	Respite organisations	519
21	Community engagement program organisations	1,181
20	Therapy and prevention organisations	730
78	HACC organisations (excl. Home Care)	18,193

* The residential category under DADHC funded services is comprised of CSTDA MDS service types 1.01, 1.02 and 1.03. The Community Living category comprises CSTDA MDS services types 1.04, 1.06, 1.07 and 1.08

Improving service provision and access to services for Aboriginal communities

In 2006–07, an expert Aboriginal Advisory Group and an Aboriginal Consultation Framework for the Southern Region were established to strengthen relationships between the Department and Aboriginal communities and to improve service provision and access to services for Aboriginal clients.

2006–07 achievements:

- the region and representatives from Aboriginal communities have worked together to identify and prioritise locations for future consultation in relation to service development. Northern Illawarra, Shoalhaven and Goulburn have been identified and agreed as priority areas for consultation in 2007–08
- communication with Aboriginal communities at a local level has been enhanced with stronger engagement with DADHC on how to reach families in need of services.

Enhancing respite provision

The Bega Valley Respite Initiative was implemented to expand the range of available respite options to people with disabilities and their families. The initiative has empowered families by enabling them to choose their service provider and determine their individual respite model(s).

2006–07 achievements:

- 40 families were allocated a respite package. All packages were delivered through an approved respite provider
- individualised respite provision has resulted in expanded knowledge and experience, and the development of strong local partnerships within the human services system.

State-wide Criminal Justice Program, Assessment Unit

The Southern Region has been responsible for establishing and running the state-wide Criminal Justice Assessment Centre for potential DADHC clients exiting gaol.

The assessment unit allows time (up to approximately 12 months) to enable more precise assessments, coordinate support needs and develop future living arrangements for successful re-entry of clients into Community Living arrangements or other facilities across the state.

Through a careful skill-based program within the unit, each client is steadily developing living skills that will promote more positive social behaviour.

2006–07 achievements:

- a facility was purchased and modified to meet the specific challenges of managing this client group. Staff were recruited and provided with highly specialised and in-depth training. Four clients entered the unit in 2006–07.

Indigenous traineeship

The recruitment and retention of skilled staff, particularly Indigenous people, poses challenges for rural and regional disability services throughout Australia.

To address this, the Southern Region commenced a pilot traineeship to recruit and retain skilled staff and provide a framework for developing the skills and knowledge of departmental staff regarding working effectively with Aboriginal people. This approach complements the cultural awareness training that has been undertaken in the region.

2006–07 achievements:

- six months into the 12 month program, 14 trainees remained
- a part-time Indigenous mentor has been employed to assist and support trainees to help trainees to develop the confidence to seek help and raise issues for themselves
- trainees are midway through the 12 month traineeship and all appear to be on track to complete the Certificate modules in the time frame. All of the remaining trainees have completed six modules and have become valued members of the group home team by accepting key worker roles.

Home Care

The Southern Region Home Care branch reviewed its planning, forecasting and co-ordination processes. The resulting improvements include a stronger focus on the annual client review process, a more targeted approach to service provision based on client need, and a better understanding by Home Care of system pressures for specific service types.

2006–07 achievements:

- 375,761 client service hours, which includes 269,647 HACC-funded hours, were delivered and represent an increase in service hours from 2005–06
- 85 per cent of existing clients in the region were reviewed in the past 12 months, with services adjusted accordingly

Challenges and priorities for 2007–08:

- growing and developing a diverse sector-wide workforce that can meet the significant enhancement in funding under *Stronger Together*
- implementing a new structure in DADHC Accommodation and Respite services
- improving DADHC Case Management services in the region.

Western Region



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DADHC provided services

		Servicing (number of clients)
29	Group homes	144
1	Large Residential Centres	54
9	Respite centres	203
20	Community Support Teams	1,214
2	Day Programs	31
119,402	Personal care hours	1,646
290,199	Domestic assistance hours	6,937
32,352	HACC respite hours	556

DADHC funded services

		Servicing (number of clients)
30	Community living organisations*	598
3	Residential centres	43
23	Respite organisations	512
33	Community engagement program organisations	799
23	Therapy and prevention organisations	1,326
103	HACC organisations (excl. Home Care)	19,743

* The residential category under DADHC funded services is comprised of CSTDA MDS service types 1.01, 1.02 and 1.03. The Community Living category comprises CSTDA MDS services types 1.04, 1.06, 1.07 and 1.08

Occupational Health & Safety

Managing OH&S in a region that has staff spread over such a wide geographic area presents unique challenges. We are committed to consulting all staff in the region on OH&S related issues.

During 2006–07, the region worked on developing a strategic and coordinated approach to OH&S through the development and implementation of a regional OH&S Improvement Plan.

Key elements contained in the plan include more effective reporting mechanisms, risk management, incident and injury management, and consultation and training.

2006–07 achievements:

- the region reviewed and enhanced its entire consultative process, with comments and feedback from staff and the Public Sector Association. New consultation structures and processes have been implemented.

Post-School Options Program development

During 2006–07, new business arrangements for Post-School Programs were put in place. To assist service providers during the transition process, quarterly forums were held in the Riverina Murray area, and jointly for the Central West/Orana and Far West areas. These forums provided an opportunity for face-to-face questions about program developments, service delivery issues, good practice, quality issues and sector-wide matters.

To meet the needs of service users, the region is investigating strategies to engage with families and provide avenues to raise and resolve issues of concern with the region, particularly for the initial 12 months.

A monitoring program that tests service delivery against tenders has also been developed.

2006–07 achievements:

- the new assessment process for the Community Participation Program was implemented regionally
- tenders for Community Participation Program providers were completed. Clients were transitioned to approved providers with minimal appeals.

Boarding House Strategy

Licensed residential centres in the region do not currently fully comply with licensing requirements. To address this, the need for a Regional Boarding House Strategy, comprising a rigorous program of licensing inspection and reporting, staff training, supervision and support was identified.

Quarterly progress and compliance reporting will be provided to the Regional Executive, in line with the quarterly regional forums to engage licensed operators and provide an opportunity to discuss sector-wide issues

2006–07 achievements:

- the regional strategy for licensing, monitoring, reporting, meeting and staff support was implemented
- quarterly regional forums with licensed residential centre operators have commenced.

Challenges and priorities for 2007–08:

- reconfiguration of group homes
- Criminal Justice Program
- standard fee implementation for existing Home Care clients
- effective respite services to Aboriginal communities
- support for children, young people and their families
- CIS and intake data integrity
- equity of access to psychiatry services across the region.



04

Supporting our Services

The Department relies on a skilled workforce, a robust infrastructure and efficient systems to deliver quality services to clients across NSW.

This section details our organisational systems, highlights and challenges for the coming year.

04

Supporting our Services

Key data for 2006–07:

- the Department employs 12,749 staff. Of these, 10,041 (78.8%) staff work in direct client support roles
- 4,887 (38.3%) staff work in direct client support services provided through the Accommodation and Respite
- 990 (7.8%) staff work in direct client support services provided through Community Access
- 4,164 (32.7%) staff work in in direct client support services through Home Care
- 2,708 (21.2%) staff work in service support, policy and strategic development, regional support and central office administration
- 1,778 nurses care for clients with complex health care needs in our Large Residential Centres and group homes
- 16,000 training sessions were held during the year
- \$850,000 granted to fund OH&S improvements across the sector
- number of employees supported by each Corporate Services employee

	DADHC	Large agency median
Full time equivalent	63.7:1	18.4:1
Agency headcount	84.8:1	20.6:1

- Corporate Services costs per agency

	DADHC	Large agency median
Full time equivalent	\$5,028	\$8,028
Agency headcount	\$3,775	\$6,977

- 23 requests received under the *Freedom of Information Act 1989 (FOI Act)*
- 17 research projects undertaken
- asset portfolio, valued at more than \$537 million, comprising 9 Large Residential Centres, 535 group homes and other facilities, as well as 196 owned and leased office premises and a fleet of 1,252 vehicles
- 60 group homes and respite centres refurbished
- \$10.8 million for general items such as food and groceries.





Highlights for 2006–07:

- a new Audit Committee and in-house audit team were established
- significant data improvements were realised, including an increase in the return of HACC data (9.5%); and an increase in the return of CSTDA data (33.7%) on the previous year
- improved budgeting and forecasting, with all forecasting within 1% of actual operating results
- training programs developed through the year included ICABS training; mandatory skills training such as first aid; leadership management, incorporating the Leadership Capability Framework; and OH&S readiness and risk management
- the introduction of a Department-wide claims review system has resulted in a decrease of the average cost per workers compensation claim from \$6,134 in 2005–06 to \$5,518 in 2006–07; and a reduced deposit premium for workers compensation
- the transition of central office IT networks to the BusinessLink network has been completed.

Key challenges 2007–08:

- strengthening the financial management alignment of asset planning, workforce planning and program reforms in line with service delivery priority and strategies
- building the Department's workforce capacity by leading employer of choice strategies and improving attraction strategies
- the acquisition and implementation of a new grants administration system to better support purchased service
- advertise tenders for Home and Community Care (HACC) research grants totalling \$540,000. Applications for grants will be considered in areas that will support development of the HACC service system.

Our Structure and Governance

The Department's corporate governance framework supports executive decision-making and management of our strategic goals and operational objectives.

The Department's central office provides policy and program management, as well as corporate support to the regions (see Section 3, Our Regions) and the four business streams that deliver our services. Our shared service provider, NSW BusinessLink, complements the Department's corporate support functions by providing services in human resources, finance, information technology and payroll.

Our governance

The Department's corporate governance framework supports executive decision making and management of our strategic goals and operational objectives. The structure of the corporate governance framework includes the Director-General Update, Corporate Management Board, standing committees, and the Change Management Group to ensure that the Department's activities are undertaken with due diligence and accountability. The Director-General is responsible to the NSW Minister for Ageing and Disability Services for overseeing our governance activities.



Executive Team and Regional Directors as at 30 June 2007



Brendan O'Reilly
Director-General



Carolyn Burlew
Deputy Director-General,
Resource Management



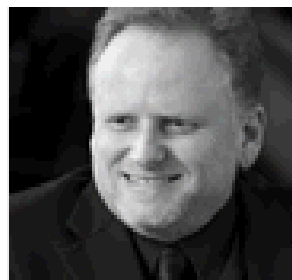
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Ethel McAlpine
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Jim Moore
Executive Director,
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Chris Leach
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Northern Region



Jane Cross
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Hunter Region



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Western Region



James Christian
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Southern Region

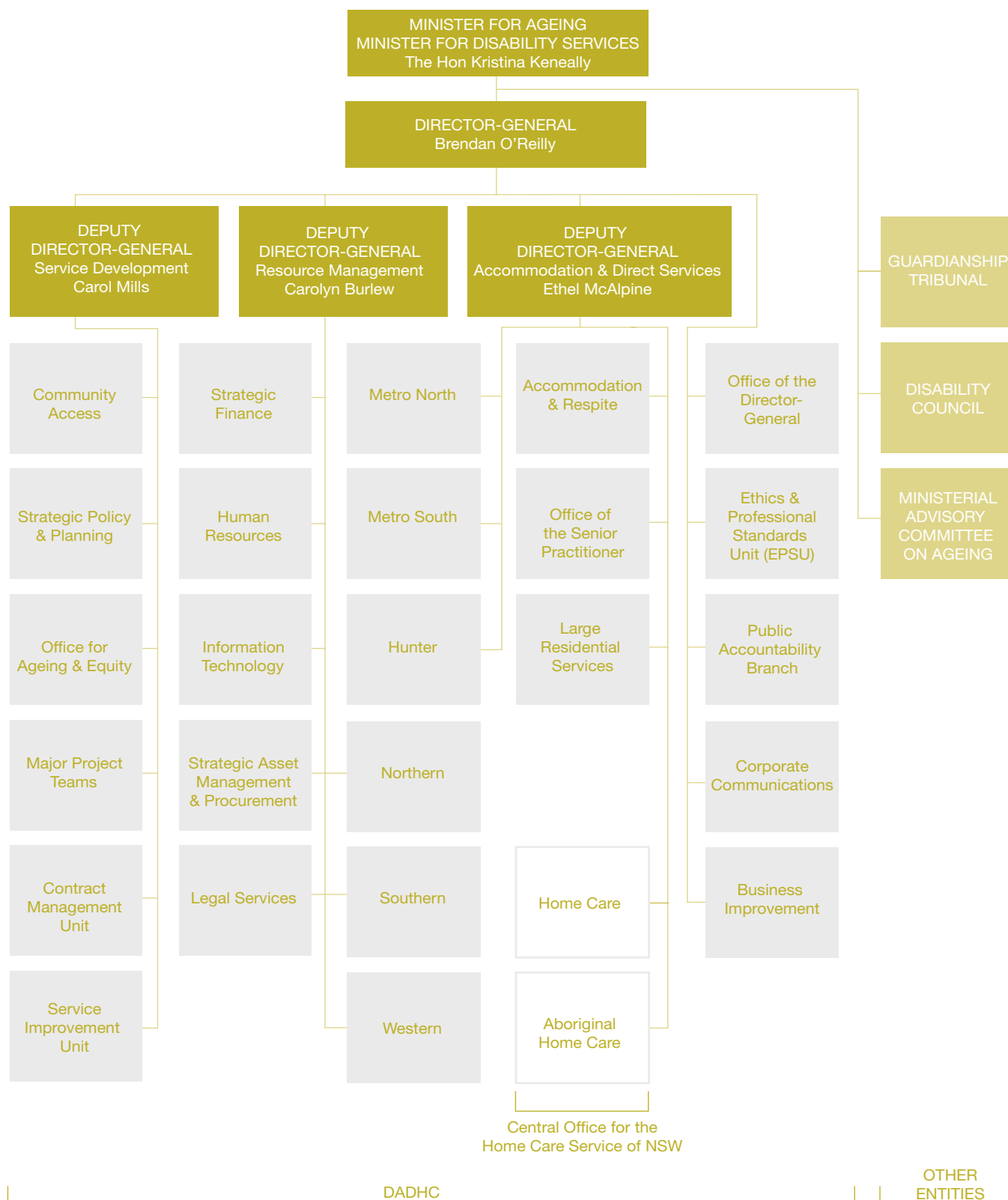


Lauren Murray
Regional Director,
Metro South Region



David Sherlock
Regional Director,
Metro North Region

Organisational Structure





DADHC corporate governance committees

Director-General Update	Corporate Management Board	Standing Committees (Reporting To The Corporate Management Board)		
		Budget and Finance	Audit	Information and Communications Technology
<i>Meets weekly</i> <i>Members (7)</i> ■ Director-General - Chair ■ Deputy Directors-General ■ Executive Director, Business Improvement ■ Chief Financial Officer ■ Director, Office of the Director-General <i>Runs parallel to the Committee and Board structure with management committees in each business stream contributing</i>	<i>Meetings five times a year</i> <i>Members (24)</i> ■ Director-General - Chair ■ Deputy Directors-General ■ Regional Directors ■ Central Office Directors Committees that Report to Corporate Management Board ■ Budget & Finance ■ Audit ■ Information and Communication Technology	<i>Meets monthly</i> <i>Members (7)</i> ■ Director-General - Chair ■ Deputy Directors-General ■ Executive Director, Business Improvement ■ Chief Financial Officer ■ Regional Director ⁽¹⁾	<i>Meets quarterly</i> <i>Members (6)</i> ■ Independent - Chair ■ Independent member ■ Deputy Director-General ⁽¹⁾ ■ Executive Director, Business Improvement ■ Chief Financial Officer ■ Regional Director ⁽¹⁾ ■ Central Office Director ⁽¹⁾ ■ Central Office Director ⁽¹⁾	<i>Meets quarterly</i> <i>Members (10)</i> ■ Director-General - Chair ■ Deputy Directors-General ■ Executive Director, Business Improvement ■ Chief Financial Officer ■ Regional Director ⁽¹⁾ ■ Central Office Director ⁽¹⁾ ■ Chief Information Officer, DADHC ■ Chief Information Officer, BusinessLink
<i>Functions</i> ■ Monitor contentious issues ■ Update Executive on current and emerging issues ■ Preparation for issues in coming week ■ Preparation for forward program of meetings of corporate committees ■ Decisions on day-to-day contentious issues	<i>Functions</i> ■ Review and set directions on: ■ strategic priorities ■ budgets and financial performance ■ operational policy and procedures ■ organisational performance ■ Presentations from external stakeholders on Department-wide issues	<i>Functions</i> ■ Decisions on budget management and allocations ■ Approve budget variations ■ Monitor progress on budget	<i>Functions</i> As determined by the Audit Charter, including overseeing: ■ internal audit program ■ risk management processes ■ legislative and policy compliance	<i>Functions</i> ■ Strategic planning for information and communication technologies ■ Oversight of significant projects
Secretariat: Office of the Director-General	Secretariat: Office of the Director-General	Secretariat: Strategic Finance	Secretariat: Business Improvement	Secretariat: IT



Change Management Group

Members (6)

- Director-General – Chair
- Deputy Directors-General
- Executive Director, Business Improvement
- Chief Financial Officer

Functions

- Improve focus on implementation and change management
- Approve change schedules and monitor progress with implementation of priority initiatives
- Direct corrective action to maintain progress
- Review and approve major policy and strategic decisions

Secretariat: Business Improvement

The Home Care Advisory Board sits outside of the regular DADHC Governance Framework and advises the Director-General on strategic issues relating to Home Care Services and its clients. The Board is made up of members external to the department and is chaired by the Director-General. Refer to Appendix 2 – Committees and Advisory Bodies on page 193, for membership details.

Our Corporate Infrastructure

Business Assurance

During 2006–07 there was an increased focus on business assurance activity, particularly around the restructure of the internal audit function. The new audit structure strengthens internal audit resources to undertake independent and objective assurance programs designed to identify business improvements and provide effective corporate governance, risk and financial management.

Risk management

Central to achieving effective risk management are the Department's:

- **Fraud Prevention Strategy** to maintain the high ethical standards of the Department. The strategy puts into place an effective fraud and corruption monitoring framework, which provides protection for those reporting suspected fraud or corruption.

- **Business Continuity Plan** to minimise the impact of a service or resource interruption on client wellbeing and to ensure the maintenance of core client services in a range of events.

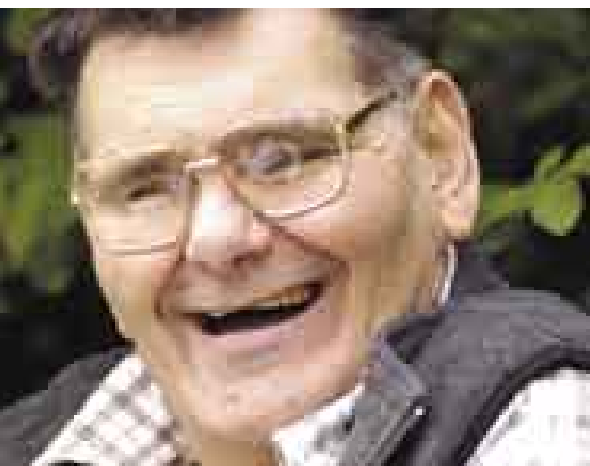
During the year the Department engaged in continuity planning activities in relation to the Human Influenza Pandemic and participated in *NSW Human Influenza Pandemic Taskforce* and associated working groups.

Internal audit

In 2006–07, a priority initiative of the Department was the restructure of oversight and operation of the Internal Audit function.

2006–07 achievements:

- established a new Audit Committee, which first met in May 2007 with an external Chair, an independent committee member and a streamlined departmental membership
- established an in-house audit team for compliance auditing of transactional areas within the department
- established new internal audit contracts with KPMG and Deloitte. KPMG will undertake strategic high-level operational and performance audits. Deloitte will conduct system and compliance reviews and assist with the training, mentoring and quality assuring the work of the new in-house audit team





- commenced development of risk management framework
- purchased an e-based tool for the electronic implementation of the Support Services Governance Program from Ernst & Young and commenced implementation.

Completed audits

During the year, a number of audits were undertaken and completed, including:

- establishment management – regional operations
- client care and support – regions
- Day Programs – data analysis
- workforce planning – pre-implementation review.

Challenges and priorities for 2007–08:

- implementing a risk management framework including refinement of internal audit work plan and governance requirements for risk issues
- completing four compliance audits of priority transactional areas and implementing high to medium rated recommendations of previously completed audits
- managing internal audit contracts to maximise business process improvements, corporate governance, and risk and financial management.

Data analysis and improvement

Under the terms of both the CSTDA and HACC Agreements, the Department is required to collect, analyse and submit data returns to the Commonwealth Government. As part of their obligations under the Funding Agreement, service providers are required to electronically submit quarterly data returns, known as the Minimum Data Sets (MDS). As well as these data requirements, the Department also maintains data in its corporate systems including financial, funding, human resources and client data for services that the Department provides directly.

MDS returns have historically been low compared with other jurisdictions, giving a distorted picture of both the volume and the cost-effectiveness of services being delivered in NSW, and making planning of future service delivery difficult. Regular

Our systems and infrastructure must be robust, flexible and efficient enough so that our clients can use our services every day of the year.

financial and data auditing have confirmed the need for the improvement or, in some cases the replacement of, existing corporate systems and/or the improvement of data held in these corporate systems.

Two priority initiatives were undertaken this year with the common objective of improving the capture of data within the Department and educating service providers on the importance of maintaining accurate records for future reporting.

Improve data management and modelling in DADHC

This initiative was undertaken during 2006–07 to improve the validity of data held by the Department and to implement a performance monitoring framework integrated with budget processes and service delivery performance. These improvements will increase our ability to monitor output against major reporting requirements and enhance our data modelling capacity.

2006–07 achievements:

- cleansing of the Department's data holdings led to significant improvements in the quality of data held in the Client Information System (CIS), which in turn improved CSTDA data in the MDS
- stage one of the performance-monitoring framework was undertaken to equate financial information reporting with client output data
- refinements were made to the performance data used to develop the Department's results and services plan and will continue into 2007–08.

Improve Minimum Data Set (MDS) reporting performance

The benefits of accurate MDS data collection include:

- more accurate information about service accessibility, appropriateness and efficiency for clients and their families
- improved service delivery planning and internal management for service providers
- a tool for program managers to develop policy, strategic planning and performance monitoring against outcome criteria.

By improving the collection, validation and reporting of HACC MDS data, we expect:

- clearer communication with service providers about their MDS reporting obligations and related procedures and timeframes
- software and data transmission improvements
- refined business rules and standard reports.

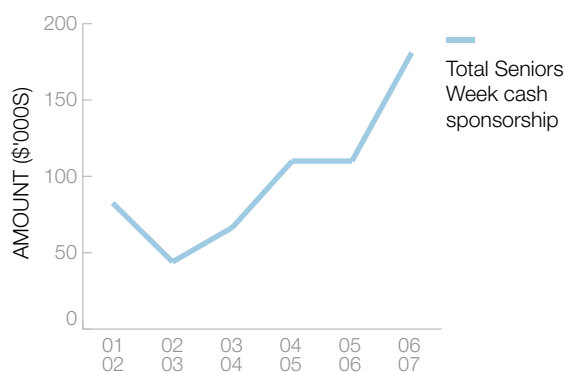
2006–07 achievements:

- the MDS data remediation project was completed in December and resulted in significant improvements in 2005–06 MDS returns to the Commonwealth Government. The return of HACC data increased by 9.5 per cent, and the return of CSTDA data increased by 33.7 per cent over the previous year
- updated reporting software was rolled out and the NSW data repository met the changes to the HACC MDS items requirements.

Challenges and priorities for 2007–08:

- continue work on developing the performance monitoring framework
- migrate all Home Care Service client data and service delivery transaction data to the Department's CIS. This system will interface with a new Workforce Management (WFM) system, and SAP Financial and Human Resources systems. This migration will provide an opportunity for significant improvements in the Department's Home Care data management, and will have a positive impact on overall HACC MDS data of which Home Care is a major contributor
- undertake further improvements to the quality and quantity of MDS data, including greater consistency in reporting of MDS information by service providers and alignment with funding information
- rollout training to the Department's contract managers to improve their understanding and communication of MDS requirements to service providers
- achieve further improvements to the return rates and quality of data in submissions from service providers through improved data validation, cleansing and reporting.





**Fig. 4.1 Seniors Week Cash Sponsorship
2001-02 to 2006-07**

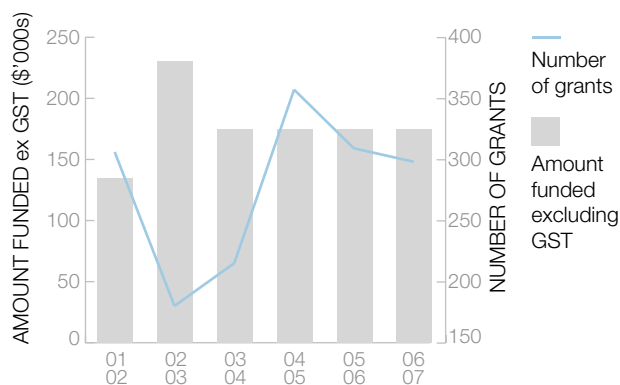


Fig. 4.2 Seniors Week Grants Program

Corporate Communications

The Corporate Communications Unit manages the Department's internal and external communications, our public campaigns and major events as well as the NSW Seniors Card program.

Our public campaigns and events

Each year, more than one million older people, people with a disability and their carers participate in the Department's public events, programs and campaigns that are designed to promote community awareness, inclusion and understanding of older people and people with a disability. These campaigns and events celebrate the achievements of older people and people with a disability and the contributions they make in their families and to their communities. They also carry prevention messages and increase community awareness of healthy ageing.

NSW Seniors Week

NSW Seniors Week is an annual initiative that aims to thank, celebrate and recognise older people for the contributions they make to the community. More than 250,000 seniors across the state attended NSW Seniors Week in 2006. The theme of LIVE LIFE was supported by a program of more than 700 events, including the Premier's Seniors Week Gala Concerts and an ambassador program featuring prominent older Australians.

A highlight of the event was the Seniors Week Achievement Awards Program, with 60 seniors and organisations recognised for their contributions to the community. Seniors Week 2007 attracted strong sponsorship with the Public Trustee NSW, Australian Pensioners Insurance Agency and Aveo the major sponsors (see Fig. 4.1 and 4.2).

International Day of People with a Disability

International Day of People with a Disability is celebrated in NSW in November and December each year, with the *Don't DIS my ABILITY* campaign. The campaign, which includes an ambassador program and an event program celebrates the diversity and ability of people with a disability. Sponsorship of the campaign grew from \$68,500 in 2005-06 to \$204,100 in 2006-07.



Premier's Christmas Gala Concerts

The Premier's Christmas Gala Concerts celebrated their 25th anniversary in December. Some of Australia's leading performers featured in three concerts, which attracted 30,000 seniors. These free concerts are one of the major ways the Department and the NSW Government thanks seniors for the contribution they make to their families and communities.

Carers Campaign

The Department and Carers NSW have identified the need for a sustained three-year promotional campaign to increase awareness of carers in the community and the importance of carers 'caring for themselves'. A pocket-sized pamphlet called *The Carers' Survival Guide* was launched by the Minister during Carers Week in October to remind carers of the importance of eating and sleeping well, managing stress, exercising, looking after their back, getting regular check ups and taking a regular break.

NSW Seniors Card

NSW Seniors Card is a state-wide concession and discount program for seniors, which is designed to promote healthy ageing and encourage older people to lead active lifestyles.

Seniors Card offers significant travel discounts, free entry into a number of NSW cultural venues and discounts on a wide range of products and services offered by the program's business partners.

The NSW Seniors Card achievements for 2006–07 and priorities for the year ahead are reported on page 33 of this report.

Communications

Corporate Communications also promotes the Department's policies and programs to clients and stakeholders and provides communications support and advice to its business streams, regions and business units.

New intranet launched

A new DADHC intranet was launched in September, providing a more user-friendly, easier to navigate and improved on-line resource for all staff. The number of views to the Department's intranet for 2006–07 was 2,317,279, an increase of 30 per cent over the previous year.

Website redevelopment research

Focus group research was conducted with various external stakeholder groups, older people, people with a disability and their carers to provide input on how the Department's website should be redeveloped to better meet user needs. The research identified information gaps, design and functionality improvements and accessibility issues, which will be addressed as part of the website redevelopment program commencing in 2007–08. The new website will also comply with the NSW Government Style Directive.

Publications

The Department's two quarterly magazines – *Connections* for external audiences and *Our Voice* for staff – continued to be key communication tools for the Department. A survey of stakeholders who receive *Connections* was conducted, and the findings will be used to improve the content and design of the publication in 2007–08.

A new corporate visual identity, DADHC Branding and Publishing Guidelines, was developed to ensure greater consistency in design and messages across all DADHC branded publications. The guidelines are available on the Department's website.

The Communications team also worked with the Department's business streams to produce a range of publications to inform and educate the community about our services and support. These publications included *Better Together: a new direction to make NSW Government services work better for people with a disability and their families 2007–2011*, which was produced in a number of languages as well as in Braille, and the *Stronger Together* progress report and summary.

Challenges and priorities for 2007–08:

The major challenges and priorities in the coming year include:

- redevelopment of the Department's website, including scoping, design and content overhaul, for launch in 2008–09
- continue to redevelop the Department's five other websites for compliance with the NSW Government Style Directive, for completion by December 2008

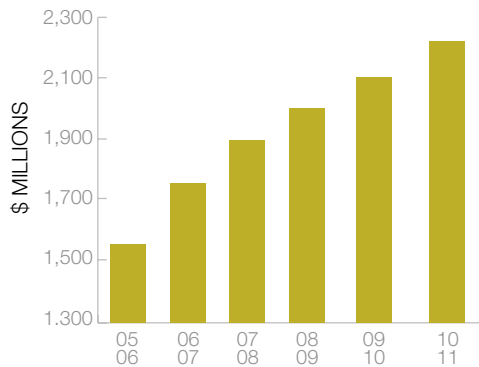


Fig. 4.3 Growth of DADHC funding over the life of *Stronger Together*

Over the first five years of *Stronger Together*, DADHC's recurrent budget will increase by 42 per cent.

Data source: DADHC Strategic Finance Directorate

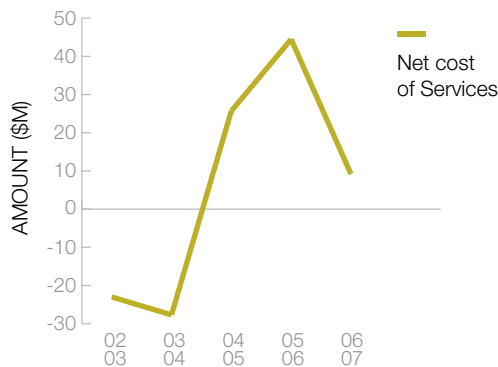


Fig. 4.4 Net cost of services: variance to revised budget

The net cost of service improved from a deficit of \$27.7 million in 2003–04, to a surplus of \$9.2 million in 2006–07.

Data source: DADHC Strategic Finance Directorate

- build on the success of the campaign and event models used for International Day of People with a Disability and NSW Seniors Week by applying these models to other projects

- develop and implement a new three-year sponsorship program for NSW Seniors Week, the Premier's Christmas Concerts and International Day of People with a Disability

- investigate alternative ticketing systems for the Premier's Gala Concert series to address increasing demand.

Strategic Finance

The Strategic Finance Directorate provides the Department's business streams, regions and business units with support in financial planning, budget performance management, statutory financial reporting and governance services.

Working in partnership with a variety of internal and external stakeholders, Strategic Finance ensures that the planning, management and reporting of financial matters support effective resource allocation and service provision (see Fig. 4.3 and 4.4).

New funding and pricing arrangements for NSW BusinessLink

In 2006, the Department and NSW BusinessLink established a product pricing and service agreement designed to promote demand and improve price efficiency. The new volume-based funding and pricing arrangements apply to the payroll, IT, finance and human resources services provided to the Department by NSW BusinessLink.

2006–07 achievements:

- new funding and pricing arrangements for NSW BusinessLink were introduced
- new administration and accounting processes that promote fiscal responsibility, demand management and an ongoing analytical review of activity were introduced
- a DADHC-wide communication strategy advising of the new arrangements was implemented. Information kits detailing the shared services covered in the standard fee, and the processes for purchasing additional services were developed.



Other developments:

- during 2006–07, the Department strengthened its financial risk management and performance budget for the Department and Home Care Service. This resulted in improved budgeting and forecasting, with all forecasting within one per cent of actual operating results

- refinement of reporting between the Department and the Home Care Service resulted in implementation of standardised budget and forecasting methodologies, and improved reporting to the Budget and Finance Committee. Staff training in the Home Care Service Charter of Accounts and reporting portal was carried out.

Challenges and priorities for 2007–08:

In 2007–08, Strategic Finance will focus on:

- implementing integrated reporting for managers which incorporates financial, HR, client and workforce management data

- strengthening the alignment of asset planning, workforce planning and program reforms in line with service delivery priority and strategies

- implementing a framework for developing, reviewing and updating financial management policies and procedures, with linkages to the corporate governance framework

- strengthening the collaboration with program and directorate managers to achieve financial and governance outcomes

Human Resources

The Department is one of the largest human services agencies in NSW, employing more than 12,749 people. The majority of our staff (10,041, or 78.8 per cent) work in direct client support services (see Fig. 4.6) provided through the Accommodation and Respite (4,887 staff, or 38.3 per cent); Community Access (990 staff, or 7.8 per cent); and Home Care (4,164 staff, or 32.7 per cent) business streams. Outside of NSW Health, the Department is the largest employer of nurses in the NSW public sector, with a total of 1,778 nurses caring for clients with complex health care needs in our Large Residential Centres and group homes. The remainder of our staff are involved in service support, policy and strategic development, regional support and central office administration.

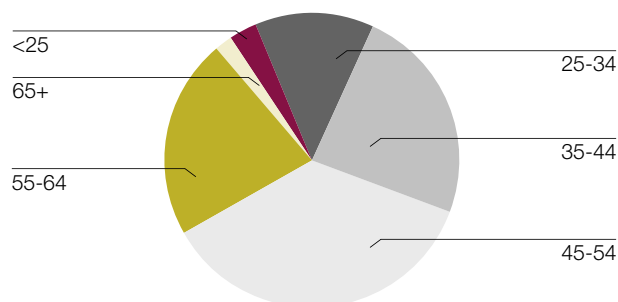


Fig 4.5 DADHC staff by age 2006–07

Data Source: DADHC Workforce Profile

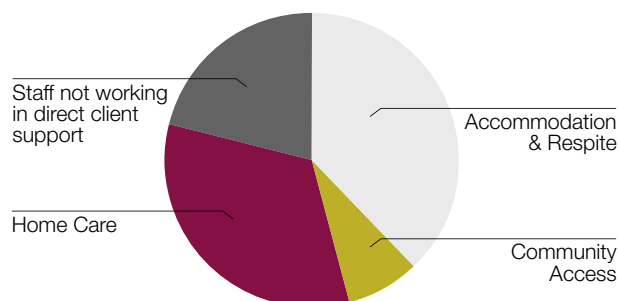


Fig. 4.6 Staff working in direct client support roles 2006–07

Data Source: DADHC Workforce Profile

Recruitment

Recruiting and retaining staff poses a significant challenge across the disability sector. Growth funded by *Stronger Together* and HACC is expected to increase the workforce requirements across the sector over the next five years. The sector is working together to develop strategies that link all aspects of future workforce requirements for disability and HACC services in NSW.

Preparatory work was undertaken on a five-year Workforce Development Plan, identifying strategies to address future sector-wide workforce recruitment and development needs. The Improved Recruitment for DADHC Operated Services strategy was developed to improve recruitment processes and criteria for DADHC operated services workforce.

2006–07 achievements:

- a cross sector working group, the Workforce Steering Committee, was established, to guide the development of sector wide strategies to attract, retain and develop the labour force
- a pilot program was undertaken for Aboriginal trainees in disability work in the Southern Region (see page 69)
- developed a draft DADHC traineeship policy for further consultation in 2007–08
- completed a premium recruitment pilot in the metro regions with the aim of reducing the timeframe for recruitment and attracting appropriately qualified staff. The program was evaluated and met reduced recruitment timeframe and applicant quality targets. The program will now be applied to Residential Support Worker recruitment in all regions from October 2007
- participated in the Public Employment Office Steering Committee to develop a public sector-wide capability framework. The framework, which identifies skills sets for various roles and transition points between roles, will be applied to the Department's recruitment processes during 2007–08

Implementation of Two Ways Together Plan (Equity)

The Department is committed to increasing representation of Aboriginal people across the Department's workforce and on agency boards and committees. In 2006–07, work continued on implementing *Two Ways Together* – the NSW Aboriginal Affairs Plan. Development of an agency-wide strategy was commenced to address Aboriginal participation in agency decision-making, service planning and delivery, as well as partnerships with Aboriginal people, employment and development.

2006–07 achievements:

- continued to be represented on the coordinating group for Two Ways Together
- drafted an Access and Equity Strategy for endorsement in 2007–08. The strategy targets increased representation of Aboriginal people across the Department's workforce
- established an Equity Unit to raise the profile of equity issues within the Department and the funded sector, and undertake action to ensure the Aboriginal Policy Unit is fully staffed
- continued focus on ensuring representation of Aboriginal people on a number of agency boards and committees. In December, the Rev. Tom Slocock was appointed to the Ministerial Advisory Committee on Ageing, replacing Mr Ray Harris at the end of his term. One of the six positions on the new HACC Advisory Committee has been identified for a representative of Aboriginal communities. The Home Care Advisory Board continues to have one designated Aboriginal position, which is currently vacant and will be filled early in 2007–08.

Learning and development

The Department is committed to developing the skills of our staff to achieve the best service outcomes for our clients. A key focus of 2006–07 was the development of the Department's staff through implementation of the priority initiative Improved Training and Development. Increased resources were targeted to priority development areas for the Department's staff including mandatory training (first aid, dealing with allegations of sexual

assault and working with children) management-targeted training, and training in development of care plans, dealing with client challenging behaviour, clinical skills and IT system changes including SAP.

2006–07 achievements:

- over 16,000 training sessions were held. Staff training and development programs implemented during the year included ICABS training, mandatory skills training and OH&S readiness and risk management
- specifications were developed for Certificate III in Disability. Discussions are continuing with the Home Care Service to develop the content for Certificate III, Home and Community Care

Occupational Health & Safety

The disability sector is committed to improving OH&S outcomes for the wellbeing of staff and clients. This year, a number of initiatives were undertaken, including the completion of the Disability Services OH&S Project (DSOP) and the implementation of a number of projects in partnership with ACROD and WorkCover.

2006–07 achievements:

- in November, an OH&S risk management website was launched by the Minister. The website is a key outcome of the Disability Services OH&S Project

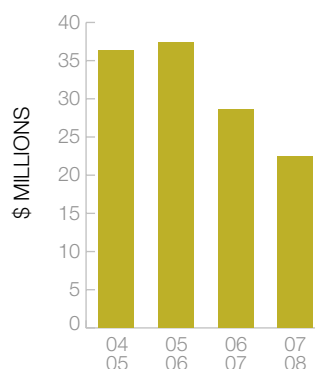


Fig. 4.7 Worker's compensation premium 2004–05 to 2007–08

Data source: DADHC Human Resources Directorate

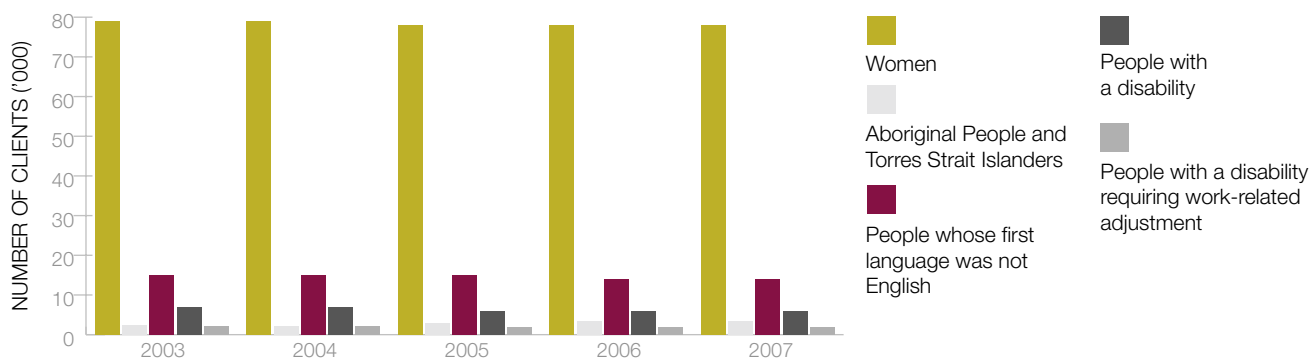


Fig. 4.8 Representation of EEO groups as a percentage of DADHC staff 2003–07

Data source: NSW Premier's Department

■ \$350,000 was provided to the National Disability Service for the ongoing development and implementation of *Disability Safe*, a resource for OH&S and injury management across the sector

■ under the Disability Services Safety Improvement Funding Program, \$500,000 was provided to fund one-off rebates to non-government disability service providers to assist with the purchase of equipment to reduce OH&S risk, or to provide grants for OH&S training for small to medium service providers

Work continued on the implementation of the Department's OH&S Improvement Plan 2005–08. Key achievements were:

- the introduction of a Department-wide claims review system, resulting in the average cost per workers compensation claim decreasing from \$6,134 in 2005–06 to \$5,518 in 2006–07
- a reduced deposit premium paid for workers compensation (see Fig. 4.7 on previous page) as a result of a reduction in the number of claims lodged, reduction in overall claims payments made on each claim, and faster finalisation of claims
- continued rollout of the Manual Handling Strategy, focussing on manual handling risk management and training
- commencement of the OH&S risk profiling project, with the objective of accelerating the pro-active and comprehensive identification of hazards in the Department's workplaces and development of suitable risk controls
- OH&S Awareness and Risk Management training provided to 351 managers
- Injury Management training provided to 200 managers and regional OH&S officers
- implementation of a new incident management policy, and the updating of electrical safety and OH&S consultation policies
- participation by the Department in the HACs Industry Reference Group (IRG) and WorkCover Violence in Accommodation project.

Fig 4.9 Corporate Services benchmarked against all large agencies

	DADHC	Large agency median
Number of staff per Corporate Services staff member (full time equivalent)	63.7:1	18.4:1
Cost of Corporate Services per agency full time equivalent staff member	\$5,028	\$8,028

DADHC has a significantly lower Corporate Services outlay, when compared with other large agencies (ie: those with more than 500 staff) in NSW.

Data source: NSW Department of Commerce

Challenges and priorities for 2007–08:

In 2007–08, Human Resources will focus on:

- undertaking a detailed analysis of performance against the targets set in a number of strategies including the WorkCover strategy, *Working Together: Public Sector OH&S Injury Management Strategy*; DADHC premium and premium setting model and data; impact of Treasury-funded OH&S resources and specific OH&S programs, initiatives and training
- working with the sector to develop a comprehensive and cooperative approach to workforce planning, attraction and retention through the Workforce Steering Committee
- building the Department's workforce capacity by leading employer of choice strategies and improving attraction strategies
- rolling out improved recruitment processes across the Department following on from the successful pilots in 2006–07
- improving HR processes and systems to ensure good governance and simplify processes to reduce errors and transactional costs
- developing and implementing comprehensive induction and refresher programs to improve consistency in knowledge about the nature of the work and the skillsets required



- embedding positive organisational values in order to attract and retain staff
- implementing the comprehensive organisational reform and industrial reform agenda to improve client service, and staff support and supervision.

Information Technology

The role of Information Technology is to improve access to services for clients and increase the efficiency of service support to our regions.

The Department has a close relationship with NSW BusinessLink, a shared service provider that delivers IT transactional and technical services to the Department. NSW BusinessLink works in close partnership with the Department to deliver improved technology platforms and applications.

To achieve our goal of effective IT systems across the Department and to support service provision, two priority initiatives were undertaken.

IT systems for service purchasing and contract management

During the year, new purchasing arrangements were put in place with NSW BusinessLink. These new arrangements required a number of new information and communications technology applications and platforms to be implemented to support the new system and to complement the purchasing model. The new systems are designed to improve governance, reporting and efficiency.

Information Technology improvements

As *Stronger Together* initiatives and other strategic business and service priorities are implemented across the disability sector, a number of the Department's information technology and communications (ICT) applications will need to be improved.

These improvements include the deployment of the Workforce Management (WFM) System to Large Residential Centres and group homes and the Home Care Service; extending the CIS to Home Care; and enhancing information technology infrastructure across the Department to support better business systems.

Our goal is to develop IT solutions that facilitate ease of access to services for our clients.

2006–07 achievements:

- the Grants Administration System (GAS) stakeholder group was convened to define the functional requirements and provide expertise for the acquisition of a replacement grants system
- a system prototype to support grants reform was completed and reviewed by the GAS stakeholder group. A vendor was identified to build and deploy the system in 2007–08
- deployment of the WFM System to support rostering of direct care staff in group homes and large residences was completed
- the transition of central office IT networks to the BusinessLink network was completed
- the ReferralLink business case was finalised and implementation will commence in 2007–08.

Challenges and priorities for 2007–08:

In the coming year, the challenges and priorities for Information Technology will be:

- acquisition and implementation of a new GAS to better support purchased services
- deployment of WFM System and the CIS to the Home Care Service of NSW
- identifying and mapping key information resources and prioritising initiatives to improve data quality and management reporting.

Legal Services

The Legal Services Branch provides expert legal advice and assistance to the Minister, Director-General, Executive and the Department's business streams, business units and regions in areas including policy development, transactions, property management and service delivery.

Legal Services also manages the Department's litigation, Freedom of Information (see Appendix 10, page 209) and subpoena matters. For information about Legal Services' role regarding Privacy, please refer to Appendix 12, page 212.

Challenges and priorities for 2007–08:

In the coming year, the challenges and priorities for Legal Services will be:

- developing and maximising its staff to support the implementation of priority initiatives under *Stronger Together*, the NSW State Plan and other change initiatives while continuing to provide accurate, reliable, and timely legal services for the usual business of the Department
- identifying legal issues, risks, and opportunities within the Department's sphere of operations, and ensuring that these are adequately communicated to relevant personnel so that legal service provision is included in the planning and development of initiatives at the earliest possible stage.

Responding to our clients

The Department responds to requests for information and accepts feedback and complaints about all aspects of our business. We seek to respond to complaints in a timely manner and handle all complaints in a fair, transparent and professional way.

The Department tries, wherever possible, to resolve issues at a local level in an effort to preserve the relationship between staff, the client and the client's representatives. Fact sheets about the Department's complaints handling policy are available from regional staff, central office and our website.

The Department's Public Accountability Branch monitors the implementation of the complaint handling policy and reviews the handling of complaints raised in correspondence to the Minister and the Director-General. This correspondence may be from external agencies such as the NSW Ombudsman, Members of Parliament on behalf of their constituents, or clients and their families.

The Branch also responds to complaints received through the Department's website and from the National Disability Abuse and Neglect Hotline.

The Client Information System (CIS) continues to be implemented across the Department. Whilst implementation is happening, manual recording of complaints still occurs. Increased use of the CIS complaint function will enhance data quality, which will inform future reporting and analysis of complaints and feedback.



In 2006–07, the total number of complaints received was 2,449. Of this number, 2,188 were received by the regions and 261 were received by central office. The primary issues raised during the year were policy issues relating to the Community Participation Program tender, service delivery, and access to Home Care, accommodation and respite services.

The issues raised in complaints are taken into account by relevant areas of the Department in the provision of services and development of policy. For example, *Stronger Together* is continuing to be rolled out throughout the State, which will address service access issues with regard to accommodation and respite. Home Care conducted an independent survey in 2006 to test the levels of satisfaction among people

receiving Home Care services – for more information on the results of this survey, please refer to the Home Care section on page 48.

Challenges and priorities for 2007–08:

In the coming year, the challenges and priorities for the Public Accountability Branch are to:

- continue to conduct policy training across regions and central office
- finalise a Complaints Manual that will assist staff in the recording of complaints through the Client Information System in a consistent manner
- commence a review of the Feedback and Complaint Handling Principles and Guidelines.

Research

The Department recognises the importance of research in providing an evidence base to inform continuous improvement in policy and program design and delivery. The Department is involved in commissioned research, collaborative research, post-graduate supported research and independent research.

Each year, the Department supports research projects that have state-wide and national significance. A Research Agenda is published, outlining the research projects for the year. The agenda ensures that research is closely linked to our improvement initiatives, along with the research priorities of the Disability Research and Development Working Group (DRDG), the HACC program and the Australian Ageing Research Agenda. For a list of the research projects funded in 2006–07, please refer to Appendix 15 on page 214.

The DRDG was established in 2006 to provide advice to the Minister for Disability Services and the Director-General of the Department to ensure the increased investment in research, data development, innovative approaches for specialist support, and other strategies to build a strong evidence base to inform the development of disability services in NSW.

Improve research and evaluation

In 2006–07, the Department sought to improve our research function by taking advice from independent research experts and increasing efforts to develop a body of evidence that will assist future decision-making relating to practices, policies and investment in services. We also sought to expand the available evidence base used to support decision making and performance assessment through evaluation.

2006–07 achievements:

- coordination of the development of the Research Agenda and administration of all research projects. Research projects were related to the HACC program, carers, children, and families and young people with disabilities. Refer to Appendix 15, page 214 for research conducted or supported during 2006–07

- established the DRDG, with members appointed by the Minister. The inaugural meeting was held in December

- developed a Departmental Evaluation Policy and associated guidelines. The policy provides an evaluation framework that is designed to strengthen the Department's capacity and enhance service delivery through evidence-based program planning, purchasing, implementing, monitoring, evaluating and reporting

- established an evaluation schedule for 2007–08, which will enable the Department to implement a systematic evaluation cycle of its programs

- the Centre for Developmental Disability Studies (CDDS) completed two key research projects – *Screening People with a Disability for Dementia* and *The Impact of the Managing Client Health Policy on Clients in DADHC Funded Services*. The CDDS commenced a significant research project – *Quality of Life for Peat Island Residents*

- the Department became a study partner in the 45 and Up Study, a longitudinal study of people in NSW aged over 45 being coordinated by the Sax Institute (a coalition of University and research groups). The 45 and Up Study aims to investigate the main factors that determine healthy ageing in the population. The 45 and Up Study will assist the Department to plan for improved service delivery and service expansion.

Challenges and priorities for 2007–08:

In the coming year, the challenges and priorities for Research and Evaluation will be:

- implement the first cycle of evaluations, as per the Evaluation Schedule

- provide ongoing support for research through our contributions to national level research programs and the Department's annual research strategy

- advertise tenders for HACC research grants totalling \$540,000. Applications for grants will be considered in areas that will support development of the HACC service system

- regional and state-wide research projects will be funded to support HACC triennial planning



■ apply understandings from research, evaluation, consultation and performance monitoring to guide service planning, implementation and future directions.

Strategic Asset Management and Procurement

Strategic Asset Management and Procurement (SAMP) provide strategic and technical advice on Departmental assets, procurement of goods and services and fleet management, all of which are essential to service delivery.

In 2006–07, SAMP was responsible for the management and procurement of the Department's significant property portfolio, including leased properties. This portfolio comprises nine Large Residential Centres, 458 group homes and 83 other respite and Day Program facilities, as well as 196 owned and leased office premises and a fleet of 1,252 vehicles. Improvements in motor vehicle lease fee premiums and penalties on leased motor vehicles were achieved in 2006–07 as a result of better fleet management practices (see Figs. 4.10 and 4.11).

The successful delivery of the Department's services is directly dependent upon effective asset planning, acquisition, maintenance and disposal, along with cost-effective procurement of motor vehicles, household goods, groceries and utilities for accommodation and support services. A priority for SAMP is identifying ways in which the Department can achieve significant savings and increased efficiencies in these areas. In 2006–07, a saving of \$1.03 million was made on the purchase of household and whitegoods for DADHC Group Homes and LRC's compared to Harvey Norman recommended retail prices.

This year, SAMP worked in collaboration with Accommodation & Respite on the procurement of properties for new specialist support places, refurbishment of group homes and respite centres, and procurement of household furniture and whitegoods. For more information on this initiative, please see Improve Efficiency and Effectiveness of DADHC Specialist Services, on page 38.

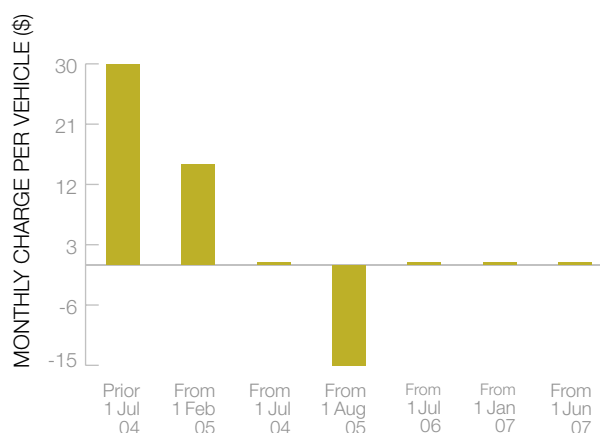


Fig. 4.10 DADHC motor vehicle lease fee premium 2004–07

Data source: DADHC Strategic Asset Management and Procurement Directorate

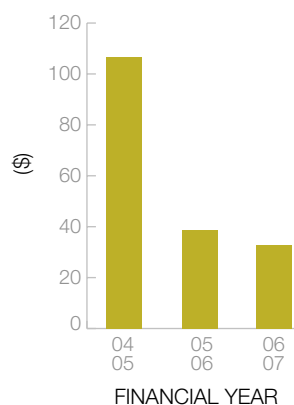


Fig. 4.11 DADHC motor vehicle lease penalties 2004–2007

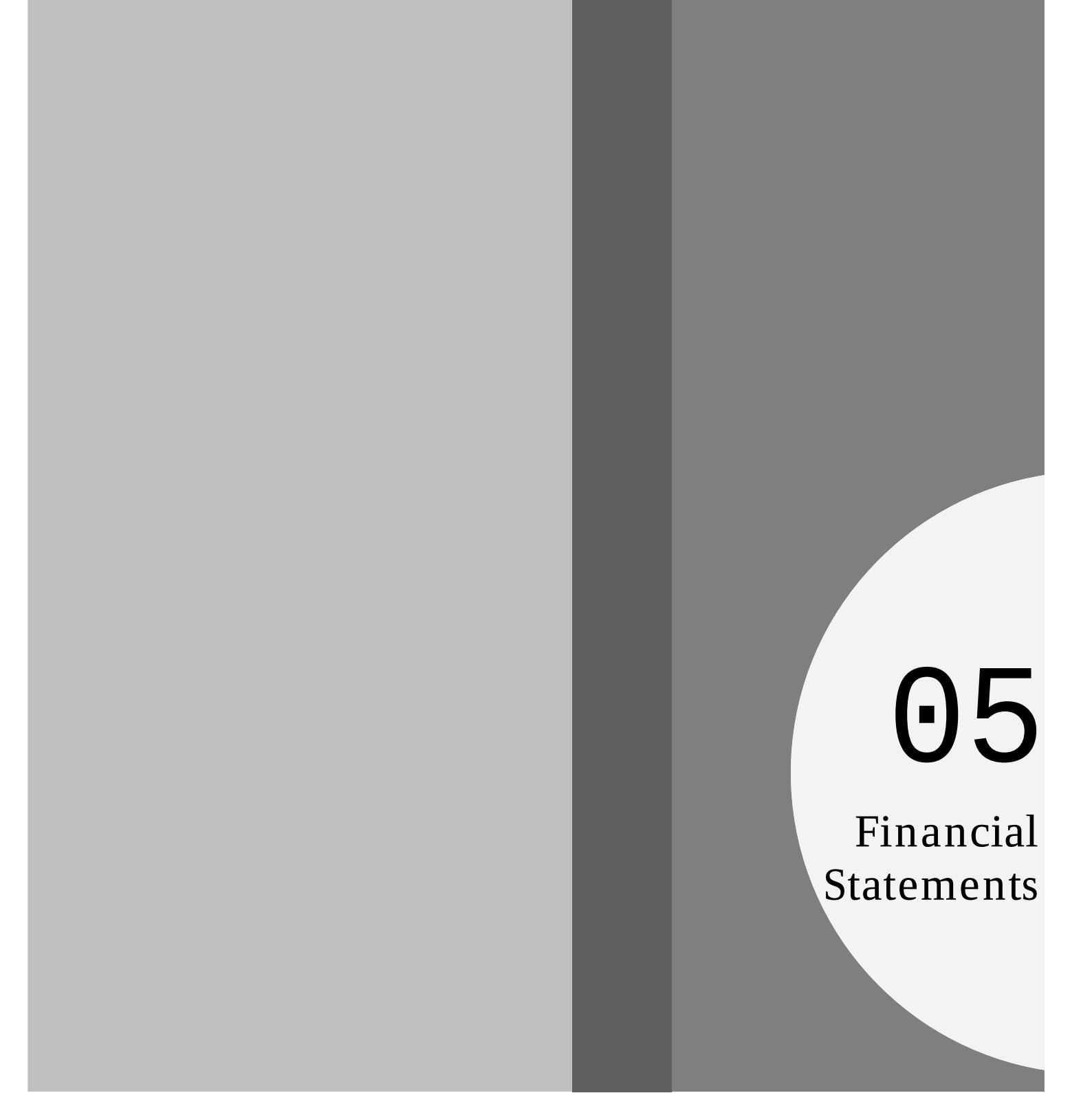
Data source: DADHC Strategic Asset Management and Procurement Directorate

2006–07 achievements:

- developed an extended range of accommodation and service delivery models. Each of the 24 models comprises a unique facility/service delivery solution to meet the diverse needs of our clients
- undertook extensive work on capital and recurrent cost analysis of each model, to ensure the Department is able to provide innovative yet cost-effective services which are appropriately matched to client needs that may evolve over time
- developed a complex costing model to enable financial impact analysis of alternative client and support strategies over a 10 year timeframe. The practical implementation of this work has resulted in investigation of a number of strategic procurement strategies, to achieve more cost effective and timely accommodation delivery.

Challenges and priorities for 2007–08:

- plan and implement property accommodation models for Grosvenor, Peat Island, Lachlan, Riverside and Kanangra
- develop innovative accommodation models responding to growth in client services
- review and revise Group Home Design Guidelines and develop accommodation guidelines for larger facilities for example, aged care facilities, challenging behaviour
- implement new procurement savings strategies. Strategies have been developed for agency labour hire, in-home direct care services (Home Care) and travel and accommodation. Further strategies will be developed for food services, maintenance, motor vehicles, stores and stationery. Savings of \$1.4 million have been targeted for 2007–08
- implement the Office Accommodation Strategy to ensure office relocation and co-location projects identified are completed in accordance with governance, DADHC's guidelines and within time and budget and to meet strategic targets
- undertake a review of the office accommodation lease program.



05

Financial Statements

NSW Department
of Ageing, Disability
and Home Care

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Independent Audit Report



GPO BOX 12
Sydney NSW 2001

INDEPENDENT AUDITOR'S REPORT

Department Of Ageing, Disability and Home Care and controlled entities

To Members of the New South Wales Parliament

I have audited the accompanying financial report of the Department of Ageing, Disability and Home Care (the Department) and the Department and controlled entities (the consolidated entity), which comprises the balance sheet as at 30 June 2007, and the operating statement, statement of recognised income and expense, cash flow statement, program statement - expenses and revenues, and summary of compliance with financial directives for the year then ended, and a summary of significant accounting policies and other explanatory notes. The consolidated entity comprises the Department and the entities it controlled at the year's end or from time to time during the financial year.

Auditor's Opinion

In my opinion, the financial report:

- presents fairly, in all material respects, the financial position of the Department and the consolidated entity as of 30 June 2007, and of their financial performance and their cash flows for the year then ended in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations)
- is in accordance with section 45E of the *Public Finance and Audit Act 1983* (the PF&A Act) and the Public Finance and Audit Regulation 2005.

Director-General's Responsibility for the Financial Report

The Director-General is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the PF&A Act. This responsibility includes establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on my audit. I conducted my audit in accordance with Australian Auditing Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Director-General, as well as evaluating the overall presentation of the financial report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independent Audit Report

My opinion does *not* provide assurance:

- about the future viability of the Department or consolidated entity,
- that they have carried out their activities effectively, efficiently and economically,
- about the effectiveness of their internal controls, or
- on the assumptions used in formulating the budget figures disclosed in the financial report.

Independence

In conducting this audit, the Audit Office has complied with the independence requirements of the Australian Auditing Standards and other relevant ethical requirements. The PF&A Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General, and
- mandating the Auditor-General as auditor of public sector agencies but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office are not compromised in their role by the possibility of losing clients or income.



J. Kheir B. Ec, FCPA
Director, Financial Audit Services

17 October 2007
SYDNEY

Statement by the Director-General

Year ended 30 June 2007

Pursuant to Section 45F of the *Public Finance and Audit Act, 1983* (Act), I state that:

- a) the accompanying financial statements for the year ended 30 June 2007 have been prepared in accordance with the provisions of applicable Australian Accounting Standards, other authoritative pronouncements of the Australian Accounting Standards Board (AASB), the requirements of the *Public Finance and Audit Act 1983* and Regulation 2005, and the Financial Reporting Directions published in the Financial Reporting Code for Budget Dependent General Government Sector Agencies or issued by the Treasurer under S9(2) of the Act.
- b) the statements and notes exhibit a true and fair view of the financial position and the transactions of the Department.
- c) there are no circumstances which would render any particulars included in the financial statements to be misleading or inaccurate.



Brendan O' Reilly
Director-General

Consolidated Operating Statement

For the year ended 30 June 2007

PARENT	Notes	Actual 2007 \$'000	Budget 2007 \$'000	Actual 2006 \$'000
Expenses excluding losses				
Operating expenses				
Employee related	2(a)	516,059	553,579	475,491
Other operating expenses	2(b)	145,766	124,324	125,023
Depreciation and amortisation	2(c)	15,478	10,761	11,870
Grants and subsidies	2(d)	1,095,740	1,078,173	925,415
Total Expenses excluding losses		1,773,043	1,766,837	1,537,799
Less:				
Revenue				
Sale of goods and services	3(a)	32,234	29,891	30,728
Investment revenue	3(b)	6,141	3,271	5,639
Grants and contributions	3(c)	7,626	10,032	6,671
Other revenue	3(d)	11,832	1,344	6,828
Total Revenue		57,833	44,538	49,866
Gain/(loss) on disposal	4	(774)	(500)	1,107
Other gains/(losses)	5	(195)	(350)	216
Net Cost of Services	24	1,716,179	1,723,149	1,486,610
Government Contributions				
Recurrent appropriation	7	1,654,494	1,690,893	1,489,676
Capital appropriation	7	70,017	71,060	72,966
(Asset sale proceeds transferred to the Crown Entity)		(1,945)	–	(5,894)
Acceptance by the Crown Entity of employee benefits and other liabilities	8	18,452	–	17,935
Total Government Contributions		1,741,018	1,761,953	1,574,683
SURPLUS/(DEFICIT) FOR THE YEAR		24,839	38,804	88,073

The accompanying notes form part of these statements

CONSOLIDATED	Notes	Actual 2007 \$'000	Budget 2007 \$'000	Actual 2006 \$'000
Expenses excluding losses				
Operating expenses				
Employee related	2(a)	670,883	703,023	618,332
Other operating expenses	2(b)	176,242	155,359	149,804
Depreciation and amortisation	2(c)	17,060	12,323	13,110
Grants and subsidies	2(d)	936,336	925,208	770,849
Total Expenses excluding losses		1,800,521	1,795,913	1,552,095
Less:				
Revenue				
Sale of goods and services	3(a)	62,778	58,213	58,526
Investment revenue	3(b)	10,703	4,771	9,529
Grants and contributions	3(c)	12,249	10,257	11,517
Other revenue	3(d)	6,140	2,200	4,069
Total Revenue		91,870	75,441	83,641
Gain/(loss) on disposal	4	(831)	(500)	841
Other gains/(losses)	5	(630)	(552)	266
Net Cost of Services	24	1,710,112	1,721,524	1,467,347
Government Contributions				
Recurrent appropriation	7	1,654,494	1,690,893	1,489,676
Capital appropriation	7	70,017	71,060	72,966
(Asset sale proceeds transferred to the Crown Entity)		(1,945)	–	(5,894)
Acceptance by the Crown Entity of employee benefits and other liabilities	8	18,452	–	17,935
Total Government Contributions		1,741,018	1,761,953	1,574,683
SURPLUS/(DEFICIT) FOR THE YEAR		30,906	40,429	107,336

The accompanying notes form part of these statements

Consolidated Statement of Recognised Income and Expense

For the year ended 30 June 2007

PARENT	Notes	Actual 2007 \$'000	Budget 2007 \$'000	Actual 2006 \$'000
Net increase/(decrease) in property, plant and equipment asset revaluation reserve		(1,914)	–	2,452
TOTAL INCOME AND EXPENSE RECOGNISED DIRECTLY IN EQUITY		(1,914)	–	2,452
Surplus/(deficit) for the year		24,839	–	88,073
TOTAL INCOME AND EXPENSE RECOGNISED FOR THE YEAR	20	22,925	–	90,525

The accompanying notes form part of these statements

CONSOLIDATED	Notes	Actual 2007 \$'000	Budget 2007 \$'000	Actual 2006 \$'000
Net increase/(decrease) in property, plant and equipment asset revaluation reserve		(1,735)	–	2,452
TOTAL INCOME AND EXPENSE RECOGNISED DIRECTLY IN EQUITY		(1,735)	–	2,452
Surplus/(deficit) for the year		30,906	–	107,336
TOTAL INCOME AND EXPENSE RECOGNISED FOR THE YEAR	20	29,171	–	109,788

The accompanying notes form part of these statements

Consolidated Balance Sheet

As at 30 June 2007

PARENT	Notes	Actual 2007 \$'000	Budget 2007 \$'000	Actual 2006 \$'000
ASSETS				
Current Assets				
Cash and cash equivalents	10	16,025	73,752	58,888
Receivables	11	36,983	18,590	19,036
Inventories	12	254	257	257
Non-current assets held for sale	16	990	1,566	1,566
Total Current Assets		54,252	94,165	79,747
Non-Current Assets				
Receivables	11	1,250	1,250	2,500
Financial assets at fair value	13	–	–	–
Property, plant and equipment	14			
– Land and buildings		498,348	507,332	449,639
– Plant and equipment		34,308	28,372	29,716
Total Property, plant and equipment		532,656	535,704	479,355
Intangible assets	15	20,014	21,005	20,155
Total Non-Current Assets		553,920	557,959	502,010
Total Assets		608,172	652,124	581,757
LIABILITIES				
Current Liabilities				
Payables	17	21,774	27,946	27,046
Provisions	18	49,745	45,583	43,813
Other	19	2,785	–	–
Total Current Liabilities		74,304	73,529	70,859
Non-Current Liabilities				
Provisions	18	–	313	–
Other	19	7,395	7,350	7,350
Total Non-Current Liabilities		7,395	7,663	7,350
Total Liabilities		81,699	81,192	78,209
Net Assets		526,473	570,932	503,548
EQUITY				
Reserves	20	132,936	136,281	136,281
Accumulated funds		393,537	434,651	367,267
Total Equity		526,473	570,932	503,548

The accompanying notes form part of these statements

CONSOLIDATED	Notes	Actual 2007 \$'000	Budget 2007 \$'000	Actual 2006 \$'000
ASSETS				
Current Assets				
Cash and cash equivalents	10	55,769	109,904	94,165
Receivables	11	39,545	22,667	23,113
Inventories	12	254	257	257
Non-current assets held for sale	16	990	1,566	1,566
Total Current Assets		96,558	134,394	119,101
Non-Current Assets				
Receivables	11	1,250	1,250	2,500
Financial assets at fair value	13	18,854	15,107	14,107
Property, plant and equipment	14			
– Land and buildings		498,747	507,495	449,877
– Plant and equipment		38,731	33,523	34,554
Total Property, plant and equipment		537,478	541,018	484,431
Intangible assets	15	20,014	21,005	20,155
Total Non-Current Assets		577,596	578,380	521,193
Total Assets		674,154	712,774	640,294
LIABILITIES				
Current Liabilities				
Payables	17	25,945	32,633	31,733
Provisions	18	71,179	64,542	62,762
Other	19	2,785	–	–
Total Current Liabilities		99,909	97,175	94,495
Non-Current Liabilities				
Provisions	18	–	562	771
Other	19	7,414	7,368	7,368
Total Non-Current Liabilities		7,414	7,930	8,139
Total Liabilities		107,323	105,105	102,634
Net Assets		566,831	607,669	537,660
EQUITY				
Reserves	20	133,257	137,423	136,423
Accumulated funds		433,574	470,246	401,237
Total Equity		566,831	607,669	537,660

The accompanying notes form part of these statements

Consolidated Cash Flow Statement

For the year ended 30 June 2007

PARENT	Notes	Actual 2007 \$'000	Budget 2007 \$'000	Actual 2006 \$'000
CASH FLOWS FROM OPERATING ACTIVITIES				
Payments				
Employee related		(492,798)	(522,016)	(450,574)
Grants and subsidies		(1,101,771)	(1,078,173)	(923,745)
Other		(279,460)	(218,324)	(235,442)
Total Payments		(1,874,029)	(1,818,513)	(1,609,761)
Receipts				
Sale of goods and services		30,813	29,891	31,438
Interest received		6,518	3,771	3,272
Other		138,096	104,972	114,064
Total Receipts		175,427	138,634	148,774
Cash Flows from Government				
Recurrent appropriation		1,655,334	1,690,893	1,489,676
Capital appropriation		70,017	71,060	72,966
Asset sale proceeds transferred to the Crown Entity		–	–	(5,894)
Net Cash Flows from Government		1,725,351	1,761,953	1,556,748
NET CASH FLOWS FROM OPERATING ACTIVITIES	24	26,749	82,074	95,761
CASH FLOWS FROM INVESTING ACTIVITIES				
Proceeds from sale of land and buildings, and plant and equipment		3,890	2,600	6,105
Advance repayment received		–	1,250	–
Purchases of land and buildings, and plant and equipment		(73,502)	(68,460)	(73,684)
Other		–	(2,600)	–
NET CASH FLOWS FROM INVESTING ACTIVITIES		(69,612)	(67,210)	(67,579)
NET INCREASE/(DECREASE) IN CASH		(42,863)	14,864	28,182
Opening cash and cash equivalents		58,888	58,888	30,706
CLOSING CASH AND CASH EQUIVALENTS	10	16,025	73,752	58,888

The accompanying notes form part of these statements

CONSOLIDATED	Notes	Actual 2007 \$'000	Budget 2007 \$'000	Actual 2006 \$'000
CASH FLOWS FROM OPERATING ACTIVITIES				
Payments				
Employee related		(649,206)	(671,972)	(599,542)
Grants and subsidies		(942,367)	(925,208)	(769,179)
Other		(310,058)	(266,859)	(261,160)
Total Payments		(1,901,631)	(1,864,039)	(1,629,881)
Receipts				
Sale of goods and services		61,220	58,213	59,974
Interest received		9,424	5,271	5,471
Other		137,905	123,351	115,628
Total Receipts		208,549	186,835	181,073
Cash Flows from Government				
Recurrent appropriation		1,655,334	1,690,893	1,489,676
Capital appropriation		70,017	71,060	72,966
Asset sale proceeds transferred to the Crown Entity		–	–	(5,894)
Net Cash Flows from Government		1,725,351	1,761,953	1,556,748
NET CASH FLOWS FROM OPERATING ACTIVITIES	24	32,269	84,749	107,940
CASH FLOWS FROM INVESTING ACTIVITIES				
Proceeds from sale of land and buildings, and plant and equipment		6,017	3,800	7,321
Advance repayment received		–	1,250	–
Purchases of land and buildings, and plant and equipment		(76,682)	(71,460)	(76,166)
Other		–	(2,600)	–
NET CASH FLOWS FROM INVESTING ACTIVITIES		(70,665)	(69,010)	(68,845)
NET INCREASE/(DECREASE) IN CASH		(38,396)	15,739	39,095
Opening cash and cash equivalents		94,165	94,165	55,070
CLOSING CASH AND CASH EQUIVALENTS	10	55,769	109,904	94,165

The accompanying notes form part of these statements

Consolidated Program Statement – Expenses and Revenues

For the year ended 30 June 2007

	PROGRAM 21.1*		PROGRAM 21.2*	
	2007	2006	2007	2006
	\$'000	\$'000	\$'000	\$'000
AGENCY'S EXPENSES AND REVENUES				
Expenses excluding losses				
Operating expenses				
Employee related	406,614	374,725	264,269	243,607
Other operating expenses	100,517	90,893	75,725	58,911
Depreciation and amortisation	12,383	10,983	4,677	2,127
Grants and subsidies	401,668	274,463	534,668	496,386
Total Expenses excluding losses	921,182	751,064	879,339	801,031
Retained Revenue				
Sale of goods and services	31,533	30,055	31,245	28,471
Investment revenue	3,702	278	7,001	9,251
Grants and contributions	479	417	11,770	11,100
Other revenue	854	1,241	5,286	2,828
Total Retained Revenue	36,568	31,991	55,302	51,650
Gain/(loss) on disposal	(774)	1,107	(57)	(266)
Other gains/(losses)	(138)	216	(492)	50
NET COST OF SERVICES	885,526	717,750	824,586	749,597
Government contributions	–	–	–	–
NET EXPENDITURE/(REVENUE) FOR THE YEAR	885,526	717,750	824,586	749,597
ADMINISTERED EXPENSES AND REVENUES				
Administered Expenses				
Other	–	–	–	–
Total Administered Expenses	–	–	–	–
Administered Revenues				
Recoupment of unspent grants	248	199	2,350	5,731
Total Administered Revenues	248	199	2,350	5,731
Administered Revenues less Expenses	248	199	2,350	5,731

* The name and purpose of each program is summarised in Note 9.

** Appropriations are made on an agency basis and not to individual programs.

Consequently Government contributions have been included in the 'Not Attributable' column.

Supplementary financial statements

NOT ATTRIBUTABLE **		TOTAL	
2007	2006	2007	2006
\$'000	\$'000	\$'000	\$'000
–	–	670,883	618,332
–	–	176,242	149,804
–	–	17,060	13,110
–	–	936,336	770,849
–	–	1,800,521	1,552,095
–	–	62,778	58,526
–	–	10,703	9,529
–	–	12,249	11,517
–	–	6,140	4,069
–	–	91,870	83,641
–	–	(831)	841
–	–	(630)	266
–	–	1,710,112	1,467,347
1,741,018	1,574,683	1,741,018	1,574,683
(1,741,018)	(1,574,683)	(30,906)	(107,336)
–	–	–	–
–	–	–	–
–	–	2,598	5,930
–	–	2,598	5,930
–	–	2,598	5,930

Summary of Compliance with Financial Directives

			2007	
	Recurrent Appropriation \$'000	Expenditure/ Net Claim on Consolidated Fund \$'000	Capital Appropriation \$'000	Expenditure/ Net Claim on Consolidated Fund \$'000
ORIGINAL BUDGET APPROPRIATION/ EXPENDITURE				
Appropriation Act	1,681,647	1,651,280	71,060	70,017
Additional Appropriations				
S24 PF&AA – Transfer of Functions Between Depts	–	–	–	–
S26 PF&AA – Commonwealth Specific Purpose Payments	9,246	9,246	–	–
	1,690,893	1,660,526	71,060	70,017
OTHER APPROPRIATIONS/ EXPENDITURE				
Treasurer's Advance	–	–	–	–
Section 27 Appropriation Act – transfers from another agency	(6,032)	(6,032)	–	–
Transfers to/from another agency (S28 of the Appropriation Act)	–	–	–	–
	(6,032)	(6,032)	–	–
Total Appropriations/Expenditure/ Net Claim on Consolidated Fund	1,684,861	1,654,494	71,060	70,017
Amount drawn down against Appropriation		1,655,334		70,017
Liability to Consolidated Fund		840		–

- (i) The Summary of Compliance is based on the assumption that Consolidated Fund monies are spent first (except where otherwise identified or prescribed). This represents the difference between the "Amount drawn down against Appropriation" and the "Total Expenditure/Net Claim on Consolidated Fund".
- (ii) The variance between the total recurrent appropriation and actual expenditure/net claim on Consolidated Fund in 2006–07 was mainly due to underexpenditure and adjustments to the Home and Community Care Program (\$16.1m) and a return of cash to Consolidated Fund from a prior year's cash injection (\$20.0m).

Supplementary financial statements

2006

Recurrent Appropriation \$'000	Expenditure \$'000	Capital Appropriation \$'000	Expenditure \$'000
1,480,573	1,467,060	66,766	66,766
(2,484)	(2,484)	–	–
–	–	–	–
1,478,089	1,464,576	66,766	66,766
47,900	25,100	–	–
–	–	–	–
(17,012)	–	6,200	6,200
30,888	25,100	6,200	6,200
1,508,977	1,489,676	72,966	72,966
	1,489,676		72,966
	–		–

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

1. Summary of Significant Accounting Policies

(a) Reporting Entity

The Department of Ageing, Disability and Home Care (DADHC), as a reporting entity, comprises all the entities under its control, namely: Home Care Service of NSW (HCS) which administers and comes under the *Home Care Service Act (1988)*. HCS is a reporting entity that comprises the Home Care Service Division, a controlled entity established pursuant to Part 2 of schedule 1 of the *Public Sector Employment & Management Act 2002*.

In the process of preparing the consolidated financial report for the economic entity consisting of the controlling and controlled entities, all inter-entity transactions and balances have been eliminated.

DADHC is a NSW government department. DADHC is a not-for-profit entity (as profit is not its principal objective) and it has no cash generating units. The reporting entity is consolidated as part of the NSW Total State Sector Accounts.

This consolidated financial report for the year ended 30 June 2007 has been authorised for issue by the Director-General on 16 October 2007.

(b) Basis of Preparation

DADHC's financial report is a general purpose financial report which has been prepared in accordance with:

- applicable Australian Accounting Standards (which include Australian Equivalents to International Financial Reporting Standards (AEIFRS));
- the requirements of the *Public Finance and Audit Act 1983* and Regulation 2005; and
- the Financial Reporting Directions published in the Financial Reporting Code for Budget Dependent General Government Sector Agencies or issued by the Treasurer.

Property, plant and equipment, investment property, assets (or disposal groups) held for sale and financial assets at 'fair value through profit or loss' are measured at fair value. Other financial report items are prepared in accordance with the historical cost convention.

Judgements, key assumptions and estimations management has made are disclosed in the relevant notes to the financial report.

All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency.

(c) Statement of Compliance

The consolidated and parent entity financial statements and notes comply with Australian Accounting Standards, which include AEIFRS.

(d) Administered Activities

DADHC administers, but does not control, certain activities on behalf of the Crown Entity. It is accountable for the transactions relating to those administered activities but does not have the discretion, for example, to deploy the resources for the achievement of DADHC's own objectives.

Transactions and balances relating to the administered activities are not recognised as DADHC's revenues, expenses, assets and liabilities but are disclosed in the accompanying schedules as 'Administered Revenues', 'Administered Expenses', 'Administered Assets', and 'Administered Liabilities'.

The accrual basis of accounting and all applicable accounting standards have been adopted.

(e) Income Recognition

Income is measured at the fair value of the consideration or contribution received or receivable. Additional comments regarding the accounting policies for the recognition of income are discussed below.

(i) Parliamentary Appropriations and Contributions from Other Bodies

Parliamentary appropriations and contributions from other bodies (including grants and donations) are generally recognised as income when the agency obtains control over the assets comprising the appropriations/contributions. Control over appropriations and contributions is normally obtained upon the receipt of cash.

An exception to the above is when appropriations are unspent at year-end. In this case, the authority to spend the money lapses and generally the unspent amount must be repaid to the Consolidated Fund in the following financial year. As a result, unspent appropriations are accounted for as liabilities rather than revenue.

The liability is disclosed in Note 19 as part of 'Current Liabilities – Other'. The amount will be repaid and the liability will be extinguished next financial year.

(ii) Sale of Goods

Revenue from the sale of goods is recognised as revenue when DADHC transfers the significant risks and rewards of ownership of the assets.

(iii) Rendering of Services

Revenue is recognised when the service is provided or by reference to the stage of completion (based on labour hours incurred to date).

(iv) Investment Revenue

Interest revenue is recognised using the effective interest method as set out in AASB 139 *Financial Instruments: Recognition and Measurement*. Rental revenue is recognised in accordance with AASB 117 *Leases* on a straight line basis over the lease term.

(f) Employee Benefits and Other Provisions

(i) Salaries and Wages, Annual Leave, Sick Leave and On-Costs

Liabilities for salaries and wages (including non-monetary benefits) and annual leave and paid sick leave that fall due wholly within 12 months of the reporting date are recognised and measured in respect of employees' services up to the reporting date at undiscounted amounts based on the amounts expected to be paid when the liabilities are settled.

Long-term annual leave that is not expected to be taken within 12 months is measured at present value in accordance with AASB 119 *Employee Benefits*. Market yields on government bonds of 6.385% are used to discount long-term annual leave.

Unused non-vesting sick leave does not give rise to a liability, as it is not considered probable that sick leave taken in the future will be greater than the benefits accrued in the future.

The outstanding amounts of payroll tax, workers' compensation insurance premiums and fringe benefits tax, which are consequential to employment, are recognised as liabilities and expenses where the employee benefits to which they relate have been recognised.

(ii) Long Service Leave and Superannuation

DADHC's liabilities for long service leave and defined benefit superannuation are assumed by the Crown Entity. DADHC accounts for the liability as having been extinguished resulting in the amount assumed being shown as part of the non-monetary revenue item described as 'Acceptance by the Crown Entity of employee benefits and other liabilities'.

Long service leave is measured at present value in accordance with AASB 119 *Employee Benefits*. This is based on the application of certain factors (specified in NSWTC 07/04) to employees with five or more years of service, using current rates of pay. These factors were determined based on an actuarial review to approximate present value.

The superannuation expense for the financial year is determined by using the formulae specified in the Treasurer's Directions. The expense for certain superannuation schemes (i.e. Basic Benefit and First State Super) is calculated as a percentage of the employees' salary. For other superannuation schemes (i.e. State Superannuation Scheme and State Authorities Superannuation Scheme), the expense is calculated as a multiple of the employees superannuation contributions.

HCS actuarial gains and losses are recognised in profit and loss in the year they occur (Note 18).

(iii) Other Provisions

Other provisions exist when the Department has a present legal or constructive obligation as a result of a past event, it is probable that an outflow of resources will be required to settle the obligation, and a reliable estimate can be made of the amount of the obligation.

If the effect of the time value of money is material, provisions are discounted at 6.385%, which is a pre-tax rate that reflects the current market assessments of the time value of money and the risks specific to the liability.

(g) Insurance

DADHC's insurance activities are conducted through the NSW Treasury Managed Fund Scheme of self-insurance for Government agencies. The expense (premium) is determined by the Fund Manager and is based on past claim experience.

(h) Accounting for Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where:

- (i) the amount of GST incurred by DADHC as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of the cost of acquisition of an asset or as part of an item of expense.
- (ii) receivables and payables are stated with the amount of GST included.

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

1. Summary of Significant Accounting Policies – continued

(i) Acquisitions of Assets

The cost method of accounting is used for the initial recording of all acquisitions of assets controlled by DADHC. Cost is the amount of cash or cash equivalents paid or the fair value of the other consideration given to acquire the asset at the time of its acquisition or construction or, where applicable, the amount attributed to that asset when initially recognised in accordance with the requirements of other Australian Accounting Standards.

Assets acquired at no cost, or for nominal consideration, are initially recognised at their fair value at the date of acquisition.

Fair value means the amount for which an asset could be exchanged between knowledgeable, willing parties in an arm's length transaction.

Where payment for an item is deferred beyond normal credit terms, its cost is the cash price equivalent i.e. the deferred payment amount is effectively discounted at an asset-specific rate.

(j) Capitalisation Thresholds

Property, plant and equipment and intangible assets costing \$5,000 and above individually (or forming part of a network costing more than \$5,000) are capitalised.

(k) Revaluation of Property, Plant and Equipment

Physical non-current assets are valued in accordance with the 'Valuation of Physical Non-Current Assets at Fair Value Policy and Guidelines' paper (TPP 07-01). This policy adopts fair value in accordance with AASB 116 *Property, Plant and Equipment* and AASB 140 *Investment Property*. Information on investment property is separately discussed in Note (q).

Property, plant and equipment is measured on an existing use basis, where there are no feasible alternative uses in the existing natural, legal financial and socio-political environment. However, in the limited circumstances where there are feasible alternative uses, assets are valued at their highest and best use.

Fair value of property, plant and equipment is determined based on the best available market evidence, including current market selling prices for the same or similar assets. Where there is no available market evidence, the asset's fair value is measured at its market buying price, the best indicator of which is depreciated replacement cost.

DADHC revalue land and buildings every five years. The last revaluation of land and buildings was carried out by a registered independent valuer in June 2005 for DADHC and June 2003 for HCS. In the intervening reporting periods, when a revaluation is not undertaken, the carrying amount of land and buildings is assessed to ensure it represents fair value. In 2006–07, a registered independent valuer carried out a desktop valuation of DADHC and HCS land and buildings.

Non-specialised assets with short useful lives are measured at depreciated historical cost, as a surrogate for fair value.

When revaluing non-current assets by reference to current prices for assets newer than those being revalued (adjusted to reflect the present condition of the assets), the gross amount and the related accumulated depreciation is separately restated.

For other assets, any balances of accumulated depreciation at the revaluation date in respect of those assets are credited to the asset accounts to which they relate. The net asset accounts are then increased or decreased by the revaluation increments or decrements.

Revaluation increments are credited directly to the asset revaluation reserve, except that, to the extent that an increment reverses a revaluation decrement in respect of that class of asset previously recognised as an expense in the operating statement, the increment is recognised immediately as revenue in the operating statement.

Revaluation decrements are recognised immediately as expenses in the operating statement, except that, to the extent that a credit balance exists in the asset revaluation reserve in respect of the same class of assets, they are debited directly to the asset revaluation reserve.

As a not-for-profit entity, revaluation increments and decrements are offset against one another within a class of non-current assets, but not otherwise.

Where an asset that has previously been revalued is disposed of, any balance remaining in the asset revaluation reserve in respect of that asset is transferred to accumulated funds.

(l) Impairment of Property, Plant and Equipment

As a not-for-profit entity with no cash generating units, DADHC is effectively exempted from AASB 136 *Impairment of Assets* and impairment testing. This is because AASB 136 modifies the recoverable amount test to the higher of fair value less costs to sell and depreciated replacement cost. This means that, for an asset already measured at fair value, impairment can only arise if selling costs are material. Selling costs are regarded as immaterial.

(m) Depreciation of Property, Plant and Equipment

Depreciation is provided for on a straight-line basis for all depreciable assets so as to write off the depreciable amount of each asset as it is consumed over its useful life to DADHC.

All material separately identifiable components of assets are depreciated over their shorter useful lives. Land is not a depreciable asset.

The useful life by asset category is:

	DADHC Years	Home Care Years
Buildings	40	40
Plant, furniture and equipment – general	4	4
Plant, furniture and equipment – commercial	7	7
Plant, furniture and equipment – industrial	20	20
Computer and office equipment	4	4
Motor vehicles – commercial	7	7
Motor vehicles – passenger	4	4
Leasehold improvements	shorter of term of lease or estimated life	shorter of term of lease or estimated life

(n) Major Inspection Costs

The labour cost of performing major inspections for faults is recognised in the carrying amount of an asset as a replacement of a part, if the recognition criteria are satisfied.

(o) Restoration Costs

The estimated cost of dismantling and removing an asset and restoring the site is included in the cost of an asset, to the extent it is recognised as a liability.

(p) Maintenance

The costs of day-to-day servicing or maintenance are charged as expenses as incurred, except where they relate to the replacement of a part or component of an asset, in which case the costs are capitalised and depreciated.

(q) Leased Assets

A distinction is made between finance leases which effectively transfer from the lessor to the lessee substantially all the risks and benefits incidental to ownership of the leased assets, and operating leases under which the lessor effectively retains all such risks and benefits.

DADHC has not entered into any finance leases.

Operating lease payments are charged to the Operating Statement in the periods in which they are incurred.

(r) Intangible Assets

DADHC recognises intangible assets only if it is probable that future economic benefits will flow to the Department and the cost of the asset can be measured reliably. Intangible assets are measured initially at cost. Where an asset is acquired at no or nominal cost, the cost is its fair value as at the date of acquisition.

All research costs are expensed. Development costs are only capitalised when certain criteria are met.

The useful lives of intangible assets are assessed to be finite.

Intangible assets are subsequently measured at fair value only if there is an active market. As there is no active market for DADHC's intangible assets, the assets are carried at cost less any accumulated amortisation.

DADHC's intangible assets are amortised using the straight line method over a period of four years.

In general, intangible assets are tested for impairment where an indicator of impairment exists. However, as a not-for-profit entity with no cash generating units, DADHC is effectively exempted from impairment testing (refer Note (l)).

(s) Receivables

Receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. These financial assets are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest method, less an allowance for any impairment of receivables. Any changes are accounted for in the Operating Statement when impaired, derecognised or through the amortisation process.

Short-term receivables with no stated interest rate are measured at the original invoice amount where the effective discounting is immaterial.

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

1. Summary of Significant Accounting Policies – continued

(t) Inventories

Inventories held for distribution are stated at the lower of cost and current replacement cost. The cost is calculated using the weighted average cost or 'first in first out' method. The cost of inventories acquired at no cost or for nominal consideration is the replacement cost as at the date of acquisition. Current replacement cost is the cost DADHC would incur to acquire the asset.

(u) Investments

Investments are initially recognised at fair value plus, in the case of investments not at fair value through the profit or loss, transaction costs. DADHC determines the classification of its financial assets after initial recognition and, when allowed and appropriate, re-evaluates this at each financial year end.

HCS investments in TCorp Hour-Glass Medium-Term and Long-Term Facilities designated 'at fair value through profit or loss' are measured at fair value. Gains or losses on these assets are recognised in the Operating Statement.

(v) Impairment of Financial Assets

All financial assets, except those measured at fair value through profit and loss, are subject to annual review for impairment. An allowance for impairment is established when there is objective evidence that the entity will not be able to collect all amounts due.

For financial assets carried at amortised cost, the amount of the allowance is the difference between the asset's carrying amount and the present value of estimated future cash flows, discounted at the effective interest rate. The amount of the impairment loss is recognised in the Operating Statement.

Any reversals of impairment losses are reversed through the Operating Statement, where there is objective evidence. Reversals of impairment losses of financial assets carried at amortised cost cannot result in a carrying amount that exceeds what the carrying amount would have been had there not been an impairment loss.

(w) New Australian Accounting Standards issued but not effective

At the date of authorisation of the financial report, the following Standards and Interpretations were in issue but not yet effective:

Australian Accounting Standard/ Interpretation	Effective for annual reporting periods beginning on or after
■ AASB 7 & AASB 2005-10 'Financial Instruments: Disclosures'	1 January 2007
■ AASB 8 & AASB 2007-3 'Operating Segments'	1 January 2009
■ AASB 101 'Presentation of Financial Statements' – revised standard	1 January 2007
■ AASB 123 & AASB 2007-6 'Borrowing Costs'	1 January 2009
■ AASB 1049 'Concise Financial Reports'	1 July 2008
■ AASB 2007-4 'Amendments to Australian Accounting Standards arising from ED 151 and Other Amendments' regarding Australian additions to and deletions from IFRSs	1 July 2007
■ AASB 2007-5 'Amendments to Australian Accounting Standard- Inventories Held for Distribution by Not-For-Profit Entities'	1 July 2007
■ Interpretation 4 'Determining whether an Arrangement contains a Lease'	1 January 2008
■ Interpretation 10 'Interim Financial Reporting and Impairment'	1 November 2006
■ Interpretation 11 & AASB 2007-2 – 'Group and Treasury Share'	1 March 2007
■ Interpretation 12 'Service Concession Arrangements'	1 January 2008
■ Interpretation 129 'Service Concession Arrangements: Disclosures'	1 January 2008

The Department anticipates that the adoption of these Standards and Interpretations in future periods will have no material financial impact on the financial statements of DADHC, HCS and HCS Division.

The application of AASB 101 (revised), AASB 7 and AASB 2005-10 will not affect any of the amounts recognised in the financial statements, but will change the disclosures presently made in relation to the Department's financial assets and financial liabilities.

These Standards and Interpretations will be first applied in the financial report of the Department that relates to the annual reporting period beginning after the effective date of each pronouncement.

(x) De-recognition of Financial Assets and Financial Liabilities

A financial asset is de-recognised when the contractual rights to the cash flows from the financial assets expire, or if DADHC transfers the financial asset:

- where substantially all the risks and rewards have been transferred; or
- where DADHC has not transferred substantially all the risks and rewards, if the entity has not retained control.

Where DADHC has neither transferred nor retained substantially all the risks and rewards or transferred control, the asset is recognised to the extent of DADHC's involvement in the asset.

A financial liability is de-recognised when the obligation specified in the contract is discharged or cancelled or expires.

(y) Non-Current Assets Held for Sale

DADHC has certain non-current assets classified as held for sale, where the carrying amount will be recovered principally through a sale transaction, not through continuing use. Non-current assets held for sale are recognised at the lower of carrying amount and fair value less costs to sell. These assets are not depreciated while they are classified as held for sale.

(z) Trust Funds

DADHC receives monies in a trustee capacity for various trusts as set out in Note 25. As the Department performs only a custodial role in respect of these monies, and because the monies cannot be used for the achievement of DADHC's own objectives, these funds are not recognised in the financial statements.

(aa) Equity Transfers

Transfers arising from an administrative restructure between government departments are recognised at the amount at which the asset was recognised by the transferor government department immediately prior to the restructure. In most instances this will approximate fair value. All other equity transfers are recognised at fair value.

(ab) Payables

These amounts represent liabilities for goods and services provided to DADHC and other amounts. Payables are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest method. Short-term payables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

(ac) Budgeted Amounts

The budgeted amounts are drawn from the budgets as formulated at the beginning of the financial year and with any adjustments for the effects of additional appropriations, s21A, s24 and/or s26 of the *Public Finance and Audit Act 1983*.

The budgeted amounts in the Operating Statement and the Cash Flow Statement are generally based on the amounts disclosed in the NSW Budget Papers (as adjusted above). However, in the Balance Sheet, the amounts vary from the Budget Papers, as the opening balances of the budgeted amounts are based on carried forward actual amounts, i.e. per the audited financial statements (rather than carried forward estimates).

(ad) Comparative Information

Comparatives have been reclassified, where necessary on a basis consistent with current year disclosures.

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

PARENT			CONSOLIDATED	
2007	2006		2007	2006
\$'000	\$'000		\$'000	\$'000
2. Expenses Excluding Losses				
		(a) Employee related expenses		
392,418	358,780	Salaries and wages (including recreation leave)	515,552	470,144
7,433	7,162	Superannuation – defined benefit plans	6,269	4,133
28,177	25,246	Superannuation – defined contribution plans	37,470	33,439
10,573	10,343	Long service leave	12,721	10,614
20,588	24,254	Workers' compensation insurance	29,288	38,400
26,905	25,028	Payroll tax and fringe benefits tax	26,924	25,086
29,965	24,678	Contractors and short term staff	42,659	36,516
516,059	475,491		670,883	618,332

Employee related costs capitalised into fixed asset accounts in 2006–07 totalled \$1.2m (2005–06 Nil).

(b) Other operating expenses include the following:				
109	101	Auditor's remuneration – audit of the financial reports	260	256
491	811	Other audit fees	645	971
1,227	936	Advertising	1,595	1,246
2,588	2,481	Cleaning and linen service	2,817	2,650
3,638	6,345	Computer related	5,056	7,381
613	822	Consultancies	687	883
3,774	4,174	Equipment	4,037	4,385
10,785	7,342	Fees for services rendered	10,862	7,419
12,448	11,769	Groceries	12,804	12,111
3,463	3,491	Insurance	3,733	3,790
11,357	8,641	Maintenance*	11,447	8,753
2,025	2,178	Medical support services	2,025	2,178
3,873	3,437	Motor vehicle running costs	4,664	4,186
		Operating lease rental expense		
19,981	18,375	– minimum lease payments	22,898	21,447
3,985	3,624	Postage and telecommunications	5,236	6,587
3,557	3,298	Printing and stationery	4,316	4,336
6,814	3,852	Staff development	7,498	4,292
36,863	31,017	Shared services	43,393	33,221
–	–	Subsidies	1,924	1,733
2,266	1,579	Travel	12,240	9,972
4,272	3,783	Utilities	4,483	4,042
11,637	6,967	Miscellaneous	13,622	7,965
145,766	125,023		176,242	149,804
		<i>*Reconciliation – Total Maintenance</i>		
11,357	8,641	Maintenance expense, as above	11,447	8,753
2,570	2,388	Employee related maintenance expense included in Note 2(a)	2,570	2,388
13,927	11,029	Total maintenance expenses included in Note 2(a) + 2(b)	14,017	11,141

PARENT			CONSOLIDATED	
2007	2006		2007	2006
\$'000	\$'000		\$'000	\$'000
2. Expenses Excluding Losses – continued				
		(c) Depreciation and amortisation expense		
		Depreciation		
4,519	3,883	Buildings	4,537	3,901
4,192	2,767	Plant and equipment	4,451	2,907
17	27	Motor vehicles	1,202	946
		Amortisation		
2,362	1,697	Leasehold improvements	2,482	1,860
4,388	3,496	Intangible assets – Finite	4,388	3,496
15,478	11,870		17,060	13,110
		(d) Grants and subsidies		
4,596	4,423	Ageing program	4,485	4,423
423,425	395,228	Home and Community Care program	270,884	247,716
661,597	514,389	Disability Services program	655,662	507,335
6,122	11,375	Other grants and subsidies	5,305	11,375
1,095,740	925,415		936,336	770,849
3. Revenue				
		(a) Sale of goods and services		
32,234	30,728	Rendering of services	62,778	58,526
		(b) Investment Revenue		
5,913	5,360	Interest	6,217	5,633
–	–	TCorp Hour-Glass investments	4,249	3,584
228	279	Rents	237	312
6,141	5,639		10,703	9,529
		(c) Grants and contributions		
7,147	6,097	Grants from Commonwealth Government	7,147	6,097
431	278	Grants from other Budget Sector Agencies	5,054	5,124
48	296	Other	48	296
7,626	6,671		12,249	11,517
		(d) Other revenue		
1,138	350	Assets recognised for the first time	1,291	377
2,411	926	TMF Hindsight adjustment	2,411	926
8,283	5,552	Other	2,438	2,766
11,832	6,828		6,140	4,069

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

PARENT			CONSOLIDATED	
2007	2006		2007	2006
\$'000	\$'000		\$'000	\$'000
4. Gain/(Loss) on Disposal				
3,890	6,105	Gain/(loss) on disposal of land and buildings	3,890	6,105
(4,302)	(4,900)	Proceeds from disposal	(4,302)	(4,900)
		Written down value of assets disposed		
(412)	1,205	Net gain/(loss) on disposal of land and buildings	(412)	1,205
–	–	Gain/(loss) on disposal of plant and equipment	2,127	1,216
(362)	(98)	Proceeds from disposal	(2,546)	(1,580)
		Written down value of assets disposed		
(362)	(98)	Net gain/(loss) on disposal of plant and equipment	(419)	(364)
(774)	1,107	Gain/(loss) on disposal	(831)	841

5. Other Gains/(Losses)

(195)	216	Gain/(loss) on impairment of receivables	(630)	266
(195)	216	Net gain/(loss) on impairment of receivables	(630)	266

6. Conditions on Contributions

As at 30 June 2007, DADHC held \$1.2m in cash at bank representing unspent contributions with conditions from Commonwealth and State agencies. The major unspent contributions with conditions were: \$0.4m from the Department of Education, Science and Training for an Apprenticeship Incentive Program; \$0.2m for the Office of Protective Commissioner's Resident Amenities Fund; and \$0.4m from the Department of Community Services for various projects.

PARENT			CONSOLIDATED	
2007	2006		2007	2006
\$'000	\$'000		\$'000	\$'000
7. Appropriations				
		Recurrent appropriations		
1,655,334	1,489,676	Total recurrent draw-downs from NSW Treasury (per Summary of Compliance)	1,655,334	1,489,676
840	–	Less: Liability to Consolidated Fund (per Summary of Compliance)	840	–
1,654,494	1,489,676		1,654,494	1,489,676
		Comprising:		
1,654,494	1,489,676	Recurrent appropriations (per Operating Statement)	1,654,494	1,489,676
1,654,494	1,489,676		1,654,494	1,489,676
		Capital appropriations		
70,017	72,966	Total capital draw-downs from NSW Treasury (per Summary of Compliance)	70,017	72,966
70,017	72,966		70,017	72,966
		Comprising:		
70,017	72,966	Capital appropriations (per Operating Statement)	70,017	72,966
70,017	72,966		70,017	72,966

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

PARENT			CONSOLIDATED	
2007	2006		2007	2006
\$'000	\$'000		\$'000	\$'000
8. Acceptance by the Crown Entity of Employee Benefits and Other Liabilities				
The following liabilities and/or expenses have been assumed by the Crown Entity				
7,433	7,162	Superannuation	7,433	7,162
10,573	10,343	Long service leave	10,573	10,343
446	430	Payroll tax	446	430
18,452	17,935		18,452	17,935

9. Programs/Activities of the Department

(a) Program 21.1 – Supported Accommodation

Objectives: To assist people without adequate alternative support arrangements to live in suitable accommodation and to participate in the community.

(b) Program 21.2 – Community Support

Objectives: To assist older people and people with a disability to live in their own home environment.

10. Current Assets – Cash and Cash Equivalents

16,025	58,888	Cash at bank and on hand	25,633	68,971
–	–	TCorp short-term deposits	30,136	25,194
16,025	58,888		55,769	94,165

For the purposes of the Cash Flow Statement, cash and cash equivalents include cash at bank, cash on hand, short-term deposits and bank overdraft.

Cash and cash equivalent assets recognised in the Balance Sheet are reconciled to cash at the end of the financial year to the Cash Flow Statement as follows:

16,025	58,888	Cash and cash equivalents (per Balance Sheet)	55,769	94,165
16,025	58,888	Closing cash and cash equivalents (per Cash Flow Statement)	55,769	94,165

PARENT			CONSOLIDATED	
2007	2006		2007	2006
\$'000	\$'000		\$'000	\$'000
11. Current/Non-Current Assets – Receivables				
		Current		
1,031	1,338	Client fees	8,131	8,289
15,736	4,390	Other debtors	14,176	4,998
(994)	(1,534)	Less: Allowance for impairment	(3,073)	(3,978)
15,773	4,194		19,234	9,309
2,683	3,062	Interest receivable	2,683	3,062
18,527	11,780	GST receivable (net)	17,628	10,742
36,983	19,036		39,545	23,113
		Non-Current		
1,250	2,500	Other debtors	1,250	2,500
1,250	2,500		1,250	2,500

Other debtors in Non-Current Assets – Receivables represent lease premiums payable in 2008–09 on a 99 year lease of a DADHC property (Note 19).

12. Current – Inventories

		Held for distribution		
254	257	At cost	254	257
254	257		254	257

13. Current/Non-Current Assets – Financial Assets at Fair Value

		Non-Current		
		TCorp – Hour-Glass Investment facilities		
–	–	Medium-Term Growth Facility Trust	5,860	5,404
–	–	Long-Term Growth Facility Trust	9,903	8,703
–	–	Superannuation	3,091	–
–	–		18,854	14,107

HCS investments with NSW Treasury Corporation fund a portion of future employee entitlements.

In 2006–07, the movement in HCS superannuation resulted in an asset valued at \$3.1m, compared to a liability of \$0.8m in 2005–06 (see Note 18).

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

14. Non-Current Assets – Property, Plant and Equipment

	Land and Buildings \$'000	Motor Vehicles \$'000	PARENT Plant and Equipment \$'000	Leasehold Improve- ments \$'000	Total \$'000
At 1 July 2006					
At fair value	449,736	225	21,127	19,342	490,430
Accumulated depreciation and impairment	(97)	(198)	(6,382)	(4,398)	(11,075)
Net carrying amount	449,639	27	14,745	14,944	479,355
At 30 June 2007					
At fair value	498,348	278	26,535	24,124	549,285
Accumulated depreciation and impairment	–	(216)	(9,792)	(6,621)	(16,629)
Net carrying amount	498,348	62	16,743	17,503	532,656

Reconciliation

A reconciliation of the carrying amounts of each class of property, plant and equipment at the beginning and end of the current reporting period is set out below.

	Land and Buildings \$'000	Motor Vehicles \$'000	PARENT Plant and Equipment \$'000	Leasehold Improve- ments \$'000	Total \$'000
Year Ended 30 June 2007					
Net carrying amount at start of year	449,639	27	14,745	14,944	479,355
Additions	57,748	52	6,561	4,963	69,324
Assets held for sale	(990)	–	–	–	(990)
Disposals	(2,736)	–	(319)	(42)	(3,097)
Net revaluation increment					
less revaluation decrements	(1,914)	–	–	–	(1,914)
Depreciation expense	(4,519)	(17)	(4,192)	(2,362)	(11,090)
Assets reclassification	–	–	(70)	–	(70)
Other*	1,120	–	18	–	1,138
Net carrying amount	498,348	62	16,743	17,503	532,656

*Assets recognised for the first time

14. Non-Current Assets – Property, Plant and Equipment – continued

	CONSOLIDATED				
	Land and Buildings \$'000	Motor Vehicles \$'000	Plant and Equipment \$'000	Leasehold Improve- ments \$'000	Total \$'000
At 1 July 2006					
At fair value	450,029	5,221	22,318	20,077	497,645
Accumulated depreciation and impairment	(152)	(1,421)	(6,731)	(4,910)	(13,214)
Net carrying amount	449,877	3,800	15,587	15,167	484,431
At 30 June 2007					
At fair value	498,763	5,218	27,873	24,779	556,633
Accumulated depreciation and impairment	(16)	(1,607)	(10,365)	(7,167)	(19,155)
Net carrying amount	498,747	3,611	17,508	17,612	537,478

Reconciliation

A reconciliation of the carrying amounts of each class of property, plant and equipment at the beginning and end of the current reporting period is set out below.

	CONSOLIDATED				
	Land and Buildings \$'000	Motor Vehicles \$'000	Plant and Equipment \$'000	Leasehold Improve- ments \$'000	Total \$'000
Year Ended 30 June 2007					
Net carrying amount at start of year	449,877	3,800	15,587	15,167	484,431
Additions	57,748	3,065	6,729	4,963	72,505
Assets held for sale	(990)	–	–	–	(990)
Disposals	(2,736)	(2,157)	(325)	(64)	(5,282)
Net revaluation increment less revaluation decrements	(1,735)	–	–	–	(1,735)
Depreciation expense	(4,537)	(1,202)	(4,451)	(2,482)	(12,672)
Assets reclassification	–	–	(70)	–	(70)
Other*	1,120	105	38	28	1,291
Net carrying amount	498,747	3,611	17,508	17,612	537,478

*Assets recognised for the first time

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

14. Non-Current Assets – Property, Plant and Equipment – continued

			PARENT	Leasehold	
	Land and Buildings \$'000	Motor Vehicles \$'000	Plant and Equipment \$'000	Improve- ments \$'000	Total \$'000
At 1 July 2005					
At fair value	411,538	227	12,371	9,955	434,091
Accumulated depreciation and impairment	(2)	(194)	(3,928)	(4,321)	(8,445)
Net carrying amount	411,536	33	8,443	5,634	425,646
At 30 June 2006					
At fair value	449,736	225	21,127	19,342	490,430
Accumulated depreciation and impairment	(97)	(198)	(6,382)	(4,398)	(11,075)
Net carrying amount	449,639	27	14,745	14,944	479,355

Reconciliations

A reconciliation of the carrying amounts of each class of property, plant and equipment at the beginning and end of the previous reporting period is set out below.

			PARENT	Leasehold	
	Land and Buildings \$'000	Motor Vehicles \$'000	Plant and Equipment \$'000	Improve- ments \$'000	Total \$'000
Year Ended 30 June 2006					
Net carrying amount at start of year	411,536	33	8,443	5,634	425,646
Additions	44,804	21	9,108	11,066	64,999
Assets held for sale	(1,566)	–	–	–	(1,566)
Disposals	(4,054)	–	(39)	(59)	(4,152)
Net revaluation increment					
less revaluation decrements	2,452	–	–	–	2,452
Depreciation expense	(3,883)	(27)	(2,767)	(1,697)	(8,374)
Other*	350	–	–	–	350
Net carrying amount	449,639	27	14,745	14,944	479,355

*Assets recognised for the first time

14. Non-Current Assets – Property, Plant and Equipment – continued

	CONSOLIDATED				
	Land and Buildings \$'000	Motor Vehicles \$'000	Plant and Equipment \$'000	Leasehold Improve- ments \$'000	Total \$'000
At 1 July 2005					
At fair value	411,831	5,079	13,076	10,648	440,634
Accumulated depreciation and impairment	(38)	(850)	(4,141)	(4,670)	(9,699)
Net carrying amount	411,793	4,229	8,935	5,978	430,935
At 30 June 2006					
At fair value	450,029	5,221	22,318	20,077	497,645
Accumulated depreciation and impairment	(152)	(1,421)	(6,731)	(4,910)	(13,214)
Net carrying amount	449,877	3,800	15,587	15,167	484,431

Reconciliations

A reconciliation of the carrying amounts of each class of property, plant and equipment at the beginning and end of the previous reporting period is set out below.

	CONSOLIDATED				
	Land and Buildings \$'000	Motor Vehicles \$'000	Plant and Equipment \$'000	Leasehold Improve- ments \$'000	Total \$'000
Year Ended 30 June 2006					
Net carrying amount at start of year	411,793	4,229	8,935	5,978	430,935
Additions	44,803	1,969	9,601	11,108	67,481
Assets held for sale	(1,566)	–	–	–	(1,566)
Disposals	(4,054)	(1,479)	(42)	(59)	(5,634)
Net revaluation increment					
less revaluation decrements	2,452	–	–	–	2,452
Depreciation expense	(3,901)	(946)	(2,907)	(1,860)	(9,614)
Other*	350	27	–	–	377
Net carrying amount	449,877	3,800	15,587	15,167	484,431

*Assets recognised for the first time

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

PARENT			CONSOLIDATED	
2007	2006		2007	2006
\$'000	\$'000		\$'000	\$'000
15. Intangible Assets				
		At 1 July – Software		
26,335	16,421	Cost (gross carrying amount)	26,335	16,421
(6,180)	(2,705)	Accumulated amortisation and impairment	(6,180)	(2,705)
20,155	13,716	Net carrying amount	20,155	13,716
		At 30 June – Software		
30,445	26,335	Cost (gross carrying amount)	30,445	26,335
(10,431)	(6,180)	Accumulated amortisation and impairment	(10,431)	(6,180)
20,014	20,155	Net carrying amount	20,014	20,155
		Year ended 30 June – Software		
20,155	13,716	Net carrying amount at start of year	20,155	13,716
4,177	9,935	Additions	4,177	9,935
(4,388)	(3,496)	Amortisation	(4,388)	(3,496)
70	–	Asset reclassification	70	–
20,014	20,155	Net carrying amount at end of year	20,014	20,155

Intangible assets are amortised at 25% per annum on a straight-line basis.

16. Current Asset – Non-Current Assets held for sale

		Assets held for sale		
990	1,566	Land and buildings	990	1,566

Assets held for sale comprise 2 properties marketed for sale as at 30 June 2007. The disposal is part of DADHC's Asset Rationalisation Program.

17. Current Liabilities – Payables

2,135	927	Accrued salaries, wages and on-costs	3,616	2,731
19,639	26,119	Creditors	22,329	29,002
21,774	27,046		25,945	31,733

PARENT		CONSOLIDATED	
2007	2006	2007	2006
\$'000	\$'000	\$'000	\$'000
18. Current/Non-Current Liabilities – Provisions			
		Current	
		Employee benefits and related on-costs	
38,893	33,924		
		Recreation leave	48,090
6,295	5,768		41,634
		Payroll tax	6,295
4,557	4,121		5,768
		Workers compensation on long service leave	4,557
–	–		4,121
		Long service leave	12,237
			11,239
49,745	43,813	Total Current	71,179
			62,762
		Non-Current	
		Employee benefits and related on-costs	
		Superannuation	–
–	–		771
–	–	Total Non-Current	–
			771
49,745	43,813	Total Provisions	71,179
			63,533
		Aggregate employee benefits and related on-costs	
49,745	43,813	Provisions – current	71,179
–	–	Provisions – non-current	–
2,135	927	Accrued salaries, wages and on-costs (Note 17)	3,616
			2,731
51,880	44,740		74,795
			66,264
Employee entitlements for recreation and long service leave include short-term (expected to be settled no more than 12 months after 30 June 2007) and long-term (expected to be settled after more than 12 months) as follows:			
		Short-Term	
35,097	26,555	Recreation leave	42,651
–	–	Long service leave	33,175
			3,570
35,097	26,555		2,248
			35,423
		Long-Term	
3,796	7,369	Recreation leave	5,439
–	–	Long service leave	8,459
			8,667
3,796	7,369		8,991
			14,106
			17,450

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

18. Current/Non-Current Liabilities – Provisions – continued

Superannuation – HCS

The following disclosure notes in accordance with AASB 119 *Employee Benefits*, relate to the HCS Pooled Fund.

General description of the type of plan

The Pooled Fund holds in trust the investments of the closed NSW public sector superannuation schemes:

- State Authorities Superannuation Scheme (SASS)
- State Superannuation Scheme (SSS)
- Police Superannuation Scheme (PSS)
- State Authorities Non-contributory Superannuation Scheme (SANCS).

These schemes are all defined benefit schemes – at least a component of the final benefit is derived from a multiple of member salary and years of membership.

All the Schemes are closed to new members.

Reconciliation of the assets and liabilities recognised in the balance sheet

	SASS		SANCS		SSS	
	2007 \$'000	2006 \$'000	2007 \$'000	2006 \$'000	2007 \$'000	2006 \$'000
Present value of defined benefit obligations	49,096	47,639	6,527	6,693	2,046	1,618
Fair value of plan assets	(51,454)	(46,763)	(7,229)	(6,619)	(2,077)	(1,798)
Net (asset)/liability to be disclosed in balance sheet	(2,358)	876	(702)	74	(31)	(180)

Assets invested in entity or in property occupied by the entity

All fund assets are invested by SAS Trustee Corporation at arm's length through independent fund managers.

Movement in net liability/asset recognised in balance sheet

	SASS		SANCS		SSS	
	2007 \$'000	2006 \$'000	2007 \$'000	2006 \$'000	2007 \$'000	2006 \$'000
Net (asset)/liability at start of year	876	4,916	74	1,247	(180)	273
Net expense recognised in the income statement	(1,072)	(1,631)	(359)	(700)	197	(413)
Contributions	(2,162)	(2,409)	(417)	(473)	(49)	(40)
Net (asset)/liability to be disclosed in balance sheet	(2,358)	876	(702)	74	(32)	(180)

Total expense recognised in income statement

Current service cost	2,088	2,250	385	385	29	39
Interest on obligation	2,685	2,734	368	345	96	96
Expected return on plan assets	(3,471)	(3,078)	(483)	(425)	(139)	(106)
Net actuarial losses (gains) recognised in year	(2,374)	(3,537)	(628)	(1,005)	211	(442)

Total included in employee benefits expense

	(1,072)	(1,631)	(358)	(700)	197	(413)
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Actual return on plan assets

Actual return on plan assets	6,618	6,302	906	921	256	225
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18. Current/Non-Current Liabilities – Provisions – continued

Valuation method and principal actuarial assumptions at the reporting date

a) Valuation Method

The Projected Unit Credit (PUC) valuation method was used to determine the present value of the defined benefit obligations and the related current service costs. This method sees each period of service as giving rise to an additional unit of benefit entitlement and measures each unit separately to build up the final obligation.

b) Economic Assumptions

	2007	2006
Discount rate at 30 June	6.4% pa	5.9% pa
Expected return on plan assets at 30 June	7.6%	7.6%
Expected salary increases	4.0% pa to 2008; 3.5% pa thereafter	4.0% pa to 2008; 3.5% pa thereafter
Expected rate of CPI increase	2.5% pa	2.5% pa

c) Demographic Assumptions

Assumptions about rates of mortality, disability, resignation, retirement and other demographics are those used in the 2006 triennial actuarial valuation.

PARENT		CONSOLIDATED	
2007	2006	2007	2006
\$'000	\$'000	\$'000	\$'000

19. Current/Non-Current Liabilities – Other

		Current		
2,785	–	Liability to Consolidated Fund	2,785	–
2,785	–		2,785	–
		Non-Current		
7,395	7,350	Other	7,414	7,368
7,395	7,350		7,414	7,368

In accordance with AASB 117 *Leases* and TPP 06-3 *Lessor Accounting for Prepaid Long-term Leases of Land*, a DADHC lease of land for a period of 99 years was treated as an operating lease as title will not pass to the lessee at the end of the lease term. Lease premiums on the land, payable over 5 years, have been recognised as deferred rent and will be amortised over the remaining life of the lease. The land has been valued at \$1.00 and classified as Investment Property.

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

20. Changes in Equity

	Accumulated Funds		PARENT Asset Revaluation Reserve		Total Equity	
	2007 \$'000	2006 \$'000	2007 \$'000	2006 \$'000	2007 \$'000	2006 \$'000
Balance at the beginning of the financial year	367,267	277,764	136,281	135,259	503,548	413,023
AASB 139 first-time adoption	–	–	–	–	–	–
Restated opening balance	367,267	277,764	136,281	135,259	503,548	413,023
Changes in equity – other than transactions with owners as owners						
Surplus/(deficit) for the year	24,839	88,073	–	–	24,839	88,073
Land and buildings	–	–	(1,914)	2,452	(1,914)	2,452
Plant and Equipment	–	–	–	–	–	–
Infrastructure Systems	–	–	–	–	–	–
Transfer to surplus/deficit on disposal of available for sale assets	–	–	–	–	–	–
Other	–	–	–	–	–	–
Total	24,839	88,073	(1,914)	2,452	22,925	90,525
Transfers within equity						
Asset revaluation reserve balance transferred to accumulated funds on disposal of asset	1,431	1,430	(1,431)	(1,430)	–	–
Total	1,431	1,430	(1,431)	(1,430)	–	–
Balance at the end of the financial year	393,537	367,267	132,936	136,281	526,473	503,548

Asset revaluation reserve

The asset revaluation reserve is used to record increments and decrements on the revaluation of non-current assets (Note 1 (k)).

20. Changes in Equity – continued

	Accumulated Funds		CONSOLIDATED Asset Revaluation Reserve		Total Equity	
	2007 \$'000	2006 \$'000	2007 \$'000	2006 \$'000	2007 \$'000	2006 \$'000
Balance at the beginning of the financial year	401,237	285,063	136,423	142,820	537,660	427,883
AASB 139 first-time adoption	–	7,205	–	(7,216)	–	(11)
Restated opening balance	401,237	292,268	136,423	135,604	537,660	427,872
Changes in equity – other than transactions with owners as owners						
Surplus/(deficit) for the year	30,906	107,336	–	–	30,906	107,336
Land and buildings	–	–	(1,735)	2,452	(1,735)	2,452
Plant and Equipment	–	–	–	–	–	–
Infrastructure Systems	–	–	–	–	–	–
Transfer to surplus/deficit on disposal of available for sale assets	–	–	–	–	–	–
Other	–	–	–	–	–	–
Total	30,906	107,336	(1,735)	2,452	29,171	109,788
Transfers within equity						
Asset revaluation reserve balance transferred to accumulated funds on disposal of asset	1,431	1,633	(1,431)	(1,633)	–	–
Total	1,431	1,633	(1,431)	(1,633)	–	–
Balance at the end of the financial year	433,574	401,237	133,257	136,423	566,831	537,660

Asset revaluation reserve

The asset revaluation reserve is used to record increments and decrements on the revaluation of non-current assets (Note 1 (k)).

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

PARENT			CONSOLIDATED	
2007	2006		2007	2006
\$'000	\$'000		\$'000	\$'000
21. Commitments for Expenditure				
(a) Capital Commitments				
Aggregate other expenditure for the acquisition of property contracted for at balance date and not provided for:				
8,261	12,140	Not later than one year	8,261	12,140
–	–	Later than one year and not later than 5 years	–	–
8,261	12,140	Total (including GST)	8,261	12,140
(b) Other Expenditure Commitments				
Aggregate other expenditure for procurement of goods and services contracted for at balance date and not provided for:				
2,401	3,515	Not later than one year	2,401	3,515
294	–	Later than one year and not later than 5 years	294	–
2,695	3,515	Total (including GST)	2,695	3,515
(c) Operating Lease Commitments				
Future non-cancellable operating lease rentals not provided for and payable:				
18,245	15,010	Not later than one year	19,573	18,797
41,630	30,745	Later than one year and not later than 5 years	42,922	34,242
6,783	7,337	Later than 5 years	7,330	7,337
66,658	53,092	Total (including GST)	69,825	60,376
(d) Grant Commitments				
Future non-cancellable grant commitments not provided for and payable:				
998,343	884,261	Not later than one year	998,343	884,261
934,877	1,627,993	Later than one year and not later than 5 years	934,877	1,627,993
–	–	Later than 5 years	–	–
1,933,220	2,512,254	Total (including GST)	1,933,220	2,512,254

Operating lease commitments represent the unexpired portion of office accommodation and group home property leases with state government and private sector landlords, and motor vehicle leases. These commitments will be met from future appropriations.

The total commitments above include input tax credits of \$182.4m (Parent) and \$182.7m (Consolidated) that are expected to be recoverable from the Australian Taxation Office. (Prior year's input tax credits were \$234.6m (Parent) and \$235.3m (Consolidated)).

Grant commitments represent recurrent and fixed term commitments to funded service providers. The commitments are as per terms and conditions of the Funding Agreement between DADHC and the service provider. These commitments will be met from future appropriations.

22. Contingent Liabilities and Contingent Assets

Four claims have been made against DADHC, which, if successful, would result in a liability estimated at \$0.4m.

No claims have been made by DADHC, which, if successful, would result in a financial benefit to the Department.

23. Budget Review

DADHC

Net cost of services

Net cost of services as at 30 June 2007 totalled \$1,716.2m, lower than budget by \$7.0m. The variance consists of an increase of \$6.2m in actual expenses, offset by an increase in revenue of \$13.3m.

Budget variances in expenses were mainly due to:

- higher grant payments for Stronger Together Initiatives (\$17.5m)
- higher other operating expenses (\$21.4m)
- higher depreciation costs (\$4.7m)
- offset by lower than budgeted employee related expenses (\$37.5m), mainly due to unfilled vacancies in some areas and lower superannuation and long service leave expenses. These funds were re-directed towards Disability Services Program initiatives.

Budget variances in revenue were mainly due to the reimbursement of administrative costs from Home Care (\$8.2m) and higher than budgeted interest earnings on DADHC's cash balance.

Assets and Liabilities

Total assets were \$44.0m lower than budget mainly as a result of:

- the use of agency cash balance to fund higher grant payments and a return to Consolidated Fund for a prior year's cash injection (\$20.0m); and
- an increase in receivables of \$18.4m which include GST input tax credits (\$6.0m), prepayments for contracted services and shared service fees (\$8.0m).

Total liabilities were \$0.5m higher than budget mainly as a result of a liability to Consolidated Fund of \$2.8m, a net increase in the provision for employee entitlements (\$3.8m), offset by a decrease in trade creditors and accruals (\$6.2m).

Cash Flows

DADHC cash balance as at 30 June 2007 was \$16.0m, \$57.7m lower than the budgeted balance of \$73.7m. DADHC returned to Consolidated Fund a prior year's cash injection of \$20.0m. DADHC also used its cash balance to fund increases in Disability Services grant payments and other operating expenses.

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

PARENT			CONSOLIDATED	
2007	2006		2007	2006
\$'000	\$'000		\$'000	\$'000
24. Reconciliation of Cash Flows from Operating Activities to Net Cost of Services				
26,749	95,761	Net cash used on operating activities	32,269	107,940
(1,722,566)	(1,556,748)	Cash Flows from Government	(1,722,566)	(1,556,748)
		Acceptance by Crown Entity of employee		
(18,452)	(17,935)	benefits and other liabilities	(18,452)	(17,935)
(15,478)	(11,870)	Depreciation and amortisation	(17,060)	(13,110)
540	683	Allowance for impairment	905	916
(5,932)	(2,001)	(Increase)/decrease in provisions	(7,646)	4,671
16,154	7,479	Increase/(decrease) in prepayments and other assets	19,021	8,437
2,442	(3,436)	(Increase)/decrease in creditors	2,957	(2,747)
(774)	1,107	Net gain/(loss) on the disposal	(831)	841
1,138	350	Assets recognised for the first time	1,291	377
		Other – change in the measurement of financial asset		
–	–	from 'mid-point' market price to 'bid-price'	–	11
(1,716,179)	(1,486,610)	Net Cost of Services	(1,710,112)	(1,467,347)

25. Trust Funds

Client Funds

DADHC holds monies in bank trust accounts which are used for persons in residential care. These monies are excluded from the financial report as DADHC cannot use them for the achievement of its objectives.

The following is a summary of the transactions in the trust accounts:

276	272	Cash balance at the beginning of the financial year	276	272
4,670	4,667	Add: Receipts	4,670	4,667
(4,662)	(4,663)	Less: Expenditure	(4,662)	(4,663)
284	276	Cash balance at the end of the financial year	284	276

John Williams Memorial Charitable Trust

The Director-General of DADHC is the trustee of the John Williams Memorial Charitable Trust which was set up for the purpose of providing both respite care accommodation for children with disabilities and other care accommodation for children with disabilities where that accommodation is provided in conjunction with other support services of a medical nature.

The following is a summary of the operations of the John Williams Memorial Charitable Trust:

410	425	Revenue	410	425
(120)	–	Expenses	(120)	–
290	425	Surplus/(deficit) for the year	290	425

As at 30 June 2007, the John Williams Memorial Charitable Trust had assets of \$9.9m and \$0.1m liabilities. Assets include 5 properties purchased in June 2007 totalling \$2.9m and 2 properties purchased in June 2006 totalling \$1.5m.

26. Administered Revenue – Consolidated Fund

DADHC received \$2.6m from service providers in 2006–07 (2005–06 \$5.9m) representing a return of unspent grants under the following programs: \$0.5m (2005–06 \$1.4m) for the Disability Services program and \$2.1m (2005–06 \$4.5m) for the Home and Community Care program. As cash recoveries relating to grants are considered Consolidated Fund monies, receipts are remitted to the Crown Entity on a regular basis.

27. Financial Instruments

DADHC's principal financial instruments are outlined below. These financial instruments arise directly from DADHC's operations or are required to finance DADHC's operations. DADHC does not enter into or trade financial instruments for speculative purposes. DADHC does not use financial derivatives.

Financial instruments are carried at (amortised) cost, with the exception of TCorp Hour-Glass Facilities, which are carried at fair value.

However, the fair value of the other classes of financial instruments approximates their carrying value.

Cash

Cash comprises cash on hand and bank balances within the Treasury Banking System. Interest is earned on daily bank balances at the monthly average NSW Treasury Corporation (TCorp) 11:00am unofficial cash rate adjusted for a management fee to NSW Treasury. The TCorp Hour-Glass cash facility is discussed below.

Receivables

All trade debtors are recognised as amounts receivable at balance date. Collectability of trade debtors is reviewed on an ongoing basis. Debts which are known to be uncollectible are written off. An allowance for impairment is raised when there is objective evidence that the entity will not be able to collect all amounts due. The credit risk is the carrying amount (net of any allowance for impairment). No interest is earned on trade debtors. The carrying amount approximates fair value. On average, sales are made on 30 days terms.

Hour-Glass Investment Facilities

HCS has investments in TCorp's Hour-Glass Investment facilities. HCS investments are represented by a number of units in managed investments within the facilities. Each facility has different investment horizons and comprises a mix of asset classes appropriate to that investment horizons. TCorp appoints and monitors fund managers and establishes and monitors the application of appropriate investment guidelines.

PARENT			CONSOLIDATED	
2007	2006		2007	2006
\$'000	\$'000		\$'000	\$'000
		HCS investments comprise:		
–	–	Cash Facility	30,136	25,194
–	–	Medium-Term Growth Facility	5,860	5,404
–	–	Long-Term Growth Facility	9,903	8,703
–	–		45,899	39,301

These investments are generally able to be redeemed with up to five business days notice (dependent upon the facility). The value of the investments held can decrease as well as increase depending upon market conditions. The value that best represents the maximum credit risk exposure is the fair value. The value of the above investments represents HCS share of the value of the underlying assets of the facility and is stated at fair value, based on the market value.

Bank Overdraft

DADHC does not have any bank overdraft facility.

Trade Creditors and Accruals

The liabilities are recognised for amounts due to be paid in the future for goods or services received, whether or not invoiced. Amounts owing to suppliers (which are unsecured) are settled in accordance with the policy set out in Treasurer's Direction 219.01. If trade terms are not specified, payment is made no later than the end of the month after the month in which an invoice or a statement is received. Treasurer's Direction 219.01 allows the Minister to award interest for late payment. No interest was applied during the year.

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

27. Financial Instruments – continued

(a) Interest Rate Risk

The following table details the Department's exposure to interest rate risk as at 30 June 2007:

	Weighted average effective rate %	Floating interest rate \$'000	PARENT Non- interest bearing \$'000	Total \$'000
Year ended 30 June 2007				
Financial Assets				
Cash and cash equivalents	5.10	16,025	–	16,025
NSW Treasury Corporation Hour-Glass Medium-term Growth Facility	–	–	–	–
NSW Treasury Corporation Hour-Glass Long-term Growth Facility	–	–	–	–
Trade receivables	5.00	4,277	31,235	35,512
Total Financial Assets		20,302	31,235	51,537
Financial Liabilities				
Trade payables	–	–	21,774	21,774
Total Financial Liabilities		–	21,774	21,774
Year ended 30 June 2006				
Financial Assets				
Cash and cash equivalents	4.54	58,888	–	58,888
NSW Treasury Corporation Hour-Glass Medium-term Growth Facility	–	–	–	–
NSW Treasury Corporation Hour-Glass Long-term Growth Facility	–	–	–	–
Trade receivables	5.00	3,750	17,434	21,184
Total Financial Assets		62,638	17,434	80,072
Financial Liabilities				
Trade payables	–	–	27,046	27,046
Total Financial Liabilities		–	27,046	27,046

27. Financial Instruments – continued

	Weighted average effective rate %	CONSOLIDATED Floating interest rate \$'000	Non- interest bearing \$'000	Total \$'000
Year ended 30 June 2007				
Financial Assets				
Cash and cash equivalents	5.62	55,769	–	55,769
NSW Treasury Corporation Hour-Glass Medium-term Growth Facility	–	–	5,860	5,860
NSW Treasury Corporation Hour-Glass Long-term Growth Facility	–	–	9,903	9,903
Trade receivables	5.00	4,277	33,796	38,073
Total Financial Assets		60,046	49,559	109,605
Financial Liabilities				
Trade payables	–	–	25,945	25,945
Total Financial Liabilities		–	25,945	25,945
Year ended 30 June 2006				
Financial Assets				
Cash and cash equivalents	4.87	94,165	–	94,165
NSW Treasury Corporation Hour-Glass Medium-term Growth Facility	–	–	5,404	5,404
NSW Treasury Corporation Hour-Glass Long-term Growth Facility	–	–	8,703	8,703
Trade receivables	5.00	3,750	21,503	25,253
Total Financial Assets		97,915	35,610	133,525
Financial Liabilities				
Trade payables	–	–	31,733	31,733
Total Financial Liabilities		–	31,733	31,733

(b) Credit Risk Management

Credit risk refers to the risk that a counterparty will default on its contractual obligations resulting in financial loss to the Department. The Department has adopted a policy of only dealing with creditworthy counterparties. The Department's exposure and the credit ratings of its counterparties are continuously monitored and the aggregate value of transactions concluded is spread amongst approved counterparties.

The carrying amount of financial assets recorded in the financial statements, net of any allowances for losses, represents the Department's maximum exposure to credit risk.

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

28. After Balance Date Events

DADHC is not aware of any circumstances that occurred after balance date which would render particulars included in the Financial Reports to be misleading.

END OF AUDITED FINANCIAL STATEMENTS

RESPONSE TO SIGNIFICANT ISSUE RAISED BY THE AUDITOR-GENERAL

The Audit Office reported that the Department had not implemented a formal risk management approach for the review of grant acquittals. While a risk assessment approach is embedded in the Department's acquittal process, the Department will prepare a position paper on a formal risk management approach for grant acquittals for implementation in 2007–08.

06

Financial Statements

Home Care Service
of NSW

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Independent Audit Report



GPO BOX 12
Sydney NSW 2001

INDEPENDENT AUDITOR'S REPORT

Home Care Service of New South Wales and controlled entity

To Members of the New South Wales Parliament

I have audited the accompanying financial report of Home Care Service of New South Wales (the Service), and the Service and controlled entity (the consolidated entity), which comprises the balance sheet as at 30 June 2007, and the income statement, statement of recognised income and expense and cash flow statement for the year then ended, a summary of significant accounting policies and other explanatory notes. The consolidated entity comprises the Service and the entity it controlled at the year's end or from time to time during the financial year.

Auditor's Opinion

In my opinion, the financial report:

- presents fairly, in all material respects, the financial position of the Service and the consolidated entity as of 30 June 2007, and of their financial performance and their cash flows for the year then ended in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations)
- is in accordance with section 41B of the *Public Finance and Audit Act 1983* (the PF&A Act) and the Public Finance and Audit Regulation 2005.

Director-General's Responsibility for the Financial Report

The Director-General of the Department of Ageing, Disability and Home Care is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the PF&A Act. This responsibility includes establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on my audit. I conducted my audit in accordance with Australian Auditing Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Director-General, as well as evaluating the overall presentation of the financial report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independent Audit Report

My opinion does *not* provide assurance:

- about the future viability of the Service or Consolidated entity,
- that they have carried out their activities effectively, efficiently and economically, or
- about the effectiveness of their internal controls.

Independence

In conducting this audit, the Audit Office has complied with the independence requirements of the Australian Auditing Standards and other relevant ethical requirements. The PF&A Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General, and
- mandating the Auditor-General as auditor of public sector agencies but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office are not compromised in their role by the possibility of losing clients or income.



J Kheir B Ec, FCPA
Director, Financial Audit Services

17 October 2007
SYDNEY

Statement by the Director-General

Year ended 30 June 2007

Pursuant to Section 41C(1B) and (1C) of the *Public Finance and Audit Act, 1983* (Act), I state that:

- a) the accompanying financial statements for the year ended 30 June 2007 have been prepared in accordance with the provisions of applicable Australian Accounting Standards, other authoritative pronouncements of the Australian Accounting Standards Board (AASB), the requirements of the *Public Finance and Audit Act 1983* and the applicable clauses of the *Public Finance and Audit Regulation 2005*.
- b) the statements and notes exhibit a true and fair view of the financial position and the transactions of the Home Care Service of NSW.
- c) there are no circumstances which would render any particulars included in the financial statements to be misleading or inaccurate.



Brendan O' Reilly
Director-General

Income Statement

For the year ended 30 June 2007

PARENT		Notes	CONSOLIDATED	
2007 \$'000	2006 \$'000		2007 \$'000	2006 \$'000
		Revenue		
30,498	27,785	Sale of goods and services	30,498	27,785
4,552	3,857	Investment income	4,552	3,857
164,027	159,412	Grants and contributions	164,027	159,412
721	1,480	Other revenue	721	1,480
199,798	192,534	Total Revenue	199,798	192,534
		Expenses excluding losses		
		Operating expenses		
–	93,316	Employee related	141,391	131,001
141,391	37,685	Personnel services	–	–
50,269	40,817	Other operating expenses	50,269	40,817
1,579	1,241	Depreciation and amortisation	1,579	1,241
193,239	173,059	Total Expenses excluding losses	193,239	173,059
(57)	(266)	Gain/(loss) on disposal	(57)	(266)
(435)	50	Other gains/(losses)	(435)	50
6,067	19,259	Surplus/(deficit) for the year	6,067	19,259

The accompanying notes form part of these financial statements.

Statement of Recognised Income and Expense

For the year ended 30 June 2007

PARENT		Notes	CONSOLIDATED	
2007 \$'000	2006 \$'000		2007 \$'000	2006 \$'000
179	–	Net increase/(decrease) in property, plant and equipment asset revaluation reserve	179	–
179	–	TOTAL INCOME AND EXPENSE RECOGNISED DIRECTLY IN EQUITY	179	–
6,067	19,259	Surplus/(deficit) for the year	6,067	19,259
6,246	19,259	TOTAL INCOME AND EXPENSE RECOGNISED FOR THE YEAR	6,246	19,259
6,246	19,259		6,246	19,259

The accompanying notes form part of these financial statements.

Balance Sheet

As at 30 June 2007

PARENT				CONSOLIDATED	
2007	2006		Notes	2007	2006
\$'000	\$'000			\$'000	\$'000
ASSETS					
Current Assets					
39,744	35,277	Cash and cash equivalents	6	39,744	35,277
5,129	5,481	Receivables	7	5,673	5,481
44,873	40,758	Total Current Assets		45,417	40,758
Non-Current Assets					
15,763	14,107	Financial assets at fair value	8	15,763	14,107
398	238	Property, plant and equipment	10	398	238
4,424	4,838	– Land and buildings		4,424	4,838
		– Plant and equipment			
4,822	5,076	Total Property, plant and equipment		4,822	5,076
–	–	Superannuation	9	3,091	–
20,585	19,183	Total Non-Current Assets		23,676	19,183
65,458	59,941	TOTAL ASSETS		69,093	59,941
LIABILITIES					
Current Liabilities					
5,755	4,267	Payables	11	7,266	6,095
17,390	18,997	Provisions	12	19,514	17,169
23,145	23,264	Total Current Liabilities		26,780	23,264
Non-Current Liabilities					
1,955	2,565	Provisions	12	1,955	2,565
1,955	2,565	Total Non-Current Liabilities		1,955	2,565
25,100	25,829	TOTAL LIABILITIES		28,735	25,829
40,358	34,112	NET ASSETS		40,358	34,112
EQUITY					
321	142	Reserves	13	321	142
40,037	33,970	Accumulated funds		40,037	33,970
40,358	34,112	TOTAL EQUITY		40,358	34,112

The accompanying notes form part of these financial statements.

Cash Flow Statement

For the year ended 30 June 2007

PARENT			CONSOLIDATED	
2007	2006		2007	2006
\$'000	\$'000	Notes	\$'000	\$'000
CASH FLOWS FROM OPERATING ACTIVITIES				
		Payments		
(143,065)	(137,128)	Employee related	(143,065)	(137,128)
(67,108)	(59,133)	Other	(67,108)	(59,133)
(210,173)	(196,261)	Total Payments	(210,173)	(196,261)
		Receipts		
30,747	28,398	Sale of goods and services	30,747	28,398
2,897	2,166	Interest received	2,897	2,166
1,616	2,831	Other	1,616	2,831
35,260	33,395	Total Receipts	35,260	33,395
		Cash Flows from Government		
161,909	154,894	Home and Community Care program	161,909	154,894
3,355	3,692	Community Options program	3,355	3,692
11,542	12,308	Other government grants	11,542	12,308
3,624	4,152	Attendant Care program	3,624	4,152
180,430	175,046	Net Cash Flows from Government	180,430	175,046
5,517	12,180	NET CASH FLOWS FROM OPERATING ACTIVITIES	5,517	12,180
		16		
		CASH FLOWS FROM INVESTING ACTIVITIES		
2,127	1,217	Proceeds from sale of plant and equipment	2,127	1,217
(3,177)	(2,484)	Purchases of plant and equipment	(3,177)	(2,484)
(1,050)	(1,267)	NET CASH FLOWS FROM INVESTING ACTIVITIES	(1,050)	(1,267)
		NET INCREASE/(DECREASE) IN CASH		
35,277	24,364	Opening cash and cash equivalents	35,277	24,364
4,467	10,913	Net increase/(decrease) in cash	4,467	10,913
39,744	35,277	CLOSING CASH AND CASH EQUIVALENTS	39,744	35,277
		6		

The accompanying notes form part of these financial statements.

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

1. Summary of Significant Accounting Policies

(a) Reporting Entity

The Home Care Service of New South Wales (Home Care), as a reporting entity, comprises all the entities under its control. Home Care Service Division is a controlled entity established pursuant to Part 2 of schedule 1 to the *Public Sector Employment & Management Act 2002*. The Division's objective is to provide personnel services to Home Care Service.

In the process of preparing the consolidated financial report for the economic entity consisting of the controlling and controlled entities, all inter-entity transactions and balances have been eliminated.

Home Care is a NSW Statutory Authority. Home Care is a not-for-profit entity (as profit is not its principal objective) and it has no cash generating units. The reporting entity is consolidated as part of the NSW Total State Sector Accounts. It is domiciled in Australia and its principle office is at Level 5, 83 Clarence Street, Sydney NSW 2000.

This consolidated financial report for the year ended 30 June 2007 has been authorised for issue by the Director-General on 16 October 2007.

(b) Basis of Preparation

Home Care's financial report is a general purpose financial report which has been prepared in accordance with:

- applicable Australian Accounting Standards (which include Australian equivalents to International Financial Reporting Standards (AIFRS)); and
- the requirements of the *Public Finance and Audit Act* and Regulation.

Property, plant and equipment and financial assets at fair value through profit or loss are measured at fair value. Other financial report items are prepared in accordance with the historical cost convention.

Judgements, key assumptions and estimations management has made are disclosed in the relevant notes to the financial report.

All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency.

(c) Statement of Compliance

The consolidated and parent entity financial statements and notes comply with Australian Accounting Standards, which include AIFRS.

(d) Income Recognition

Income is measured at the fair value of the consideration or contribution received or receivable. Additional comments regarding the accounting policies for the recognition of income are discussed below.

(i) Grants and Contributions from Other Bodies

Grants and contributions from other bodies (including government grants and donations) are generally recognised as income when Home Care obtains control over the assets comprising the contributions. Control over contributions are normally obtained upon the receipt of cash.

Where there is an agreement that unexpended grants will be returned to the funder in the event that an agreed level of performance has not been met (e.g. number of service delivery hours) and it has been past practice to return such funds, Home Care recognises these funds as a liability.

(ii) Sale of Goods

Revenue from the sale of goods is recognised as revenue when Home Care transfers the significant risks and rewards of ownership of the assets.

(iii) Rendering of Services

Revenue is recognised when the service is provided or by reference to the stage of completion (based on labour hours incurred to date).

(iv) Investment revenue

Interest revenue is recognised using the effective interest method as set out in AASB 139 *Financial Instruments: Recognition and Measurement*. Rental revenue is recognised in accordance with AASB 117 *Leases* on a straight-line basis over the lease term.

(e) Employee Benefits and other provisions

(i) Salaries and Wages, Annual Leave, Sick Leave and On-Costs

Liabilities for salaries and wages (including non-monetary benefits), annual leave and paid sick leave that fall due wholly within 12 months of the reporting date are recognised and measured in respect of employees' services up to the reporting date at undiscounted amounts based on the amounts expected to be paid when the liabilities are settled.

Long-term annual leave that is not expected to be taken within twelve months is measured at present value in accordance with AASB 119 *Employee Benefits*. Market yields on government bonds of 6.385% are used to discount long-term annual leave.

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

1. Summary of Significant Accounting Policies – continued

Unused non-vesting sick leave does not give rise to a liability as it is not considered probable that sick leave taken in the future will be greater than the benefits accrued in the future.

The outstanding amounts of payroll tax, workers' compensation insurance premiums and fringe benefits tax, which are consequential to employment, are recognised as liabilities and expenses where the employee benefits to which they relate have been recognised.

(ii) Long Service Leave and Superannuation

Long Service Leave

Long service leave is actuarially assessed and measured at present value in accordance with AASB 119 *Employee Benefits*. This is based on the application of certain factors to employees within Home Care, using current rates of pay.

Superannuation

Actuarial gains and losses are recognised in profit and loss in the year they occur (Note 2).

(iii) Other Provisions

Other provisions exist when Home Care has a present legal or constructive obligation as a result of a past event; it is probable that an outflow of resources will be required to settle the obligation; and a reliable estimate can be made of the amount of the obligation.

Any provisions for restructuring are recognised only when Home Care has a detailed formal plan and Home Care has raised a valid expectation in those affected by the restructuring that it will carry out the restructuring by starting to implement the plan or announcing its main features to those affected.

If the effect of the time value of money is material, provisions are discounted at 6.385%, which is a pre-tax rate that reflects the current market assessments of the time value of money and the risks specific to the liability.

(f) Insurance

Home Care's insurance activities are conducted through the NSW Treasury Managed Fund Scheme of self insurance for Government agencies. The expense (premium) is determined by the Fund Manager based on past claim experience.

(g) Accounting for the Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where:

- the amount of GST incurred by Home Care as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of the cost of acquisition of an asset or as part of an item of expense.
- receivables and payables are stated with the amount of GST included.

(h) Acquisitions of Assets

The cost method of accounting is used for the initial recording of all acquisitions of assets controlled by Home Care. Cost is the amount of cash or cash equivalents paid or the fair value of the other consideration given to acquire the asset at the time of its acquisition or construction or, where applicable, the amount attributed to that asset when initially recognised in accordance with the requirements of other Australian Accounting Standards.

Assets acquired at no cost, or for nominal consideration, are initially recognised at their fair value at the date of acquisition.

Fair value is the amount for which an asset could be exchanged between knowledgeable, willing parties in an arm's length transaction.

Where payment for an asset is deferred beyond normal credit terms, its cost is the cash price equivalent, i.e. deferred payment amount is effectively discounted at an asset-specific rate.

(i) Capitalisation Thresholds

Property, plant and equipment and intangible assets costing \$5,000 and above individually (or forming part of a network costing more than \$5,000) are capitalised.

(j) Revaluation of Property, Plant and Equipment

Physical non-current assets are valued in accordance with the "Valuation of Physical Non-Current Assets at Fair Value" Policy and Guidelines Paper (TPP 07-1). This policy adopts fair value in accordance with AASB 116 *Property, Plant and Equipment* and AASB 140 *Investment Property*.

Property, plant and equipment is measured on an existing use basis, where there are no feasible alternative uses in the existing natural, legal, financial and socio-political environment. However, in the limited circumstances where there are feasible alternative uses, assets are valued at their highest and best use.

Fair value of property, plant and equipment is determined based on the best available market evidence, including current market selling prices for the same or similar assets. Where there is no available market evidence, the asset's fair value is measured at its market buying price, the best indicator of which is depreciated replacement cost.

Home Care revalues each class of property, plant and equipment at least every five years or with sufficient regularity to ensure that the carrying amount of each asset in the class does not differ materially from its fair value at reporting date. The last revaluation of land and buildings, based on a full inspection of properties was completed on 30 June 2003 by Gray Eisdell Timms Pty Ltd. A desktop valuation of land and buildings was performed by MVS Australia Pty Ltd for 2006–07 reporting period.

Non-specialised assets with short useful lives are measured at depreciated historical cost, as a surrogate for fair value. Classes of physical non-current assets subject to this valuation include motor vehicles, furniture and equipment, computers and leasehold improvements.

When revaluing non-current assets by reference to current prices for assets newer than those being revalued (adjusted to reflect the present condition of the assets), the gross amount and the related accumulated depreciation are separately restated.

For other assets, any balances of accumulated depreciation at the revaluation date in respect of those assets are credited to the asset accounts to which they relate. The net asset accounts are then increased or decreased by the revaluation increments or decrements.

Revaluation increments are credited directly to the asset revaluation reserve, except that, to the extent that an increment reverses a revaluation decrement in respect of that class of asset previously recognised as an expense in the surplus/deficit, the increment is recognised immediately as revenue in the surplus/deficit.

Revaluation decrements are recognised immediately as expenses in the surplus/deficit, except that, to the extent that a credit balance exists in the asset revaluation reserve in respect of the same class of assets, they are debited directly to the asset revaluation reserve.

As a not-for-profit entity, revaluation increments and decrements are offset against one another within a class of non-current assets, but not otherwise.

Where an asset that has previously been revalued is disposed of, any balance remaining in the asset revaluation reserve in respect of that asset is transferred to accumulated funds.

(k) Impairment of Property, Plant and Equipment

As a not-for-profit entity with no cash generating units, Home Care is effectively exempted from AASB 136 *Impairment of Assets* and impairment testing. This is because AASB 136 modifies the recoverable amount test to the higher of fair value less costs to sell and depreciated replacement cost. This means that, for an asset already measured at fair value, impairment can only arise if selling costs are material. Selling costs are regarded as immaterial.

(l) Depreciation of Property, Plant and Equipment

Depreciation is provided for on a straight-line basis for all depreciable assets so as to write off the depreciable amount of each asset as it is consumed over its useful life to Home Care.

All material separately identifiable components of assets are depreciated over their shorter useful lives.

Land is not a depreciable asset.

	30 June 2007 Years
Buildings	40
Plant, furniture and equipment – general	4
Plant, furniture and equipment – commercial	7
Plant, furniture and equipment – industrial	20
Computer and office equipment	4
Motor vehicles – commercial	7
Motor vehicles – passenger	4
Leasehold Improvements	The shorter of the term of lease or estimated life

(m) Major Inspection Costs

When each major inspection is performed, the labour cost of performing major inspections for faults is recognised in the carrying amount of an asset as a replacement of a part, if the recognition criteria are satisfied.

(n) Restoration Costs

The estimated cost of dismantling and removing an asset and restoring the site is included in the cost of an asset, to the extent it is recognised as a liability.

(o) Maintenance

Day-to-day servicing costs or maintenance are charged as expenses as incurred, except where they relate to the replacement of a part or component of an asset, in which case the costs are capitalised and depreciated.

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

1. Summary of Significant Accounting Policies – continued

(p) Leased Assets

A distinction is made between finance leases which effectively transfer from the lessor to the lessee substantially all the risks and benefits incidental to ownership of the leased assets, and operating leases under which the lessor effectively retains all such risks and benefits.

Where a non-current asset is acquired by means of a finance lease, the asset is recognised at its fair value at the commencement of the lease term. The corresponding liability is established at the same amount. Lease payments are allocated between the principal component and the interest expense.

Home Care has not entered into any finance leases.

Operating lease payments are charged to the Income Statement in the periods in which they are incurred.

(q) Receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. These financial assets are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest method, less an allowance for any impairment of receivables. Any changes are accounted for in the Income Statement when impaired, derecognised or through the amortisation process.

Short-term receivables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

(r) Investments

Investments are initially recognised at fair value plus, in the case of investments not at fair value through profit or loss, transaction costs. Home Care determines the classification of its financial assets after initial recognition and, when allowed and appropriate, re-evaluates this at each financial year end.

Home Care subsequently measures investments in TCorp Hour Glass Medium-Term and Long-Term facilities designated 'at fair value through profit or loss' at fair value. Gains or losses on these assets are recognised in the Income Statement.

(s) Impairment of Financial Assets

All financial assets, except those measured at fair value through profit or loss, are subject to an annual review for impairment. An allowance for impairment is established

when there is objective evidence that the entity will not be able to collect all amounts due.

For financial assets carried at amortised cost, the amount of the allowance is the difference between the asset's carrying amount and the present value of estimated future cash flows, discounted at the effective interest rate. The amount of the impairment loss is recognised in the Income Statement.

Any reversals of impairment losses are reversed through the Income Statement, where there is objective evidence, except reversals of impairment losses on an investment in an equity instrument classified as "available for sale" must be made through the reserve. Reversals of impairment losses of financial assets carried at amortised cost cannot result in a carrying amount that exceeds what the carrying amount would have been had there not been an impairment loss.

(t) De-recognition of Financial Assets and Financial Liabilities

A financial asset is de-recognised when the contractual rights to the cash flows from the financial assets expire; or if Home Care transfers the financial asset:

- where substantially all the risks and rewards have been transferred; or
- where Home Care has not transferred substantially all the risks and rewards, if the entity has not retained control.

Where Home Care has neither transferred nor retained substantially all the risks and rewards or transferred control, the asset is recognised to the extent of Home Care's continuing involvement in the asset.

A financial liability is de-recognised when the obligation specified in the contract is discharged or cancelled or expires.

(u) Other Assets

Other assets are recognised on a cost basis.

(v) Payables

These amounts represent liabilities for goods and services provided to Home Care and other amounts. Payables are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest method. Short-term payables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

(w) Payroll Tax

Home Care is exempt from paying payroll tax.

(x) New Australian Accounting Standards issued but not effective

At the date of authorisation of the financial report, the following Standards and Interpretations were in issue but not yet effective:

Australian Accounting Standard/ Interpretation	Effective for annual reporting periods beginning on or after
■ AASB 7 & AASB 2005-10 'Financial Instruments: Disclosures'	1 January 2007
■ AASB 8 & AASB 2007-3 'Operating Segments'	1 January 2009
■ AASB 101 'Presentation of Financial Statements' – revised standard	1 January 2007
■ AASB 123 & AASB 2007-6 'Borrowing Costs'	1 January 2009
■ AASB 1049 'Concise Financial Reports'	1 July 2008
■ AASB 2007-4 'Amendments to Australian Accounting Standards arising from ED 151 and Other Amendments' regarding Australian additions to and deletions from IFRSs	1 July 2007
■ AASB 2007-5 'Amendments to Australian Accounting Standard- Inventories Held for Distribution by Not-For-Profit Entities'	1 July 2007
■ Interpretation 4 'Determining whether an Arrangement contains a Lease'	1 January 2008
■ Interpretation 10 'Interim Financial Reporting and Impairment'	1 November 2006
■ Interpretation 11 & AASB 2007-2 'Group and Treasury Share'	1 March 2007
■ Interpretation 12 'Service Concession Arrangements'	1 January 2008
■ Interpretation 129 'Service Concession Arrangements: Disclosures'	1 January 2008

Home Care anticipates that the adoption of these Standards and Interpretations in future periods will have no material financial impact on the financial statements of Home Care and the Home Care Service Division.

The application of AASB 101 (revised), AASB 7 and AASB 2005-10 will not affect any of the amounts recognised in the financial statements, but will change the disclosures presently made in relation to Home Care's financial assets and financial liabilities.

These Standards and Interpretations will be first applied in the financial report of Home Care that relates to the annual reporting period beginning after the effective date of each pronouncement.

(y) Comparative Information

Comparatives have been reclassified, where necessary, on a basis consistent with current year disclosures.

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

PARENT		CONSOLIDATED	
2007	2006	2007	2006
\$'000	\$'000	\$'000	\$'000

2. Revenue

		(a) Sale of goods and services		
14,061	11,690	Home and Community Care (HACC) fees	14,061	11,690
10,688	10,971	Veterans' Home Care fees	10,688	10,971
1,824	1,508	Community Options program fees	1,824	1,508
2,109	2,194	Corporate client fees	2,109	2,194
1,816	1,422	Others	1,816	1,422
30,498	27,785		30,498	27,785

HCS charges service fees to HACC customers for services based on the customers' ability to pay. Service to HACC customers does not depend on the payment of fees and service is not refused due to an inability to pay. The amount contributed by the HACC customer is determined by the HCS coordinator and assessor at the time of the customer assessment in accordance with HCS' guidelines. HCS also provides services to commercial, Commonwealth and State agencies where fees are charged to reflect cost recovery.

		(b) Investment revenue		
303	273	Interest received on bank accounts	303	273
4,249	3,584	Investment income	4,249	3,584
4,552	3,857		4,552	3,857

HCS bankers pay interest on the aggregate net credit daily balance of the central office and branch office bank accounts. The interest rate is varied by the banks in line with money market rate movements and is credited to the individual accounts on a monthly basis.

Investment income is also earned on deposits at call with the NSW Treasury Corporation, where unit value is determined on a daily basis.

		(c) Grants and contributions		
145,506	139,260	Home and Community Care program	145,506	139,260
3,692	3,692	Community Options projects	3,355	3,692
3,624	4,152	Attendant Care program	3,624	4,152
11,205	12,308	Other government grants	11,542	12,308
164,027	159,412		164,027	159,412

		(d) Other revenue		
153	27	Assets recognised for first time	153	27
568	1,453	Sundry income	568	1,453
721	1,480		721	1,480

PARENT		CONSOLIDATED	
2007	2006	2007	2006
\$'000	\$'000	\$'000	\$'000

3. Expenses Excluding Losses

		(a) Employee related expenses		
–	79,326	Salaries and wages (including recreation leave)	121,739	111,361
–	(2,158)	Superannuation – defined benefit plans	(1,164)	(3,029)
–	5,837	Superannuation – defined contribution plans	9,293	8,194
–	193	Long service leave	2,804	271
–	10,077	Workers' compensation insurance	8,700	14,146
–	41	Fringe benefit tax	19	58
141,391	37,685	Personnel services	–	–
141,391	131,001		141,391	131,001

Gains arising from the revised valuation of the superannuation deferred benefit plans were treated as a movement against expenses as opposed to being recognised as revenue.

Personnel services for the HCS are provided by the HCS Division a special purpose entity to enable the HCS to exercise its functions.

The Treasury Managed Fund normally calculates hindsight adjustment premiums each year. The 2006–07 workers compensation premium includes net hindsight refund adjustments for the prior years of \$1.0m (including GST).

		(b) Other operating expenses include the following:		
13,050	11,839	Contract services	13,050	12,179
21,748	15,899	Administration expenses	21,748	15,557
270	299	Insurance premiums	270	299
10,810	9,143	Travel	10,810	9,185
2,872	3,071	Operating lease rental expense	2,872	3,031
1,294	350	Training	1,294	350
74	61	Consultants fees	74	61
151	155	Auditor's remuneration – audit of the financial report	151	155
50,269	40,817		50,269	40,817

		(c) Depreciation and amortisation expense		
		Depreciation		
19	19	Building	19	19
257	140	Plant and equipment	257	140
1,184	919	Motor vehicles	1,184	919
		Amortisation		
119	163	Leasehold improvements	119	163
1,579	1,241		1,579	1,241

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

PARENT			CONSOLIDATED	
2007	2006		2007	2006
\$'000	\$'000		\$'000	\$'000
4. Gain/(Loss) on Disposal				
		Gain/(loss) on disposal of plant and equipment		
2,128	1,217	Proceeds from disposal	2,128	1,217
(2,185)	(1,483)	Less: Written down value of assets	(2,185)	(1,483)
(57)	(266)	Net gain/(loss) on disposal	(57)	(266)

5. Other Gain/(Losses)

(435)	50	Gain/(loss) on impairment of receivables	(435)	50
(435)	50	Net gain/(loss) on impairment of receivables	(435)	50

6. Current Assets – Cash and Cash Equivalents

9,608	10,083	Cash at bank and on hand	9,608	10,083
30,136	25,194	Short-term deposit	30,136	25,194
39,744	35,277		39,744	35,277

For the purposes of the Cash Flow Statement, cash and cash equivalents include cash at bank, cash on hand, short-term deposits and bank overdraft.

Cash and cash equivalent assets recognised in the Balance Sheet are reconciled to cash at the end of the financial year to the Cash Flow Statement as follows:

39,744	35,277	Cash and cash equivalents (per Balance Sheet)	39,744	35,277
39,744	35,277	Closing cash and cash equivalents (per Cash Flow Statement)	39,744	35,277

7. Current Assets – Receivables

		Current		
7,136	7,599	Sales of goods and services	7,607	7,599
(2,079)	(2,445)	Less: Allowance for impairment	(2,079)	(2,445)
5,057	5,154		5,528	5,154
1	7	Prepayments	1	7
71	320	Sundry debtors	144	320
5,129	5,481		5,673	5,481

PARENT			CONSOLIDATED	
2007	2006		2007	2006
\$'000	\$'000		\$'000	\$'000
8. Non-Current Assets – Financial Assets at Fair Value				
		Non-Current		
		TCorp – Hour-Glass Investment facilities		
5,860	5,404	Medium-Term Growth Facility Trust	5,860	5,404
9,903	8,703	Long-Term Growth Facility Trust	9,903	8,703
15,763	14,107		15,763	14,107

9. Non-Current Assets – Superannuation

		Non-Current		
		Superannuation		
–	–		3,091	–
–	–		3,091	–

In 2006–07, the movement in HCS Superannuation resulted in an asset valued at \$3.1m compared to a liability of \$0.8m in 2005–06 (see Note 12).

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

10. Non-Current Assets – Property, Plant and Equipment

	PARENT					
	Land and Buildings \$'000	Leasehold improve- ments \$'000	Computer Equipment and Software \$'000	Furniture and Equipment \$'000	Motor Vehicles \$'000	Total \$'000
At 1 July 2006						
At fair value	293	735	861	330	4,996	7,215
Accumulated depreciation and impairment	(55)	(512)	(188)	(161)	(1,223)	(2,139)
Net carrying amount	238	223	673	169	3,773	5,076
At 30 June 2007						
At fair value	415	655	943	395	4,940	7,348
Accumulated depreciation and impairment	(17)	(545)	(353)	(220)	(1,391)	(2,526)
Net carrying amount	398	110	590	175	3,549	4,822
Reconciliation						
A reconciliation of the carrying amounts of each class of property, plant and equipment at the beginning and end of the current reporting period is set out below.						
Year Ended 30 June 2007						
Net carrying amount at start of year	238	223	673	169	3,773	5,076
Additions	–	–	103	62	3,012	3,177
Disposals	–	(22)	–	(5)	(2,157)	(2,184)
Depreciation expense	(19)	(119)	(186)	(71)	(1,184)	(1,579)
Net revaluation increments	179	–	–	–	–	179
Other *	–	28	–	20	105	153
Net carrying amount at end of year	398	110	590	175	3,549	4,822
At 1 July 2005						
At fair value	293	693	410	295	4,852	6,543
Accumulated depreciation and impairment	(36)	(349)	(112)	(101)	(656)	(1,254)
Net carrying amount	257	344	298	194	4,196	5,289
At 30 June 2006						
At fair value	293	735	861	330	4,996	7,215
Accumulated depreciation and impairment	(55)	(512)	(188)	(161)	(1,223)	(2,139)
Net carrying amount	238	223	673	169	3,773	5,076
Reconciliation						
A reconciliation of the carrying amounts of each class of property, plant and equipment at the beginning and end of the previous reporting period is set out below.						
Year Ended 30 June 2006						
Net carrying amount at start of year	257	344	298	194	4,196	5,289
Additions	–	42	451	42	1,949	2,484
Disposals	–	–	–	(3)	(1,480)	(1,483)
Depreciation expense	(19)	(163)	(76)	(64)	(919)	(1,241)
Other *	–	–	–	–	27	27
Net carrying amount at end of year	238	223	673	169	3,773	5,076

* Assets brought to account for first time

10. Non-Current Assets – Property, Plant and Equipment – continued

	CONSOLIDATED					
	Land and Buildings \$'000	Leasehold improve- ments \$'000	Computer Equipment and Software \$'000	Furniture and Equipment \$'000	Motor Vehicles \$'000	Total \$'000
At 1 July 2006						
At fair value	293	735	861	330	4,996	7,215
Accumulated depreciation and impairment	(55)	(512)	(188)	(161)	(1,223)	(2,139)
Net carrying amount	238	223	673	169	3,773	5,076
At 30 June 2007						
At fair value	415	655	943	395	4,940	7,348
Accumulated depreciation and impairment	(17)	(545)	(353)	(220)	(1,391)	(2,526)
Net carrying amount	398	110	590	175	3,549	4,822
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Year Ended 30 June 2007						
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Additions	–	–	103	62	3,012	3,177
Disposals	–	(22)	–	(5)	(2,157)	(2,184)
Depreciation expense	(19)	(119)	(186)	(71)	(1,184)	(1,579)
Net revaluation increments	179	–	–	–	–	179
Other *	–	28	–	20	105	153
Net carrying amount at end of year	398	110	590	175	3,549	4,822
At 1 July 2005						
At fair value	293	693	410	295	4,852	6,543
Accumulated depreciation and impairment	(36)	(349)	(112)	(101)	(656)	(1,254)
Net carrying amount	257	344	298	194	4,196	5,289
At 30 June 2006						
At fair value	293	735	861	330	4,996	7,215
Accumulated depreciation and impairment	(55)	(512)	(188)	(161)	(1,223)	(2,139)
Net carrying amount	238	223	673	169	3,773	5,076
Reconciliation						
A reconciliation of the carrying amounts of each class of property, plant and equipment at the beginning and end of the previous reporting period is set out below.						
Year Ended 30 June 2006						
Net carrying amount at start of year	257	344	298	194	4,196	5,289
Additions	–	42	451	42	1,949	2,484
Disposals	–	–	–	(3)	(1,480)	(1,483)
Depreciation expense	(19)	(163)	(76)	(64)	(919)	(1,241)
Other *	–	–	–	–	27	27
Net carrying amount at end of year	238	223	673	169	3,773	5,076

* Assets brought to account for first time

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

PARENT			CONSOLIDATED	
2007	2006		2007	2006
\$'000	\$'000		\$'000	\$'000
11. Current Liabilities – Payables				
–	–	Accrued salaries, wages and on-costs	1,512	1,828
5,736	4,248	Creditors	5,735	4,248
19	19	Other creditors	19	19
5,755	4,267		7,266	6,095
12. Current/Non-Current Liabilities – Provisions				
Current				
Employee benefits and related on-costs				
–	–	Recreation leave	9,196	7,710
–	–	Long service leave	10,284	9,444
–	–	Fringe benefit tax	34	15
17,390	18,997	Personnel services liability	–	–
17,390	18,997	Total Current	19,514	17,169
Non-Current				
Employee benefits and related on-costs				
–	–	Long service leave	1,955	1,795
1,955	1,795	Personnel services liability	–	–
–	770	Superannuation	–	770
1,955	2,565	Total Non-Current	1,955	2,565
19,345	21,562	Total Provisions	21,469	19,734
Aggregate employee benefits and related on-costs				
17,390	18,997	Provisions – current	19,514	17,169
1,955	2,565	Provisions – non-current	1,955	2,565
–	–	Accrued salaries, wages and on-costs (Note 11)	1,512	1,828
19,345	21,562		22,981	21,562

12. Current/Non-Current Liabilities – Provisions – continued

The amount disclosed for the parent's personnel services liability is net of employer related assets including an asset of \$3.1m representing HCS superannuation position.

Employee entitlements for current recreation and long service leave include short-term (expected to be settled no more than 12 months after 30 June 2007) and long-term liability (expected to be settled after more than 12 months) as follows:

PARENT			CONSOLIDATED	
2007	2006		2007	2006
\$'000	\$'000		\$'000	\$'000
		Short-term		
–	–	Recreation leave	7,553	6,620
–	–	Long service leave	3,571	2,248
–	–		11,124	8,868
		Long-term		
–	–	Recreation leave	1,643	1,090
–	–	Long service leave	6,713	7,196
–	–		8,356	8,286

Recreation and Long Service Leave

Employee entitlements for recreation leave and long service leave amounted to \$21.4m (30 June 2006 \$19.0m) have been partially funded by investments of \$15.8m (30 June 2006 \$14.1m) in the NSW Treasury Corporation's Hour-Glass Investment Facility Trust (Note 8) with the balance reflected in working capital.

Superannuation

The superannuation position statement includes both employer and employee superannuation assets and liabilities to comply with the disclosure requirements of AASB 119. This revised disclosure does not impact on the net liabilities recognised in the balance sheet or the net superannuation expense in the income statement with employee assets by definition matching employee liabilities.

The following disclosure notes in accordance with AASB 119 *Employee Benefits* relate to the HCS Pooled Fund.

Reconciliation of the assets and liabilities recognised in the balance sheet

	SASS		SANCS		SSS	
	2007	2006	2007	2006	2007	2006
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Present value of defined benefit obligations	49,096	47,639	6,527	6,693	2,046	1,618
Fair value of plan assets	(51,454)	(46,763)	(7,229)	(6,619)	(2,077)	(1,798)
	(2,358)	876	(702)	74	(31)	(180)
Surplus in excess of recovery available from schemes	–	–	–	–	–	–
Unrecognised past service cost	–	–	–	–	–	–
Net (asset)/liability to be disclosed in balance sheet	(2,358)	876	(702)	74	(31)	(180)

Asset invested in entity or in property occupied by the entity

All fund assets are invested by SAS Trustee Corporation at arm's length through independent fund managers.

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

12. Current/Non-Current Liabilities – Provisions – continued

Movement in net liability/asset recognised in balance sheet

	SASS		SANCS		SSS	
	2007 \$'000	2006 \$'000	2007 \$'000	2006 \$'000	2007 \$'000	2006 \$'000
Net (asset)/liability at start of year	876	4,916	74	1,247	(180)	273
Net expense recognised in the income statement	(1,072)	(1,631)	(359)	(700)	197	(413)
Contributions	(2,162)	(2,409)	(417)	(473)	(48)	(40)
Net (asset)/liability to be disclosed in balance sheet	(2,358)	876	(702)	74	(31)	(180)
Total expense recognised in income statement						
Current service cost	2,088	2,250	384	385	29	39
Interest on obligation	2,685	2,734	368	345	96	96
Expected return on plan assets	(3,471)	(3,078)	(483)	(425)	(139)	(106)
Net actuarial losses (gain) recognised in year	(2,374)	(3,537)	(628)	(1,005)	211	(442)
Total included in employee benefits expense	(1,072)	(1,631)	(359)	(700)	197	(413)
Actual return on plan assets						
Actual return on plan assets	6,618	6,302	906	921	256	225

12. Current/Non-Current Liabilities – Provisions – continued

Valuation method and principal actuarial assumptions at the reporting date

a) Valuation Method

The Projected Unit Credit (PUC) valuation method was used to determine the present value of the defined benefit obligations and the related current service costs. This method sees each period of service as giving rise to an additional unit of benefit entitlement and measures each unit separately to build up the final obligation.

b) Economic Assumptions

	2007	2006
Discount rate at 30 June	6.4% pa	5.9% pa
Expected return on plan assets at 30 June	7.6% pa	7.6% pa
Expected salary increases	4.0% pa to 2008; 3.5% pa thereafter	4.0% pa to 2008; 3.5% pa thereafter
Expected rate of CPI Increase	2.5% pa	2.5% pa

c) Demographic Assumptions

Assumptions about rates of mortality, disability, resignation, retirement and other demographics are those used in the 2006 triennial actuarial valuation.

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

13. Changes in Equity

	Accumulated Funds		PARENT Asset Revaluation Reserve		Total Equity	
	2007 \$'000	2006 \$'000	2007 \$'000	2006 \$'000	2007 \$'000	2006 \$'000
Balance at the beginning of the financial year	33,970	7,303	142	7,561	34,112	14,864
AASB 139 first-time adoption	–	7,205	–	(7,216)	–	(11)
Restated opening balance	33,970	14,508	142	345	34,112	14,853
Changes in equity – other than transactions with owners as owners						
Surplus/(deficit) for the year	6,067	19,259	–	–	6,067	19,259
Increment/decrement on revaluation of: Plant and equipment	–	203	179	(203)	179	–
Total	6,067	19,462	179	(203)	6,246	19,259
Balance at the end of the financial year	40,037	33,970	321	142	40,358	34,112

Asset Revaluation Reserve

The asset revaluation reserve is used to record increments and decrements on the revaluation of non-current assets.

13. Changes in Equity – continued

	Accumulated Funds		CONSOLIDATED Asset Revaluation Reserve		Total Equity	
	2007 \$'000	2006 \$'000	2007 \$'000	2006 \$'000	2007 \$'000	2006 \$'000
Balance at the beginning of the financial year	33,970	7,303	142	7,561	34,112	14,864
AASB 139 first-time adoption	–	7,205	–	(7,216)	–	(11)
Restated opening balance	33,970	14,508	142	345	34,112	14,853
Changes in equity – other than transactions with owners as owners						
Surplus/(deficit) for the year	6,067	19,259	–	–	6,067	19,259
Increment/decrement on revaluation of:						
Plant and equipment	–	203	179	(203)	179	–
Total	6,067	19,462	179	(203)	6,246	19,259
Balance at the end of the financial year	40,037	33,970	321	142	40,358	34,112

Asset Revaluation Reserve

The asset revaluation reserve is used to record increments and decrements on the revaluation of non-current assets.

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

PARENT			CONSOLIDATED	
2007	2006		2007	2006
\$'000	\$'000		\$'000	\$'000
14. Commitments for Expenditure				
		(a) Operating Lease Commitments		
		Future non-cancellable operating lease rentals not provided for and payable:		
1,328	3,406	– Not later than one year	1,328	3,406
1,292	4,466	– Later than one year and not later than five years	1,292	4,466
547	–	– Later than five years	547	–
3,167	7,872	Total (including GST)	3,167	7,872

The total operating lease commitments above include total input tax credits of \$0.3m (30 June 2006 \$0.7m) that are expected to be recoverable from the Australian Taxation Office.

15. Contingent Liabilities and Contingent Assets

HCS has no contingent liability and contingent assets at 30 June 2007 (30 June 2006 \$Nil).

16. Reconciliation of Cash Flows from Operating Activities to the Surplus for the Year

5,517	12,180	Net cash used on operating activities	5,517	12,180
(1,579)	(1,241)	Depreciation	(1,579)	(1,241)
366	232	Allowance for impairment	366	232
2,217	6,629	Decrease/(increase) in provisions	(1,735)	6,629
938	909	Increase/(decrease) in prepayments and other assets	4,573	909
(1,488)	778	Decrease/(increase) in creditors	(1,171)	778
(57)	(266)	Net gain/(loss) on sale of plant and equipment	(57)	(266)
153	27	Assets recognised for the first time	153	27
–	11	Other – change in the measurement of financial asset from 'mid-point' market price to 'bid-price'	–	11
6,067	19,259	Surplus for the year	6,067	19,259

17. Financial Instruments

HCS principal financial instruments are outlined below. These financial instruments arise directly from HCS operations or are required to finance HCS operations. HCS does not enter into or trade financial instruments for speculative purpose. HCS does not use financial derivatives.

Financial instruments are carried at (amortised) cost, with the exception of TCorp Hour-Glass Facilities, which are carried at fair value.

However, the fair value of the other classes of financial instruments approximates their carrying value.

17. Financial Instruments – continued

Cash

Cash comprises cash on hand and bank balances within the Treasury Banking System. Interest is earned on daily bank balances at the monthly average NSW Treasury Corporation (TCorp) 11am unofficial cash rate, adjusted for a management fee to NSW Treasury. The TCorp Hour-Glass cash facility is discussed below.

Receivables

All trade debtors are recognised as amounts receivable at balance date. Collectability of trade debtors is reviewed on an ongoing basis. Debts which are known to be uncollectible are written off. An allowance for impairment is raised when there is objective evidence that the entity will not be able to collect all amounts due. The credit risk is the carrying amount (net of any allowance for impairment). No interest is earned on trade debtors. The carrying amount approximates net fair value. On average, sales are made on 30 days terms.

Hour-Glass Investment Facilities

HCS has investments in TCorp's Hour-Glass Investment facilities. HCS Investments are represented by a number of units in managed investments within the facilities. Each facility has different investment horizons and comprises a mix of asset classes appropriate to that investment horizons. TCorp appoints and monitors fund managers and establishes and monitors the application of appropriate investment guidelines.

PARENT			CONSOLIDATED	
2007	2006		2007	2006
\$'000	\$'000		\$'000	\$'000
30,136	25,194	HCS investments are:	30,136	25,194
5,860	5,404	Cash Facility	5,860	5,404
9,903	8,703	Medium-Term Growth Facility	9,903	8,703
		Long-Term Growth Facility		
45,899	39,301		45,899	39,301

These investments are generally able to be redeemed with up to five business days notice (dependent upon the facility). The value of the investments held can decrease as well as increase depending upon market conditions. The value that best represents the maximum credit risk exposure is the net fair value. The value of the above investments represents HCS share of the value of the underlying assets of the facility and is stated at net fair value, based on the market value.

Bank Overdraft

HCS does not have any bank overdraft facility.

Trade Creditors and Accruals

The liabilities are recognised for amounts due to be paid in the future for goods or services received, whether or not invoiced. Amounts owing to suppliers (which are unsecured) are settled in accordance with the policy set out in Treasurer's Direction 219.01. If trade terms are not specified, payment is made no later than the end of the month after the month in which an invoice or a statement is received. Treasurer's Direction 219.01 allows the Minister to award interest for late payment. No interest was applied during the year.

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

17. Financial Instruments – continued

(a) Interest Rate Risk

The following table details of HCS's exposure to interest rate risk as at 30 June 2007:

	Weighted average effective rate %	Floating interest rate \$'000	PARENT Non- interest bearing \$'000	Total \$'000
Year ended 30 June 2007				
Financial Assets				
Cash and cash equivalents	6.15	39,744	–	39,744
NSW Treasury Corporation Hour-Glass Medium-term Growth Facility	–	–	5,860	5,860
NSW Treasury Corporation Hour-Glass Long-term Growth Facility	–	–	9,903	9,903
Trade receivables	–	–	5,129	5,129
Total Financial Assets		39,744	20,892	60,636
Financial Liabilities				
Trade payables	–	–	5,755	5,755
Total Financial Liabilities		–	5,755	5,755
Year ended 30 June 2006				
Financial Assets				
Cash and cash equivalents	5.20	35,277	–	35,277
NSW Treasury Corporation Hour-Glass Medium-term Growth Facility	–	–	5,404	5,404
NSW Treasury Corporation Hour-Glass Long-term Growth Facility	–	–	8,703	8,703
Trade receivables	–	–	5,481	5,481
Total Financial Assets		35,277	19,588	54,865
Financial Liabilities				
Trade payables	–	–	4,267	4,267
Total Financial Liabilities		–	4,267	4,267

17. Financial Instruments – continued

	Weighted average effective rate %	CONSOLIDATED Floating interest rate \$'000	Non- interest bearing \$'000	Total \$'000
Year ended 30 June 2007				
Financial Assets				
Cash and cash equivalents	6.15	39,744	–	39,744
NSW Treasury Corporation Hour-Glass Medium-term Growth Facility	–	–	5,860	5,860
NSW Treasury Corporation Hour-Glass Long-term Growth Facility	–	–	9,903	9,903
Trade receivables	–	–	5,673	5,673
Total Financial Assets		39,744	21,436	61,180
Financial Liabilities				
Trade payables	–	–	7,266	7,266
Total Financial Liabilities		–	7,266	7,266
Year ended 30 June 2006				
Financial Assets				
Cash and cash equivalents	5.20	35,277	–	35,277
NSW Treasury Corporation Hour-Glass Medium-term Growth Facility	–	–	5,404	5,404
NSW Treasury Corporation Hour-Glass Long-term Growth Facility	–	–	8,703	8,703
Trade receivables	–	–	5,481	5,481
Total Financial Assets		35,277	19,588	54,865
Financial Liabilities				
Trade payables	–	–	6,095	6,095
Total Financial Liabilities		–	6,095	6,095

(b) Credit Risk Management

Credit risk refers to the risk that a counterparty will default on its contractual obligations resulting in financial loss to HCS. HCS has adopted a policy of only dealing with creditworthy counterparties. HCS's exposure and the credit ratings of its counterparties are continuously monitored and the aggregate value of transactions concluded is spread amongst approved counterparties.

The carrying amount of financial assets recorded in the financial statements, net of any allowances for losses, represents HCS's maximum exposure to credit risk.

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

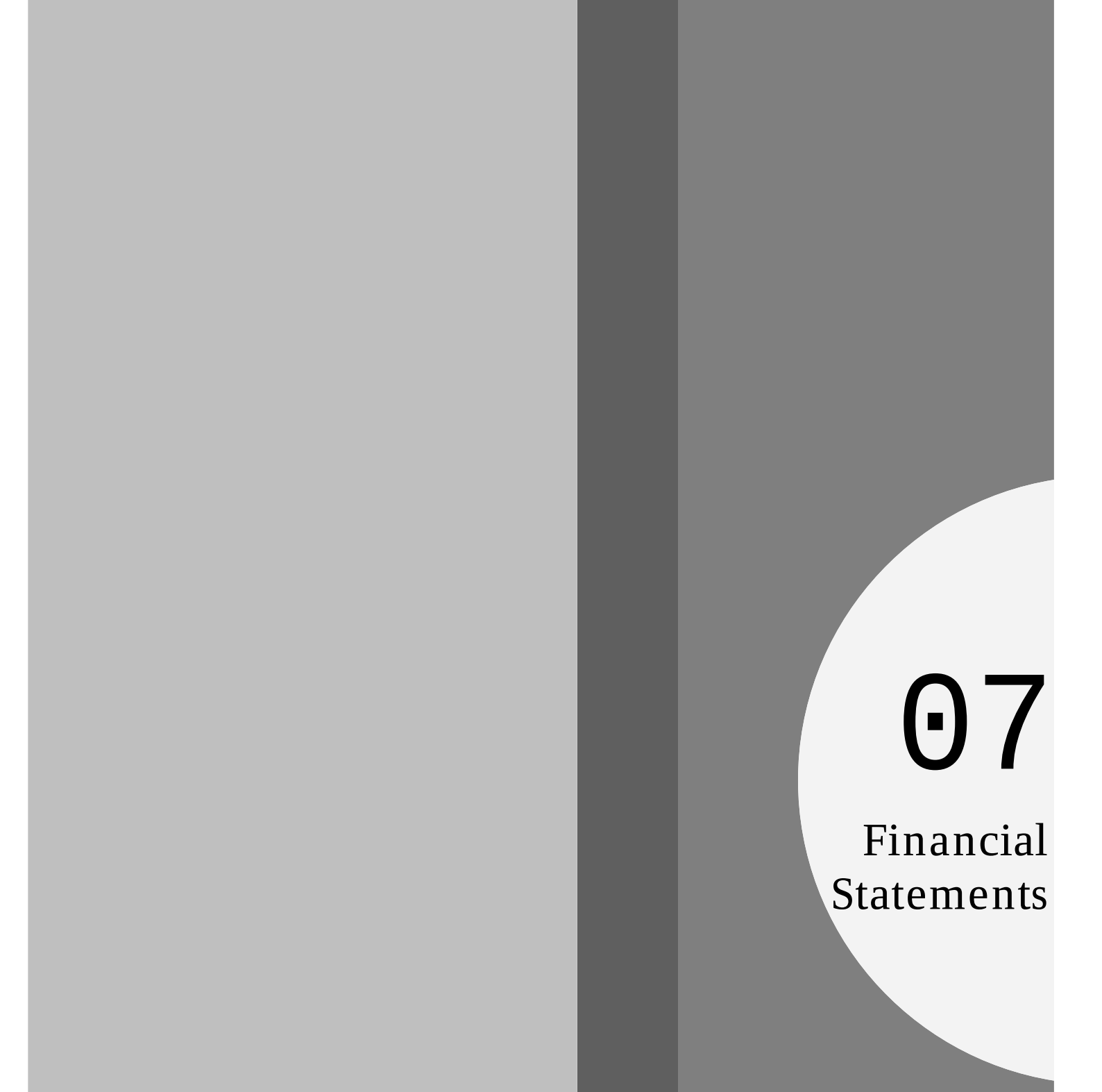
18. After Balance Date Events

HCS is not aware of any circumstances that occurred after balance date which would render particulars included in the Financial Statements to be misleading.

END OF AUDITED FINANCIAL STATEMENTS

RESPONSE TO SIGNIFICANT ISSUE RAISED BY THE AUDITOR-GENERAL

The Audit Office reported that the Home Care Service of NSW continues to experience high levels of doubtful debts, \$2.1m compared to total outstanding debtors of \$6.5m. A major component of outstanding debtors relates to 'long tail' insurance claims which take longer than normal settlement periods. The Service is currently reviewing the management of all insurance claims.



07

Financial
Statements

Home Care
Service Division

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Independent Audit Report



GPO BOX 12
Sydney NSW 2001

INDEPENDENT AUDITOR'S REPORT

Home Care Service Division

To Members of the New South Wales Parliament

I have audited the accompanying financial report of Home Care Service Division (the Division), which comprises the balance sheet as at 30 June 2007, and the income statement, statement of recognised income and expense and cash flow statement for the year then ended, a summary of significant accounting policies and other explanatory notes.

Auditor's Opinion

In my opinion, the financial report:

- presents fairly, in all material respects, the financial position of the Division as of 30 June 2007, and of its financial performance and its cash flows for the year then ended in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations)
- is in accordance with section 41B of the *Public Finance and Audit Act 1983* (the PF&A Act) and the Public Finance and Audit Regulation 2005.

The Director General's Responsibility for the Financial Report

The Director-General of the Department of Ageing, Disability and Home Care is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the PF&A Act. This responsibility includes establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on my audit. I conducted my audit in accordance with Australian Auditing Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Director-General as well as evaluating the overall presentation of the financial report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independent Audit Report

My opinion does *not* provide assurance:

- about the future viability of the Division,
- that it has carried out its activities effectively, efficiently and economically, or
- about the effectiveness of its internal controls.

Independence

In conducting this audit, the Audit Office has complied with the independence requirements of the Australian Auditing Standards and other relevant ethical requirements. The PF&A Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General, and
- mandating the Auditor-General as auditor of public sector agencies but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office are not compromised in their role by the possibility of losing clients or income.



J Kheir B Ec, FCPA
Director, Financial Audit Services

17 October 2007
SYDNEY

Statement by the Director-General

Year ended 30 June 2007

Pursuant to Section 41C(1B) and (1C) of the *Public Finance and Audit Act, 1983* (Act), I state that:

- a) the accompanying financial statements for the year ended 30 June 2007 have been prepared in accordance with the provisions of applicable Australian Accounting Standards, other authoritative pronouncements of the Australian Accounting Standards Board (AASB), the requirements of the *Public Finance and Audit Act 1983* and the applicable clauses of the *Public Finance and Audit Regulation 2005*.
- b) the statements and notes exhibit a true and fair view of the financial position and the transactions of the Home Care Service Division.
- c) there are no circumstances which would render any particulars included in the financial statements to be misleading or inaccurate.



Brendan O' Reilly
Director-General

Income Statement

For the year ended 30 June 2007

	Notes	2007 \$'000	2006 \$'000
Income			
Personnel services	2	141,392	37,685
Total Income		141,392	37,685
Expenses			
Employee related	3	130,459	36,121
Defined benefit superannuation		(1,164)	(871)
Defined contribution superannuation		9,293	2,357
Long service leave		2,804	78
Total Expenses		141,392	37,685
Surplus/(deficit) for the year		-	-

The accompanying notes form part of these financial statements.

Statement of Recognised Income and Expenses

For the year ended 30 June 2007

	2007 \$'000	2006 \$'000
TOTAL INCOME AND EXPENSE RECOGNISED DIRECTLY IN EQUITY		
Results for the year	-	-
TOTAL INCOME AND EXPENSE RECOGNISED FOR THE YEAR	-	-

The accompanying notes form part of these financial statements.

Balance Sheet

As at 30 June 2007

	Notes	2007 \$'000	2006 \$'000
ASSETS			
Current Assets			
Receivables	4	17,932	18,997
Total Current Assets		17,932	18,997
Non-Current Assets			
Receivables	4	1,955	2,565
Superannuation	5	3,091	–
Total Non-Current Assets		5,046	2,565
Total Assets		22,978	21,562
LIABILITIES			
Current Liabilities			
Payables	6	1,509	1,828
Provisions	7	19,514	17,169
Total Current Liabilities		21,023	18,997
Non-Current Liabilities			
Provisions	7	1,955	2,565
Total Non-Current Liabilities		1,955	2,565
Total Liabilities		22,978	21,562
Net Assets		–	–
EQUITY			
Accumulated funds		–	–
TOTAL EQUITY		–	–

The accompanying notes form part of these financial statements.

Cash Flow Statement

For the year ended 30 June 2007

	2007 \$'000 Inflows/ (Outflows)	2006 \$'000 Inflows/ (Outflows)
NET CASH FLOW FROM OPERATING ACTIVITIES	-	-
NET CASH FLOWS FROM INVESTING ACTIVITIES	-	-
NET CASH FLOWS FROM FINANCING ACTIVITIES	-	-
NET INCREASE/(DECREASE) IN CASH		
Opening cash and cash equivalents	-	-
CLOSING CASH AND CASH EQUIVALENTS	-	-

The HCS Division does not hold any cash or cash equivalent assets and therefore there are nil cash flows.

The accompanying notes form part of these financial statements.

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

1. Summary of Significant Accounting Policies

(a) Reporting Entity

Home Care Service Division (HCS Division) is a Division of the Government Service, established pursuant to Part 2 of Schedule 1 to the *Public Sector Employment and Management Act 2002*. It is a not-for-profit entity as profit is not its principal objective. It is consolidated as part of the NSW Total State Sector Accounts. It is domiciled in Australia and its principal office is at Level 5, 83 Clarence Street, Sydney NSW 2000.

HCS Division's objective is to provide personnel services to Home Care Service of NSW.

HCS Division commenced operations on 17 March 2006 when it assumed responsibility for the employees and employee-related liabilities of the Home Care Service of NSW. The assumed liabilities were recognised on 17 March 2006 together with an offsetting receivable representing the related funding due from the former employer.

The financial report was authorised for issue by the Director-General on 16 October 2007.

(b) Basis of preparation

This is a general purpose financial report and has been prepared in accordance with the requirements of Australian Accounting Standards, the *Public Finance and Audit Act 1983*, the *Public Finance and Audit Regulation 2005*, and specific directions issued by the Treasurer.

Generally, the historical cost basis of accounting has been adopted except where fair value or present value measurements have been applied.

The accrual basis of accounting has been adopted in the preparation of the financial report, except for cash flow information. Management's judgements, key assumptions and estimates are disclosed in the relevant notes to the financial report.

All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency.

(c) Income

Income is measured at the fair value of the consideration received or receivable. Revenue from the rendering of personnel services is recognised when the service is provided and only to the extent that the associated recoverable expenses are recognised.

(d) Goods & Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except:

- the amount of GST incurred by the HCS Division as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of the cost of acquisition of an asset or as part of an item of expense;
- receivables and payables are stated with the amount of GST included.

(e) Receivables

A receivable is recognised when it is probable that the future cash inflows associated with it will be realised and it has a value that can be measured reliably. It is derecognised when the contractual or other rights to future cash flows from it expire or are transferred.

A receivable is measured initially at fair value and subsequently at amortised cost using the effective interest rate method, less any allowance for doubtful debts. A short-term receivable with no stated interest rate is measured at the original invoice amount where the effect of discounting is immaterial. An invoiced receivable is due for settlement within thirty days of invoicing.

If there is objective evidence at year end that a receivable may not be collectable, its carrying amount is reduced by means of an allowance for doubtful debts and the resulting loss is recognised in the income statement. Receivables are monitored during the year and bad debts are written off against the allowance when they are determined to be irrecoverable. Any other loss or gain arising when a receivable is derecognised is also recognised in the income statement.

(f) Payables

Payables include accrued wages, salaries, and related on-costs (such as payroll tax, fringe benefits tax and workers' compensation insurance) where there is certainty as to the amount and timing of settlement.

A payable is recognised when a present obligation arises under a contract or otherwise. It is derecognised when the obligation expires or is discharged, cancelled or substituted.

A short-term payable with no stated interest rate is measured at historical cost if the effect of discounting is immaterial.

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

1. Summary of Significant Accounting Policies – continued

(g) Employee benefit provisions and expenses

Provisions are made for liabilities of uncertain amount or uncertain timing of settlement.

Employee benefit provisions represent expected amounts payable in the future in respect of unused entitlements accumulated as at the reporting date.

Liabilities associated with, but that are not, employee benefits (such as workers compensation) are recognised separately.

Superannuation and leave entitlements are recognised as expenses and provided for when the obligations arise, which is usually through the rendering of service by employees.

Long-term annual leave (i.e. not expected to be taken within twelve months) is measured at present value using a discount rate equal to the market yield on government bonds.

Superannuation and long service leave provisions are actuarially assessed prior to each reporting date and are measured at the present value of the estimated future payments.

All other employee benefit liabilities (i.e. for benefits falling due wholly within twelve months after reporting date) are assessed by management and are measured at the undiscounted amount of the estimated future payments.

The amount recognised for superannuation and long service leave provisions is the net total of the present value of the defined benefit obligation at the reporting date, minus the fair value at that date of any plan assets out of which the obligations are to be settled directly.

The amount recognised in the income statement for superannuation and long service leave is the net total of current service cost, interest cost, the expected return on any plan assets, and actuarial gains and losses. Actuarial gains or losses are recognised as income or expense in the year they occur.

The actuarial assessment of superannuation and long service leave provisions use the Projected Unit Credit Method and reflect estimated future salary increases and the benefits set out in the terms of the plan. The liabilities are discounted using the market yield rate on government bonds of similar maturity to those obligations. Actuarial assumptions are unbiased and mutually compatible and financial assumptions are based on market expectations for the period over which the obligations are to be settled.

(h) Payroll tax

The HCS Division is exempt from paying payroll tax.

(i) New Australian Accounting Standards issued but not effective

At the date of authorisation of the financial report, the following Standards and Interpretations were in issue but not yet effective:

Australian Accounting Standard/ Interpretation	Effective for annual reporting periods beginning on or after
■ AASB 7 & AASB 2005-10 'Financial Instruments: Disclosures'	1 January 2007
■ AASB 8 & AASB 2007-3 'Operating Segments'	1 January 2009
■ AASB 101 'Presentation of Financial Statements' – revised standard	1 January 2007
■ AASB 123 & AASB 2007-6 'Borrowing Costs'	1 January 2009
■ AASB 1049 'Concise Financial Reports'	1 July 2008
■ AASB 2007-4 'Amendments to Australian Accounting Standards arising from ED 151 and Other Amendments' regarding Australian additions to and deletions from IFRSs	1 July 2007
■ AASB 2007-5 'Amendments to Australian Accounting Standard- Inventories Held for Distribution by Not-For-Profit Entities'	1 July 2007
■ Interpretation 4 'Determining whether an Arrangement contains a Lease'	1 January 2008
■ Interpretation 10 'Interim Financial Reporting and Impairment'	1 November 2006
■ Interpretation 11 & AASB 2007-2 'Group and Treasury Share'	1 March 2007
■ Interpretation 12 'Service Concession Arrangements'	1 January 2008
■ Interpretation 129 'Service Concession Arrangements: Disclosures'	1 January 2008

The HCS Division anticipates that the adoption of these Standards and Interpretations in future periods will have no material financial impact on its financial statements.

The application of AASB 101 (revised), AASB 7 and AASB 2005-10 will not affect any of the amounts recognised in the financial statements, but will change the disclosures presently made in relation to the HCS Division's financial assets and financial liabilities.

These Standards and Interpretations will be first applied in the financial report of the HCS Division that relates to the annual reporting period beginning after the effective date of each pronouncement.

(j) Comparative Information

Comparatives have been reclassified, where necessary, on a basis consistent with current year disclosures.

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

	2007 \$'000	2006 \$'000
2. Income		
Personnel services		
Revenue from the sale of personnel services	141,392	37,685
	141,392	37,685

HCS Division provides personnel services to HCS of NSW, at cost.

3. Expenses

Employee related expenses		
Employee related expenses (including recreation leave)	121,740	32,035
Workers' compensation insurance	8,700	4,069
Fringe benefit tax	19	17
	130,459	36,121

The Treasury Managed Fund normally calculates hindsight adjustment premiums each year. The 2006–07 workers compensation premium includes net hindsight refund adjustments for the prior years of \$1.0m (including GST).

4. Current/Non-Current – Receivables

Current		
Intercompany receivable (net)	17,390	18,997
Workers' compensation debtor	471	–
Sundry debtors	71	–
Total Current	17,932	18,997
Non-Current		
Intercompany receivable (net)	1,955	2,565
Total Non-Current	1,955	2,565
Total Receivables	19,887	21,562

5. Non-Current Assets – Superannuation

Superannuation	3,091	–
	3,091	–

In 2006–07, the movement in HCS Superannuation resulted in an asset valued at \$3.1m compared to a liability of \$0.8m in 2005–06 (see Note 7).

	2007 \$'000	2006 \$'000
6. Current Liabilities – Payables		
Accrued salaries, wages and on-costs	1,509	1,828
	1,509	1,828

7. Current/Non-Current Liabilities – Provisions

Current		
Recreation leave	9,196	7,710
Long service leave	10,284	9,444
Fringe benefit tax	34	15
Total Current	19,514	17,169
Non-Current		
Long service leave	1,955	1,795
Superannuation	–	770
Total Non-Current	1,955	2,565
Total Provisions	21,469	19,734
Aggregate Employee Benefits and Related On-costs		
Provisions – current	19,514	17,169
Provisions – non current	1,955	2,565
Accrued salaries, wages and on-costs	1,509	1,828
	22,978	21,562
Employee entitlements for current recreation and long service leave include short-term (expected to be settled no more than 12 months after 30 June 2007) and long-term liability (expected to be settled after more than 12 months) as follows:		
Short-term		
Recreation leave	7,553	6,620
Long service leave	3,571	2,248
	11,124	8,868
Long-term		
Recreation leave	1,643	1,090
Long service leave	6,713	7,196
	8,356	8,286

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

7. Current/Non-Current Liabilities – Provisions – continued

Recreation and Long Service Leave

Employee entitlements for recreation leave and long service leave amounted to \$21.0m (30 June 2006 \$19.0m) and are secured by an equivalent amount payable by the HCS as and when they fall due.

Superannuation

The superannuation position statement includes both employer and employee superannuation assets and liabilities to comply with the disclosure requirements of AASB 119. This revised disclosure does not impact on the net liabilities recognised in the balance sheet or the net superannuation expense in the income statement with employee assets by definition matching employee liabilities.

The following disclosure notes in accordance with AASB 119 *Employee Benefits* relate to the HCS Pooled Fund.

Reconciliation of the assets and liabilities recognised in the balance sheet

	SASS		SANCS		SSS	
	2007 \$'000	2006 \$'000	2007 \$'000	2006 \$'000	2007 \$'000	2006 \$'000
Present value of defined benefit obligations	49,096	47,639	6,527	6,693	2,046	1,618
Fair value of plan assets	(51,454)	(46,763)	(7,229)	(6,619)	(2,077)	(1,798)
	(2,358)	876	(702)	74	(31)	(180)
Surplus in excess of recovery available from schemes	–	–	–	–	–	–
Unrecognised past service cost	–	–	–	–	–	–
Net (asset)/liability to be disclosed in balance sheet	(2,358)	876	(702)	74	(31)	(180)

Asset invested in entity or in property occupied by the entity

All fund assets are invested by SAS Trustee Corporation at arm's length through independent fund managers.

Movement in net liability/asset recognised in balance sheet

Net (asset)/liability at start of year	876	4,916	74	1,247	(180)	273
Net expense recognised in the income statement	(1,072)	(1,631)	(359)	(700)	197	(413)
Contributions	(2,162)	(2,409)	(417)	(473)	(48)	(40)
Net (asset)/liability to be disclosed in balance sheet	(2,358)	876	(702)	74	(31)	(180)

Total expense recognised in income statement

Current service cost	2,088	2,250	384	385	29	39
Interest on obligation	2,685	2,734	368	345	96	96
Expected return on plan assets	(3,471)	(3,078)	(483)	(425)	(139)	(106)
Net actuarial losses (gain) recognised in year	(2,374)	(3,537)	(628)	(1,005)	211	(442)
Total included in employee benefits expense	(1,072)	(1,631)	(359)	(700)	197	(413)

7. Current/Non-Current Liabilities – Provisions – continued

Actual return on plan assets

	SASS		SANCS		SSS	
	2007 \$'000	2006 \$'000	2007 \$'000	2006 \$'000	2007 \$'000	2006 \$'000
Actual return on plan assets	6,618	6,302	906	921	256	225

Valuation method and principal actuarial assumptions at the reporting date

a) Valuation Method

The Projected Unit Credit (PUC) valuation method was used to determine the present value of the defined benefit obligations and the related current service costs. This method sees each period of service as giving rise to an additional unit of benefit entitlement and measures each unit separately to build up the final obligation.

b) Economic Assumptions

	2007	2006
Discount rate at 30 June	6.4% pa	5.9% pa
Expected return on plan assets at 30 June	7.6% pa	7.6% pa
Expected salary increases	4.0% pa to 2008; 3.5% pa thereafter	4.0% pa to 2008; 3.5% pa thereafter
Expected rate of CPI Increase	2.5% pa	2.5% pa

c) Demographic Assumptions

Assumptions about rates of mortality, disability, resignation, retirement and other demographics are those used in the 2006 triennial actuarial valuation.

8. Reconciliation of Cash Flows from Operating Activities to the Surplus for the Year

	2007 \$'000	2006 \$'000
Net cash used on operating activities	–	–
Decrease/(increase) in provisions	(1,735)	(19,734)
Increase/(decrease) in prepayments and other assets	1,416	21,562
Decrease/(increase) in creditors	319	(1,828)
Operating result	–	–

Notes to and forming part of the Financial Statements

For the year ended 30 June 2007

9. Financial Instruments

HCS Division's principal financial instruments are outlined below. These financial instruments arise directly from HCS Division's operations or are required to finance HCS Division's operations. HCS Division does not enter into or trade financial instruments for speculative purposes. HCS Division does not use financial derivatives.

Receivables

All trade debtors are recognised as amounts receivable at balance date. Collectability of trade debtors is reviewed on an ongoing basis. Debts which are known to be uncollectible are written off. An allowance for impairment is raised when there is objective evidence that the entity will not be able to collect all amounts due. The credit risk is the carrying amount (net of any allowance for impairment). No interest is earned on trade debtors. The carrying amount approximates net fair value. On average, sales are made on 30 days terms.

Trade Creditors and Accruals

The liabilities are recognised for amounts due to be paid in the future for goods or services received, whether or not invoiced. Amounts owing to suppliers (which are unsecured) are settled in accordance with the policy set out in Treasurer's Direction 219.01. If trade terms are not specified, payment is made no later than the end of the month after the month in which an invoice or a statement is received. Treasurer's Direction 219.01 allows the Minister to award interest for late payment. No interest was applied during the year.

10. After Balance Date Events

HCS Division is not aware of any circumstances that occurred after balance date which would render particulars included in the Financial Statements to be misleading.

END OF AUDITED FINANCIAL STATEMENTS

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08

Appendices

01. Executive officers

Number of Executive Positions

Level	2005-06	2006-07
8	1	1
5	3	3
4	4	6
3	12	11
2	3	2
TOTAL	23	23

Number of Female Executive Officers

2005-06	2006-07
12	13

Performance Statements

Senior Executive Service staff, Level 5 and above

BRENDAN O'REILLY, Director-General

Level 8, Remuneration Package – \$402,750

The Minister has expressed satisfaction with Mr O'Reilly's performance throughout 2006-07.

Mr O'Reilly has successfully met the performance criteria contained in his performance agreement including setting the objectives and priorities for the Department to reflect and support the NSW Government's policy directions.

Major achievements include:

- contributions to the development of, and initial implementation steps for, priorities set in the State Plan, *A New Direction for NSW* including establishing the Priority Delivery Plan for F2, Increased Employment and Community Participation for People with a Disability.
- leading the development of *Better Together*, the framework for a whole-of-Government approach to providing public services and supports, such as transport, health, education and housing to people with a disability so that they can participate fully in education, employment and community life.
- implementing improvements in the Department's programs and services, in particular, those set out for the first year of *Stronger Together* including enhancing therapy, respite and attendant care services and improving and expanding specialist accommodation and related support.
- improving governance of and accountability within the Department.

CAROLYN BURLEW, Deputy Director-General

Level 5, Remuneration Package – \$242,300

The Director-General has expressed satisfaction with Ms Burlew's performance throughout 2006-07. Ms Burlew

has successfully met the performance criteria contained in her performance agreement.

Major achievements include:

- developing an Action Plan and implementing improvements to Occupational Health & Safety (OHS) outcomes consistent with the Whole-of-Government strategy and the NSW Public Sector Targets.
- implementing the new pricing and funding service agreement with NSW Businesslink designed to promote demand and price efficiencies across the range of services provided to the Department by NSW BusinessLink – payroll, IT, finance and human resources.
- enhancing information technology infrastructure across the Department to support better business systems including deployment of the Workforce Management system to Large Residential Centres and Group Homes and the Client Information System to the Home Care Service Referral and Assessment Centre.

ETHEL MCALPINE, Deputy Director-General

Level 5, Remuneration Package – \$240,700

The Director-General has expressed satisfaction with Ms McAlpine's performance throughout 2006-07. Ms McAlpine has successfully met the performance criteria contained in her performance agreement.

Major achievements include:

- establishing the new Chair in Disability Mental Health, hosted at the University of NSW, to enhance workforce capacity in the provision of mental health services to people with an intellectual disability
- implementing improvements to Aboriginal Home Care to enhance service delivery through alignment to Departmental regional structures and establishment of Aboriginal home Care Development Branch to develop strategic policy, administrative reforms, and service delivery and quality monitoring
- overseeing the implementation of improvements and expansion across the supported accommodation sector including establishment of the criminal justice program and leaving care program, tendering of new places to the NGO sector and developing new models of support for community living.

CAROL MILLS, Deputy Director-General

Level 5, Remuneration Package – \$247,300

The Director-General has expressed satisfaction with Ms Mills' performance throughout 2006-07. Ms Mills has successfully met the performance criteria contained in her performance agreement.

Major achievements include:

- leading the development of the whole-of-government strategy – *Better Together* to make general services across government work better for people with a disability. The strategy focuses on improving demand management, co-ordination of resources across government and service outcomes for people with disabilities in areas such as

early intervention; therapy and access to services for rural and isolated communities

- expanding and improving critical early intervention and prevention services including

- expanding therapy places and developing whole of government strategies for improving access to therapy services
- expanding respite places to the families of people with a disability
- developing and implementing new programs to support families with a child with a disability
- implementing changes to the Community Participation (CP) program.

- implemented programs to better support the funded sector including purchasing reforms and improving financial performance through training in tendering and unit costing and financial matters.

02. Committees and advisory bodies

The Physical Disability Expert Advisory Group (PDEAG)

The PDEAG has representatives from the physical disability sector including peak bodies, service providers and service users. This group:

- provides advice to DADHC on policies and current programs for people with a physical disability
- considers any specific matter referred to the group by the Department or Minister
- identifies emerging systemic issues for people with a physical disability.

Chair: Ethel McAlpine (Deputy Director-General, DADHC).

Members: Robyn Chapman & David Brice (Physical Disability Council of NSW); Tonina Harvey (Paraquad); Christopher Campbell (The Spastic Centre of NSW); Robyn Faine (Multiple Sclerosis Society of NSW); Dougie Herd (Disability Council of NSW); Ross Turner (Care Works); Alastair McEwin (People with Disabilities NSW); Jill Steverson (Spinal Cord Injury Australia); Anita Fisher (Northcott Society); Belinda Epstein-Frisch & Kim Rowles (community representatives); Marie Jolley (DADHC); and Claire Vernon (Executive Director, Home Care Branch). Ms Vernon was replaced in February 2007 by Steve O'Neill, Executive Director, Home Care Branch.

Expert Working Group for the Younger People in Residential Aged Care (YPIRAC) Program

The expert working group assists the Department on program development and implementation concerning the YPIRAC Program. The working group commenced on 29 November 2006 and has met five times during 2006–07.

Chair: Janett Milligan (DADHC)

Members: Dr Bronwyn Morkham (YPINH National Alliance); Jane Scroope (Multiple Sclerosis Society of NSW); Rebecca Loukas (Brain Injury Association of NSW); Robert Curran (Huntington's Disease Association); Jill Steverson (Spinal Cord Injuries Australia); Jackie McRae (consumer/carer representative); Jill Pretty (Aged and Community Services Association of NSW & ACT Inc); Charles Wurf (Aged Care Association of Australia – NSW); Janet Anderson (NSW Health); Julian Neylan (NSW Department of Housing); Suzanne O'Neill (DADHC); Elena Manning (DADHC); and Paul Tweddell (DADHC).

Boarding House Expert Advisory Group

The Boarding House Expert Advisory Group:

- provides the Department with advice on DADHC policies and programs to oversee licensed boarding houses and support residents
- advises on reform and change in the boarding house sector.

The group meets quarterly.

Chair: Carol Mills (Deputy Director-General, DADHC)

Members: Chris Chippendale (DADHC); Patricia Davidson (nominee of the Office of Public Guardian); Myree Harris RSJ (Coalition for Appropriate Supported Accommodation for People with Disabilities); Rev. Harry Herbert (Uniting Care NSW/ACT); Tony Horley (nominee of the NSW Residential Care Association); Robert Lawson (nominee of the Disability Council of NSW); Janett Milligan (DADHC); Pat Price (Licensed Boarding House Operator); Matthew Bowden (nominee of NCOSS).

Grants Administration Expert Advisory Group (GEAG)

The GEAG provides expert advice for the administration of grants to non-government organisations. The group:

- presents an informed perspective based on members' knowledge and experience
- acts as a consultative mechanism on key areas identified for development by the Department
- assists in joint problem solving for these areas.

GEAG meets every two months.

Chair: Karen Connor (Director, DADHC)

Members: Patrick Maher & Damien Anderson (NDS NSW); Michelle Burrell & Christine Reagan (NCOSS); Les McDonald & Clare Crawford (NSW Meals on Wheels Association); Jill Pretty (Aged and Community Services Association of NSW and ACT Inc); Sue Mathieson (DADHC).

Expert Advisory Group on Children and Young People with a Disability and their Families

This expert advisory group was established in January 2007 for a two year period to oversee program and service improvements for children and young people with a disability and their families. The group provides advice on improvement strategies and the further development and implementation of strategies, programs and services for children, young people and their families. This group assesses the impacts of initiatives for children, young people and families. The group meets four times each year. The Department provides administrative support to the group.

Chair: Adrian Ford (Chief Executive Officer, ASPECT)

Members: Associate Professor Eileen Baldry (University of NSW); Professor Anita Bundy (University of Sydney); Belinda Epstein-Frisch (Family Advocacy); Rosemary Flavel (Early Childhood Intervention Australia – NSW Chapter); Garry Matthews (Coffs Harbour Aboriginal Family Community Care Centre); Andrew McCallum (Association of Children's Welfare Agencies); Barbel Winter (Multicultural Disability Advocacy Association of NSW).

Community Participation Program Stakeholder Reference Group

The stakeholder group is comprised of representatives from client, advocacy, family and service provider organisations. The purpose of the group is to provide advice and input into the Community Participation Program about the views of young people with a disability and their families, carers or advocates and service providers on the Community Participation Program. The group meets as required. The Department provides secretariat support to the group.

Chair: Alison Wannan (Executive Director, DADHC)

Members: Damien Anderson (National Disability Services); Sue Becker (until December 2006) (Windgap Foundation); Catherine Dickson (Disability Services Australia); Judith Ellis (Family Advocacy); John Faithfull (ACES); Deborah Hoffman (The Spastic Centre); Maureen Kingshott (Multicultural Disability Advocacy Association); Richard McGuinness (withdrew November 2006) (Awabakal Newcastle Aboriginal Cooperative); Helena O'Connell (NSW Council for Intellectual Disability); Professor Trevor R Parmenter (University of Sydney); Neil Preston (Greenacres Association); Christine Regan (NCOSS); Amber Reynolds (from December 2007) (Windgap Foundation); Therese Sands (People with Disability Australia Inc.); Anne Thorn (Macarthur Disability Services).

Transition to Work Program Non-Government Stakeholder Reference Group

This reference group was established to provide advice to the Department about the development of program guidelines and the performance monitoring and evaluation framework.

Chair: Alison Wannan (Executive Director, DADHC)

Members: Damien Anderson (National Disability Services); Virginia Fitzclarence (Workability Personnel); Deborah Hoffman (The Spastic Centre); Catherine Hogan (Family Advocacy); Maureen Kingshott (Multicultural Disability Advocacy Association of NSW); Kylie Morris (Sunnyfield Association); Helena O'Connell (NSW Council for Intellectual Disability); Hugh Packard (Valmar Support); Neil Preston (Greenacres Association); Christine Regan (NCOSS); Peter Tanner (On-Q Human Resources); Phil Tuckerman (Job Support).

Senior Officers' Group on People with an Intellectual Disability and the Criminal Justice System

The senior officers' group was established to improve the coordination of services provided and responses to people with an intellectual disability in contact with the criminal justice system. The group reports to the Human Services CEOs Forum. The Department provides secretariat services.

Chair: Carol Mills (Deputy Director-General, DADHC)

Members: Julie Babineau (Justice Health); Rosemary Caruana (Department of Corrective Services); Melissa Gibson (NSW Department of Housing); Luke Grant (Department of Corrective Services); Richard Matthews (NSW Health); Ethel McAlpine (DADHC); Rod Smith (NSW Police); Brian Smyth-King (Department of Education and Training); Sue Taylor (NSW Housing); Leanne Wallace (NSW Health); Laura Wells (Attorney General's Department); Megan Wilson (Department of Juvenile Justice).

Planning for Later Life Forum

The Planning for Later Life Forum was established to identify opportunities for coordinated action between represented agencies regarding later life decision making for older people and interest in the areas of legislative reform, workforce education, community education and administrative arrangements. It brings together the agencies responsible for assisting people with later life decisions and substitute decision-making (including the Public Trustee, the Guardianship Tribunal, the Office of the Protective Commissioner and the Public Guardian) and peak bodies in the aged and community care sector.

Chair: Barbara Squires (Benevolent Society) – joint chair with Pamela Rutledge (DADHC)

Members: Joe Dermilio and Lyn Wootton (NSW Office of Fair Trading); John Wall and Kate Thompson (Department of Veteran Affairs); Karen Price and Sally King (Office of the Public Guardian); Kay Richards (Aged Care Association Australia NSW); Imelda Dodds (Office of Protective Commissioner); Maryanne Plastiras (Law Society NSW); Nicole Manning (Department of Health); Pamela Rutledge (DADHC); Paul Versteeg (Combined Pensioners and Superannuants Association); Peter Reynolds (Community Relations Commission); Ross Ellis (Trustee Corporations Association); Ruth Robinson (Health Care Complaints Commission); Sue Field (University of Western Sydney); Tony Lentini (Public Trustee).

Ministerial Advisory Committee on Ageing

The committee advises and makes recommendations to the Government, through the Minister for Ageing, on matters affecting older people in NSW and the ageing of the population. The committee conducts consultations and seminars, undertakes research and publishes discussion papers on ageing issues. The committee currently has 13 members who are appointed as individuals by the NSW Government, on the recommendation of the Minister for Ageing, on the basis of their expertise and experience in various areas of ageing. Members are generally appointed for a period of three years, with the possibility of re-appointment for an additional year. The Executive Director of the Office for Ageing is an ex-officio member of the committee. The Committee Secretariat, which provides policy advice and administrative support, is located in the Office for Ageing in DADHC. The full committee meets eight times per year.

Chair: Felicity Barr

Members: Jeanette Antrum; Angela Chan (appointed Jan 2007); Emeritus Professor Sol Encel; Sue Field; Ray Harris (term ended December 2006); Thelma McCarthy; Pino Migliorino (appointed January 2007); Joe Riordan (Deputy Chair); Pattie Warn; Neita Scott; Tom Slooke (appointed January 2007); Nihal Uckan (appointed January 2007) and Dr Peter Westerway.

Interagency Standing Committee on Disability (ISCD)

The ISCD comprises senior officials from 12 NSW Government agencies. It provides oversight of the development of the Interagency Disability Framework, designed to improve services for people with disabilities through:

- improved interagency collaboration
- improved demand management strategies
- more cost-effective use of existing resources.

The ISCD reports half yearly to the Minister for Disability Services who, in turn, reports to the Cabinet Standing Committee on the Budget. The framework culminated in the launch of *Better Together*. Subsequently, the ISCD also oversees the implementation and monitors the progress of the priority initiatives identified in *Better Together*.

Chair: Brendan O'Reilly (Director-General, DADHC)

Members: Carol Mills (DADHC), Janett Milligan (DADHC), Vicki D'Adam (Department of Premier and Cabinet), Nishantha Sanjeeva (NSW Treasury), Michael Talbot (Attorney General's Department), Luke Grant (Department of Corrective Services), Elizabeth Zealand (Department of Commerce), Simone Walker (Department of Community Services), Brian Smyth-King (Department of Education and Training), Leanne Wallace (NSW Health), Melissa Gibson (Department of Housing), Liz McNamara (Ministry of Transport), John Brockhoff (Department of Planning), Samantha Taylor (Human Services CEOs' Secretariat)

Child Protection Watch Team Interagency Taskforce

The purpose of the Child Protection Watch Team is to case manage high risk registrable persons and provide an early warning system for inappropriate behaviours, associations, living arrangements and activities.

Chair: NSW Police

DADHC representative: Don Ferguson

Criminal Justice Program (CJP) – External Reference Group

The CJP External Reference Group advises on and monitors the implementation and outcomes of the program and acts as a steering committee for its evaluation. This group oversees implementation of the program. The reference group meets bi-monthly.

Co-Chairs: Alix Goodwin and Don Ferguson (DADHC)

Members: Loretta Allen-Weinstein, Shefali Rovik (Department of Juvenile Justice); Melinda Smith, Peter Goslett, Anne Chamberlain (DADHC); Anne Langford, Paul Newman (Department of Corrective Services); Jim Simpson (Council for Intellectual Disability); Maureen Hanly, Catherine Lynch (NSW Health); Peter McGhee (Intellectual Disability Rights Service); Ruth Richter (Office of the Public Guardian); Sue Taylor (Department of Housing); Graeme Smith (Office of the Public Guardian); Damien Anderson (National Disability Services Ltd)

Education/DADHC Senior Officers' Group

The Purpose of the Senior Officers Group is to discuss the implementation of the Education Legislation Amendment Bill.

Members: Don Ferguson, Peter Goslett (DADHC); Denise Connolly (Dept of Community Services); Karen Banfield (Dept of Corrective Services); Elena Torday, Kay Elphick (Department of Juvenile Justice); Brian Smyth King, Robert Stonehouse, Ros Trussler, Mark Ferrell, Paul Whelan (Department of Education and Training); Michael Kakakios (NSW Health).

Inebriates Act Implementation Taskforce

The Inebriates Act Implementation Taskforce was set up to develop the framework for implementation of a two year trial of a new scheme of short term involuntary case orders for particular severely substance dependant people. The trial will be conducted at Nepean Hospital and covers the Sydney West Area Health Service (SWAHS).

Chair: Jenny Marshall (NSW Health)

Members: Kevin Hedge (SWAHS); Martin Weltman (SWAHS); George Klein (SWAHS); Bruce Flaherty (Attorney General's Department); Frank Hansen (NSW Police); John Green (NSW Police); Deanne Serena (Ministry for Police); Peter Goslett (DADHC); Graeme Smith (Office of the Public Guardian); Ingrid Giles and Tanya Bosch (Department of Aboriginal Affairs); Sue Taylor (Department of Housing); Vivienne Crawford (NSW Department of Education and Training); Bob Batey, Antoinette Aloï, Mark Anns, Fiona Wynn and Claudia Hayes (NSW Health).

Integrated Services Program (ISP) for Clients with Challenging Behaviour Clinical Reference Group

The ISP Clinical Reference Group meets quarterly.

Members: Vince Ponzio; Frances Roberts; Michael Henman; Daryl Neal; Caroline Dodson (DADHC); Anne Langford (NSW Department of Corrective Services); John Basson (NSW Health); Robert Graham (South Eastern Sydney and Illawarra Area Health Service); Eda Devoti (Northern Sydney Central Coast Area Health Service); Meredith Martin (Martin & Associates); Mary-Ellen Burke (Clinical Psychologist).

Home Care Service Advisory Board

The Home Care Service Advisory Board is constituted under the Home Care Service Act 1988. The Board met four times in 2006-07. Board members are Ministerial appointments for a period of up to three years.

Chair: Brendan O'Reilly, Director-General, DADHC

Members: Betty Johnson (retired); Leslie MacDonald (NSW Meals on Wheels Association); Astrid Perry (St George Migrant Resource Centre); Ingrid Selene (Selene Consulting); Ted Woodley (Uniting Care NSW/ACT); Edward Watts (Macquarie University).

Integrated Services Program (ISP) for Clients with Challenging Behaviour Interagency Reference Group

The ISP Interagency Reference Group meets quarterly.

Members: Jim Simpson (NSW Council for Intellectual Disability); Anne Langford (NSW Department of Corrective Services); Frances Rush (Office of Public Guardian); David Cain (Justice Health); Janice Carroll (Department of Community Services); Rod Smith (NSW Police); Ana-Marija Ciko (Department of Juvenile Justice); Manager Homelessness Unit (Department of Housing) – vacant; Robyn Murray (NSW Health); Don Ferguson, Vince Ponzio, Michael Henman (DADHC).

ISP Project Management Committee

The ISP Project Management Committee meets bi-monthly.

Members: Don Ferguson, Vince Ponzio, Michael Henman (DADHC); Robyn Murray (NSW Health); Manager Homelessness Unit (Department of Housing) vacant.

Committees disbanded in 2006–07

NSW Dementia Reference Group

The NSW Dementia Reference Group was established to assist DADHC and the NSW Department of Health in the implementation of the *Future Directions for Dementia Care and Support in NSW 2001–06*.

In March 2007, following the review of the achievements of the first two Dementia Plans, and the transfer of lead agency role for dementia planning to NSW Health, it was decided that future governance of the dementia plan would be integrated into the mainstream health planning and monitoring framework. As a result, the *Healthy Older People Advisory Committee* and the *Chronic and Community Health Priorities Task Force* will monitor the third Dementia Action Plan when released. DADHC is represented on both these bodies. The Dementia Reference Group was disbanded in March 2007.

03. Consultants

Consultants costing under \$30,000

During the year, the Department engaged nine consultants whose fees were less than \$30,000. Fees charged by these consultants during the year were \$166,966.

Consultants costing over \$30,000

Consultant	Description	Amount
Allen Consulting	Role of the government provider (a Home Care Service of NSW project)	\$73,688
ARTD Pty Ltd	Development of a new Vacancy Management Policy in Accommodation Services	\$58,182
	Development of a performance monitoring framework for programs under Keeping Families Together: Supporting Families Care for Children and Young People Framework	\$27,273
	Development of an evaluation framework for Community Participation and Transition to Work	\$28,000
B.C.A. National Training	Development and delivery of Competitive Training and Assistance Program for service providers	\$65,463
Deloitte Touche Tohmatsu	Review of contract management	\$45,000
	Development of a generic unit costing toolkit for non-government service providers	\$45,454
Ernst and Young	Development of a NSW inter-agency disability support services safety net	\$54,623
IAB Services	Feasibility study – options for management of household operating accounts	\$43,391
Jan Smith and Associates Pty Ltd	Review of <i>Future Directions for Dementia Care and Support in NSW 2001–2006</i> and development of the third NSW Dementia Plan	\$37,678
KPMG Australia	Workforce planning; Costing and pricing structure for emergency admissions to Large Residential Centres	\$41,380
Total		\$520,132

Data Source: DADHC Strategic Finance Directorate

04. Electronic service delivery

In 2006–07, the Department continued to work with NSW BusinessLink on the development of key corporate systems to improve the efficiency and effectiveness of electronic service delivery.

An important outcome in improving the efficiency of electronic service delivery was the completion of transitioning to the BusinessLink IT network to standardise system delivery for all DADHC staff.

The Workforce Management System, a rostering system for the scheduling of care workers which integrates with the Department's SAP HR Payroll and financial systems, was successfully deployed to the Accommodation and Respite business stream in November.

A new DADHC Intranet called "BOB" was launched in September. BOB includes an enhanced search engine to allow for more effective retrieval of information, and an advanced staff directory search function.

Other electronic service delivery initiatives undertaken in 2006–07 included the:

- rollout of the CIS to the Home Care Referral and Assessment Centre. Significant progress has been made to develop the WFM System for Home Care, including the configuration of inter-related systems such as SAP payroll and finance
- availability of electronic reports related to the Quality & Safety Framework
- commencement of a pilot for the electronic capture of time and attendance in conjunction with the Accommodation and Respite business stream
- development of business requirements for a replacement GAS that has been released to the market for tender
- commencement of work on an online access point for DADHC service providers to enable access to existing funding agreements, service delivery reports and general communications. This will be linked into HSNet in the future
- development of a project brief, in conjunction with the Government Chief Information Office (GCIO), for the implementation of a Guardianship Tribunal Business Service domain pilot. This project has been identified as one of the foundation projects for the whole-of-government Customer Services Hub program, which aims to amalgamate existing agency online service delivery technologies to allow customers and service providers to interact with NSW Government as though it were one entity.

05. Disability Action Plan

The NSW Government Disability Policy Framework requires State Government agencies to address the priority areas of physical access; promoting positive community attitudes; training of staff; information about services; employment in the public sector; and complaints procedures in implementing their Disability Action Plans.

In April 2007, the Department commissioned a review of Disability Action Planning (DAP) policy and reporting requirements. The review was conducted on behalf of the Interagency Standing Committee on Disability (ISCD).

The chief aims of the review were to:

- consider the alignment between DAP processes and contemporary policy frameworks, including the *NSW State Plan* and the whole-of-government plan to better align universal, adapted and specialised services for people with disabilities, known as *Better Together*
- consult with NSW Government agencies to assess whether Disability Action Plans are prepared and implemented in the most appropriate, efficient and effective manner.

This review process is due for completion in the 2007–08 financial year.

The Department's current Disability Action Plan has been developed within the framework of the NSW Government Disability Policy Framework. The framework is underpinned by the Commonwealth Disability Discrimination Act 1992, the NSW Anti-Discrimination Act 1977 and the NSW Disability Services Act 1993. The plan is designed to provide a strategic framework within which clear goals are set for improving the accessibility of the Department's facilities and services to people with disabilities, and for measurement of progress towards those goals. The current plan will be updated in the light of the outcomes of the Review of Disability Action Planning Policy and Reporting Requirements.

06. Ethnic Affairs Priorities Statement (EAPS)

2005–08 CALD Strategy

The 2005–08 CALD Strategy aims to improve access to programs and services for older people, people with a disability, their families and/or carers from CALD communities; as well as improving the responsiveness of the programs and services to meet the need of this diverse client group.

The strategy forms the basis for EAPS reporting to the Community Relations Commission and focuses on improvements in four areas, which are planning services for a culturally diverse population; improving service responsiveness for people from culturally diverse communities; developing a culturally competent workforce; and using language services.

This year, DADHC continued to make progress in the implementation of this strategy.

Planning services for a culturally diverse population

This year, the Accommodation and Respite (A&R) Branch initiated a scoping project to improve the quality of data on CALD clients under the CIS. Once the system is implemented, quarterly reports will be produced against CALD indicators. The data will assist with monitoring CALD community access to services and to identify gaps for future service improvement initiatives.

A&R also developed service specifications for the CALD-appropriate supported accommodation models and will trial a drop-in accommodation support program for people with an intellectual disability from a CALD background. \$760,000 in recurrent funding has been allocated for the trial, which will be conducted in south-west Sydney and the St. George areas.

In November, a CALD Reference Group was established by the Department to offer advice in relation to the implementation of DADHC's CALD Strategy.

This year, Home Care developed specifications for information and CALD statistical reporting from the CIS. The Referral and Assessment Centre commenced use of the new system and is building data of referrals of clients from CALD backgrounds. Home Care will report data on CALD clients on a quarterly basis and use this information to monitor the utilisation of Home Care services by people from CALD communities.

The profile of HACC CALD clients at the LGA/LPA levels was incorporated into the data set for HACC state planning for the first time.

In the same period, two HACC-funded research projects to consider the needs of people from CALD communities – people with younger onset dementia and people with dementia and behaviours concern; and administrative models for NGOs – were completed. Both projects had components and/or recommendations that focussed on the needs and experiences of CALD communities.

The Equity Unit has developed baseline data on CALD clients to assist with monitoring levels of access by CALD consumers across all service types and regions.

In 2006–07, the Minister for Ageing appointed three representatives to the Ministerial Advisory Council of Ageing (MACA) to specifically address improved outcomes for older people from CALD communities in NSW.

Improving service responsiveness for people from culturally diverse communities

This year, a number of key initiatives were undertaken to improve the services for people from CALD communities, including:

- the development of individual plans for clients from CALD communities in the Metro South region. Plans were developed in consultation with the client, their families and/or carers to ensure that the plans reflect the cultural and religious needs of the client, as well as their personal goals
- the completion of an audit by A&R of CALD service usage of respite services for the period of July to December 2006. According to the audit data, a total of 146 CALD clients accessed centre based respite services in this period, which represents 9.4 per cent of all clients who received a DADHC centre-based respite service. The audit data is currently being analysed to determine regional CALD service usage and gaps in service access for specific CALD communities
- the development of information packages by Community Access to be used by Information, Referral and Intake (IRI) Officers. In Metro South, the IRI team promoted disability services to CALD communities in the region in consultation with 150 GPs and by undertaking CALD community consultations
- the launch in the Metro South region of the disability pathway project, *Families First Early Intervention*, which is aimed at supporting new parents of children with a disability. Information sheets about developmental milestones and key contacts for families have been developed, based on the region's demographic profile

■ the development of an intake process and pathway by the Community Access team to help staff in the Hunter Region to work more effectively with people with a disability from CALD backgrounds

■ the allocation of \$300,000 to fund three CALD-specific Intensive Family Support (IFS) programs. The programs will provide short-term intensive and flexible in-home support to assist individual families that have a child with a disability from CALD communities, where there is a risk of out-of home placement and/or family breakdown

■ the development of CALD-specific tender criterion for inclusion in the tender guidelines for the Family Choices program. The program will provide long term placements for CALD children and young people with a disability with moderate to high support needs in an alternative family. The aim is to improve the responsiveness of out-of-home options for young CALD people

■ the completion of two literature reviews by Community Access to assess the needs of children with a disability and their families from CALD communities. The reviews related to the needs of young people with a disability from CALD backgrounds; and appropriate service models for CALD families caring for children with a disability

■ approval to six community participation service outlets for the provision of CALD-specific services. These services will enhance participation rates of young adults of CALD background and with a disability in the post-school programs

■ the revision of application forms for the Attendant Care and High Need Pool programs to include information on country of birth; ethnicity; home language; and need for an interpreter. The revised forms will enable Home Care to review and identify any potential access issues that are specifically related to high personal support services for people from CALD communities

■ the establishment of an Equity Unit to centralise planning, development, implementation and evaluation of policy initiatives for Indigenous people and people from CALD communities. The new Equity Unit comprises two portfolios – Aboriginal Policy and CALD Policy

■ the development of a reform plan to improve the delivery of services under the Multicultural Access Projects (MAPS) program. MAPS is a program funded by DADHC to assist mainstream community services to deliver culturally appropriate and accessible services to CALD communities

- the Service Improvement Unit (SIU) amended all new funding agreements, designed to improve services to people from CALD communities, to include service specifications, performance measures and CALD benchmarks

- the funding by the Seniors Week Grants Program of 25 events that had a culturally diverse content. These events included, but were not limited to, Tamil; Indian; Jewish; Filipino; Laotian; Vietnamese; Cambodian; Chinese; Assyrian; Maltese, Italian; Greek; and Indonesian communities. These events accounted for 13 per cent of the total successful grants.

Developing culturally competent workforce

The Department is committed to developing a culturally competent workforce that can effectively address the needs of clients from culturally diverse backgrounds. Cultural competence has been incorporated into a range of programs including workplace training, introduction to case management, working with families, responding to sexuality and mandatory reporting. Key outcomes and achievements for 2006–07 include:

- the recruitment by Human Resources of three new CALD case workers who are experienced in working with people from CALD communities. The new recruits provided cultural competency training (training module CHCCS4051 – *Work effectively with culturally diverse clients and co-workers*) to a number of A&R frontline staff, including 31 RSWs who completed the module as part of Certificate III in Disability; and 20 Care Workers who completed the module as part of Certificate III in HACC

- the provision of cultural awareness training to 215 staff in Accommodation Support, Respite Services and Behaviour Support across all regions

- the allocation of \$300,000, under *Stronger Together*, to the Multicultural Disability Advocacy Association (MDAA) to provide cultural competency training and capacity building across all regions over two years

- the development of the CALD *Case Management Training* manual by the Metro South Region. The manual, which was developed in conjunction with the Equity Unit, is designed to increase the cultural competency of community support workers. One hundred copies of the manual have been distributed to the Community Options outlets and 20 Case Work Consultants have been trained in using the manual. The region also recruited a CALD-specific children's case work specialist to improve service responsiveness for CALD children

- the updating of the self-directed client service learning resource, *CARES*, for care workers. The updated version includes guidelines on valuing and respecting CALD clients, with the aim of improving the responsiveness of Home Care services for people from CALD communities

- the promotion of cultural competency practices to Home Care managers at branch meetings. Good practice models, including the Multicultural Respite Network (MRN) project, which is managed by the Inner South Sydney Branch and the Sutherland Ethnic Access Project were discussed at branch meetings

- the completion by the University of NSW of the pilot project *CALD Training for HACC Services*, which aims to improve HACC services for people from CALD communities. The Equity Unit will promote, where appropriate, the use of the *Cultural Competency Framework* for HACC Services, which was developed by the project to HACC services.

Using language services

The Department strives to improve access to services for people from culturally and linguistically diverse backgrounds by providing information in a number of community languages, interpreter services and bilingual staff. In 2006–07:

- funding continued for the provision of free access to interpreters to DADHC-funded, HACC non-government services. Three interpreter brokerage services are being funded to deliver language services for three areas: St George Migrant Resource Centre for St George-Sutherland area (approx \$40,000); Northern Sydney Area Health Service for North Sydney area (\$5,621); and South West Sydney Area Health Service Health Care Interpreter Service for Sydney South West (\$77,553)

- the Community Language Allowance Scheme (CLAS) was promoted to bilingual staff across the regions. CLAS is an allowance that is paid to selected NSW public sector employees who have a basic level of competency in a language other than English and who work in locations where their language can be used to assist clients

- a radio information series, *HomeReach*, was produced. The series describes support services available to older people, people with a disability, their families and carers and was produced by SBS Radio in seven community languages – Bosnian, Tagalog, Greek, Hungarian, Laotian, Romanian and Slovenian. One hundred CDs, containing pre-recorded segments in the seven community languages, were distributed to relevant CALD stakeholders and regional offices to help them to promote the support services available to CALD communities

- the Community Access team in Metro North developed a training manual, *Disability, Ageing and Carers Awareness*, for interpreters about disability, ageing and carers. The training manual has been developed in consultation with CALD communities and in partnership with the Health Care Interpreters Service

- Home Care had a pamphlet that promotes its services translated into 16 community languages

- Multicultural Health Communication Service, South East Sydney Area Health Service, has completed the *CALD and Communication Research Project*, which identified strategies to promote HACC services to five community/language groups – Arabic, Chinese, Turkish, Vietnamese and Filipino

- the Seniors Card Unit redesigned and printed the *Multilingual Overview* brochure in 14 community languages. This brochure was distributed to approximately 40 CALD groups and a free presentation was offered to 140 community groups

- Office for Ageing (OFA) is continuing with the management of the *CALD Dementia Experiential Training Demonstration Project* across the Arabic, Chinese and Greek communities. These demonstration projects have successfully engaged carers of people with dementia in the target communities and OFA is continuing to provide appropriate training and support for the projects

- promotional information pertaining to the Seniors Information Service (SIS) was translated into 15 community languages. Other communication initiatives for the SIS include the translation of fact sheets into six community languages; the incorporation of translated information into the new SIS website; linking SIS provider information with the telephone interpreter service; promotion of the SIS through attendance at multicultural events; and engaging a contractor to promote SIS across CALD specific-organisations, events and media.

07. Human Resources

Number of officers and employees by category

DADHC (including Home Care)

	2003–04		2004–05		2005–06		2006–07	
Permanent	8,324	66.51%	8,487	70.66%	8,722	71.54%	9,103	72.79%
Temporary	1,404	11.22%	896	7.46%	903	7.41%	996	7.96%
Contract – Executive – Senior Executive	23	0.18%	20	0.17%	23	0.19%	28	0.22%
Contract – Executive – SES Equivalent	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Contract – Non-Executive	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Training Positions	3	0.02%	1	0.01%	0	0.00%	8	0.06%
Casual	2,762	22.07%	2,606	21.70%	2,544	20.86%	2,370	18.95%
Total Staff	12,516	100%	12,010	100%	12,192	100%	12,749	100%

Data source: DADHC Workforce Profile

Home Care Service Division

	2003–04		2004–05		2005–06		2006–07	
Permanent	3,506	75.20%	3,360	75.20%	3,446	73.92%	3,562	75.50%
Temporary	83	1.78%	29	0.65%	25	0.53%	40	0.85%
Contract – Executive – Senior Executive	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Contract – Executive – SES Equivalent	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Contract – Non-Executive	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Training positions	1	0.02%	0	0.00%	0	0.00%	0	0.00%
Casual	1,072	23.00%	1,079	24.15%	1,191	25.55%	1,116	23.65%
Total Staff	4,662	100%	4,468	100%	4,662	100%	4,718	100%

Data source: DADHC Workforce Profile

Exceptional movements in wages, salaries or allowances

Wage and salary movements occurred in accordance with NSW Government Wages policy.

Wage movements during 2006–07 included:

- all staff employed under the Crown Employees Wage Staff (Rates of Pay) Award 2005 received a four per cent wage increase in July 2006
- Home Care Service of NSW Administrative staff received a four per cent increase in July 2006 and Care Workers received a three per cent pay increase in September 2006
- Trades Staff received a four per cent wage increase in July 2006
- Nursing Staff received a three per cent wage increase in July 2006

08. Equal Employment Opportunity

In 2006–07, the Department's commitment to Equal Employment Opportunity was further developed with the continuing implementation of its Employment Equity and Diversity Management Plan 2004–07.

Four Action Plans continue to be in place:

1. Action Plan for Employment Equity and Diversity
2. Action Plan for Aboriginal Employment and Development
3. Action Plan for Employment and Development of People from Culturally and Linguistically Diverse Backgrounds
4. Action Plan for Employment and Development of People with a Disability.

The action plans are designed to ensure the effective achievement of desired outcomes which are structured around the EEO Outcomes Framework that was developed by the Office of Employment Equity and Diversity (OEED) in the NSW Premier's Department.

The action plans include planning, action and program outcomes that seek to address issues in both strategic and operational areas of DADHC.

Key Result 1: EEO statistical data is comprehensive and accurate, and qualitative information is collected and used in EEO planning.

EEO statistics are derived from the workforce profile on an annual basis. SAP HR was implemented in May 2005. EEO data is collected from staff at recruitment, and staff are able to enter details directly online, however the provision of information remains a voluntary process.

Qualitative data is collected from staff via exit interviews. In 2007–08 DADHC will develop and implement a process to encourage staff to update or provide their EEO details into the SAP HR system.

Key Result 2: EEO Groups contribute to decision making

In 2006–07 the Department developed and implemented processes to ensure staff input into decision making. This has ranged from focus groups to allow all staff to have input into analysis regarding structural change initiatives, such as reviews of structures of supported accommodation and focus groups into business process mapping for HR processes and systems.

Networking opportunities for spokeswomen to liaise with other spokeswomen and senior management were made possible with both groups attending the UNIFEM breakfast and other events in conjunction with International Women's Day in March 2006. Spokeswomen continue to meet on a regular basis.

Key Result 3: EEO is integrated into DADHC planning

EEO principles are incorporated into DADHC Business Plans. The Strategic Human Resources Business Plan 2006–07 focused on priority initiatives which included the development and implementation of Equity and Diversity Strategies for Aboriginal and CALD staff.

Key Result 4: Policies and procedures are non-discriminatory and contribute to EEO outcomes, and employment practices meet both the diverse needs of employees and DADHC business and service goals.

In 2005–06, the Department signed the *Dignity and Respect in the Workplace Charter*. The Charter requires the Department to commit to five steps to achieving a workplace that is free from bullying. These steps include workplace consultation, workplace awareness campaign, training and development, procedures to deal with complaints and consultation and feedback procedures.

The charter requires development of anti-bullying policies and strategies, and outlines the responsibilities of managers and employees to provide a safe work environment.

The Department continues to apply and promote the Community Language Allowance Scheme (CLAS). The needs were assessed and CLAS was resourced regionally in 2005–06. In particular, this scheme is important within the Department to help improve services to CALD clients.

Key Result 5: DADHC provides appropriate development opportunities for EEO groups and recruitment strategies target EEO groups.

The Department's vacant positions are advertised within appropriate media and communication networks, and recruitment processes adhere to the principles of merit and equity. In 2006–07 the Department implemented a new process for recruitment of frontline disability worker positions that allowed increased marketing of DADHC vacancies and the development of a simplified application process that reduced the reliance on extensive written applications.

The Department also developed a range of material to promote careers in DADHC. This material drew heavily from the experience that staff have in working with DADHC. The range of staff involved in and represented in the material range from CALD backgrounds, men (who are under-represented in DADHC) and Aboriginal and Torres Strait Islander staff.

The Department also trialed a pilot in Southern region to attract Indigenous employees to frontline disability services, and partnered with the Aboriginal Employment Centre to ensure attraction strategies were appropriate and selection based on merit. The pilot also included mentoring and support strategies as a critical component of the employment and training for employees.

In 2006–07 the Department implemented a workplace trainer pilot that focussed on the training of staff in-situ. The feedback from staff is that the training is highly effective, and with the decreased emphasis on theoretical and classroom based learning, more accessible for staff from a range of backgrounds. In 2007–08 the Department is targeting training in Certificate IV in Training and Assessment to Aboriginal and Torres Strait Islander staff to ensure that staff involved in training delivery in DADHC represent the diversity of the staffing and client profile of DADHC.

During the year, a springboard training program, targeting women in positions at Clerk 5/6 and below, was run that focussed on developing the career development and planning skills of female employees. DADHC was represented at the annual UNIFEM breakfast and attended a training session in the afternoon to assist them in career development strategies.

Key Result 6: EEO issues are integrated into relevant training and development for all DADHC employees; and information on EEO and associated policies and programs reaches all DADHC employees.

This year regular information was distributed to all staff via the Department's Communication Centre message service, e-mail system and the DADHC intranet. In 2007–08 a training calendar and a process for Workforce Development planning will be developed and implemented.

Key information was included in the Department's Induction Resource Manual, with specific reference to EEO group material included in the program delivery. In 2007–08 a coordinated induction package is being developed that will ensure all staff inducted into the Department receive information on the relevant policies and requirements, including information on EEO and associated policies.

The nomination form for training attendance allows staff to indicate whether they have any specific requirements in regard to training and training programs are adapted to ensure equitable access.

Key Result 7: The DADHC workplace is free from unlawful discrimination and workplace relations are based on respect for others.

The Dignity and Respect in the Workplace Charter, to which the Department is a signatory, requires the development of anti-bullying policies and strategies in the workplace. It does this by defining what bullying behaviour is and outlines the responsibilities that managers and employees have to maintain a safe work environment.

This is achieved through the development and implementation of EEO policies. The Employment Equity, Diversity and Anti Discrimination Policy and the Prevention and Resolution of Workplace Bullying and Harassment Policy are in draft form. The Resolution of Workplace Grievance Policy has been implemented, and enables grievances to be monitored centrally by the Ethics and Professional Standards Unit.

Our Employee Assistance Program (EAP) is promoted on the intranet and by managers. Staff members are also made aware of EAP during Induction workshops.

Achievements under Key Results 8 and 9 are reflected in the statistical tables which illustrate the representation and distribution of EEO groups within the Department's workforce.

Key Result 8: Selection success for EEO groups and retention of employees from EEO groups.

Key Result 9: Diversity in the workforce reflects the diversity of the NSW community, with employee diversity across salary levels and occupations.

EEO annual statistics (including Home Care)

A. Trends in the representation of EEO groups (note 1)

EEO group	Benchmark or Target	% of total staff (note 2)			
		2004	2005	2006	2007
Women	50%	79%	78%	78%	78%
Aboriginal people and Torres Strait Islanders	2%	2.2%	3.0%	3.5%	3.1%
People whose first language was not English	20%	15%	15%	14%	15%
People with a disability	12%	7%	6%	6%	6%
People with a disability requiring work-related adjustment	7%	2.2%	1.9%	1.8%	1.9%

Data source: NSW Premier's Department

B. Trends in the Distribution of EEO Groups (note 1)

EEO group	Benchmark or target	Distribution Index (notes 3 & 4)			
		2004	2005	2006	2007
Women	100	90	90	91	84
Aboriginal people and Torres Strait Islanders	100	99	98	100	101
People whose first language was not English	100	107	109	106	112
People with a disability	100	110	114	110	115
People with a disability requiring work-related adjustment	100	121	124	120	127

Data source: NSW Premier's Department

Notes:

1. Staff numbers are as at 30 June, 2007
2. Excludes casual staff
3. A Distribution Index of 100 indicates that the centre of the distribution of the EEO group across salary levels is equivalent to that of other staff. Values less than 100 mean that the EEO group tends to be more concentrated at lower salary levels than is the case for other staff. The more pronounced this tendency is, the lower the index will be. In some cases the index may be more than 100, indicating that the EEO group is less concentrated at lower salary levels. The Distribution Index is automatically calculated by the software provided by ODEOPE
4. The Distribution Index is not calculated where EEO group or non-EEO group numbers are less than 20

Home Care Service Division

A. Trends in the representation of EEO groups (note 1)

EEO group	Benchmark or target	% of total staff (note 2)			
		2004	2005	2006	2007
Aboriginal people and Torres Strait Islanders	2%	3.0%	4.2%	4.6%	4.4%
People whose first language was not English	20%	10%	9%	9%	9%
People with a disability	12%	6%	4%	4%	4%
People with a disability requiring work-related adjustment	7%	1.6%	1.4%	1.2%	1.0%

Data source: NSW Premier's Department

B. Trends in the distribution of EEO groups (note 1)

EEO group	Benchmark or target	Distribution Index (notes 3 & 4)			
		2004	2005	2006	2007
Women	100	96	98	100	97
Aboriginal people and Torres Strait Islanders	100	119	108	110	117
People whose first language was not English	100	101	102	100	108
People with a disability	100	107	112	105	123
People with a disability requiring work-related adjustment	100	119	124	114	154

Data source: NSW Premier's Department

Notes:

1. Staff numbers are as at 30 June, 2007
2. Excludes casual staff
3. A Distribution Index of 100 indicates that the centre of the distribution of the EEO group across salary levels is equivalent to that of other staff. Values less than 100 mean that the EEO group tends to be more concentrated at lower salary levels than is the case for other staff. The more pronounced this tendency is, the lower the index will be. In some cases the index may be more than 100, indicating that the EEO group is less concentrated at lower salary levels. The Distribution Index is automatically calculated by the software provided by ODEOPE
4. The Distribution Index is not calculated where EEO group or non-EEO group numbers are less than 20

09. Occupational Health and Safety

In 2006–07, the number of workers compensation claims increased slightly from 1,151 in 2005–06 to 1,181. However, due to an increase in staffing levels within the Department, the claims incidence rate actually decreased from 13.19 claims per 100 employees to 12.52 claims per 100 employees over the same period.

The average cost per claim decreased from \$6,134 in 2005–06 to \$5,518 in 2006–07. Claims costs are showing

a continued downward trend, which is also evident in reduced workers compensation premiums.

As the tables below show, this year, manual handling claims continued to represent the single largest accident type category, representing 34 per cent of total claims. Slips trips and falls represent 16 per cent of accidents, assault – 12 per cent, hit by moving object – 8 per cent, and motor vehicle accidents – 8 per cent.

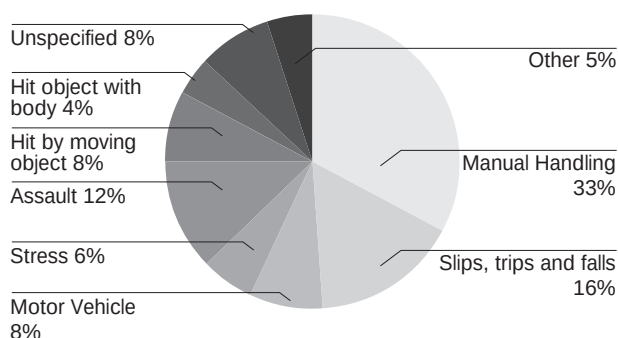
The largest movement in claim numbers has been the downward trend in assault injuries, down from 210 in 2004–05 to 138 in 2006–07, a reduction of 34 per cent.

Performance	2004–05	2005–06	2006–07
Claims numbers	1,383	1,151	1,181
Claims per 100 employees	16.25	13.19	12.52
Average cost per claim	7,829	6,134	5,518

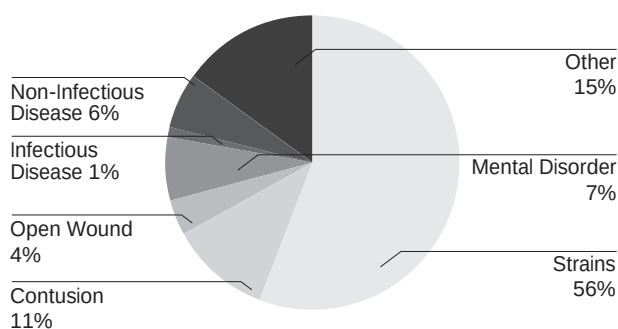
Accident type	2004–05	2005–06	2006–07
Manual handling	458	397	404
Slips, trips and falls	214	173	192
Motor vehicle	95	82	91
Stress	118	55	69
Assault	210	170	138
Hit by moving object	128	91	92
Hit object with body	41	59	43
Unspecified	64	74	96
Other	55	50	56
TOTAL	1,383	1,151	1,181

Injury type	2004–05	2005–06	2006–07
Strains	722	658	678
Contusion	158	127	129
Open wound	74	58	43
Mental disorder	125	68	81
Infectious disease	8	6	10
Non-infectious disease	77	76	67
Other	219	158	173
TOTAL	1,383	1,151	1,181

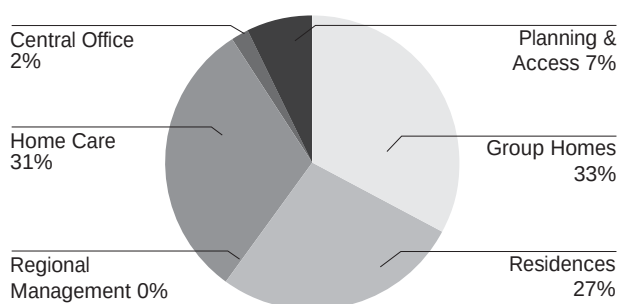
Data Source: DADHC Human Resources Directorate

**Fig. 8.1 Claims by accident type**

Data Source: DADHC Human Resources Directorate

**Fig. 8.2 Claims by injury type**

Data Source: DADHC Human Resources Directorate

**Fig. 8.3 Claims by service stream**

Data Source: DADHC Human Resources Directorate

Claims by accident type 2006-07

	Number of claims
Manual handling	404
Slips, trips and falls	192
Motor vehicle	91
Stress	69
Assault	138
Hit by moving object	92
Hit object with body	43
Unspecified	96
Other	56
Total claims	1,181

Data Source: DADHC Human Resources Directorate

Claims by injury type 2006-07

	Number of claims
Strains	678
Contusion	129
Open wound	43
Mental disorder	81
Infectious disease	10
Non-infectious disease	67
Other	173
Total claims	1,181

Data Source: DADHC Human Resources Directorate

Claims by service stream 2006-07

	Number of claims
Regional management	3
Planning and Access	84
Group homes	381
Residences	317
Home Care	372
Central office	24
Total claims	1,181

Data Source: DADHC Human Resources Directorate

Prosecutions

There were no WorkCover prosecutions against the Department in the 2006-07 financial year.

10. Freedom of Information (FOI)

Application for access to documents under the *Freedom of Information Act 1989 (NSW)* should be accompanied by a \$30 application fee and directed as follows:

Freedom of Information Officer

Department of Ageing, Disability & Home Care
Level 5, 83 Clarence Street
Sydney NSW 2000
Phone: (02) 8270 2320

For documents held by the Guardianship Tribunal:

Freedom of Information Officer

Attention: Legal Officer
Guardianship Tribunal
Locked Bag 9
Balmain NSW 2041
Phone: (02) 9555 8500

Freedom of Information statistics 2006–07

In the reporting period, 23 applications requesting access to personal and other information were processed, which represents a slight decrease in the total number of applications from 2005–06. However, there has been an increase in requests for access to records held by the Department that were processed under other legislative schemes, including provision of personal information under the privacy legislation.

One application for internal review was lodged with the Department during the reporting period. The result of the internal review was that the original decision was upheld.

During the same period, no application for review was lodged with the Administrative Decisions Tribunal, nor was there any complaint lodged with the NSW Ombudsman.

The following statistical summary is set out in accordance with the provisions of the FOI Act, the *Freedom of Information Regulation 2000* and the NSW Premier's Department *FOI Procedure Manual*. The summary contains information about FOI applications in the reporting period for the Department, including the Home Care Service of NSW.

Numbers of new FOI requests

FOI requests	Personal		Other		Total	
	05–06	06–07	05–06	06–07	05–06	06–07
New (includes transferred in)	16	14	9	6	25	20
Brought forward	2	1	1	2	3	3
Total to be processed	18	15	10	8	28	23
Completed	17	14	9	8	26	23
Transferred out	0	0	0	0	0	0
Withdrawn	1	0	1	0	2	0
Total processed	18	15	10	8	28	23
Unfinished (carried forward)	0	0	0	0	0	0

Data source: DADHC Legal Services Branch

What happened to completed requests?

Result of FOI requests	Personal		Other		Total	
	05–06	06–07	05–06	06–07	05–06	06–07
Grant in full	10	11	4	1	14	12
Grant in part	6	2	2	8	8	10
Refused	1	1	1	0	2	1
Deferred	0	0	2	0	2	0
Completed	17	14	9	10	26	23

Data source: DADHC Legal Services Branch

Ministerial Certificates issued

No Ministerial Certificates were issued in 2006–07.

Formal consultations

	05–06	06–07
Number of requests requiring formal consultation	0	4

Data source: DADHC Legal Services Branch

Amendment of personal records

No requests to amend personal records were received.

Notation of personal records

No requests of this nature were received.

FOI requests granted in part or refused

FOI requests	Personal		Other	
	05–06	06–07	05–06	06–07
Section 19 (application incomplete, wrongly directed)	0	0	0	0
Section 22 (deposit not paid)	0	0	0	0
Section 25(1)(a1) (diversion of resources)	0	0	0	0
Section 25(1)(a) (exempt)	6	2	2	8
Section 25(1)(9b), (c), (d) (otherwise available)	0	0	0	0
Section 28 (documents not held)	1	0	1	1
Section 24(2) (deemed refused, over 21 days)	0	0	0	0
Section 31(4) (released to a medical practitioner)	0	0	0	0
Totals	7	2	3	9

Data source: DADHC Legal Services Branch

Costs and fees of requests processed

	Assessed Costs		FOI Fees Received	
	05–06	06–07	05–06	06–07
All completed requests	660	670	615	670

Data source: DADHC Legal Services Branch

Discounts allowed

	Personal		Other	
	05–06	06–07	05–06	06–07
Public interest	0	0	0	0
Financial hardship – pensioner/child	5	7	0	0
Financial hardship – non-profit	0	0	0	0
Totals	5	7	0	0
Significant correction of records	0	0	0	0

Data source: DADHC Legal Services Branch

Days to process

	Personal		Other		Total	
	05–06	06–07	05–06	06–07	05–06	06–07
0 – 21 days	10	14	9	6	19	20
22 – 35 days (consultation period)	0	1	0	0	0	1
Over 35 days (extended consultation)	0	0	0	2	0	2
Over 21 days (out-of-time determinations)	6	0	0	0	6	0
Over 35 days (out-of-time determinations after consultation)	1	0	0	0	1	0
Totals	17	15	9	8	26	23

Data source: DADHC Legal Services Branch

Processing time

FOI requests	Personal		Other		Total	
	05–06	06–07	05–06	06–07	05–06	06–07
0 – 10 hours	9	11	7	5	16	16
11 – 20 hours	6	2	2	1	8	3
21 – 40 hours	2	2	0	0	2	2
Over 40 hours	0	0	0	2	0	2
Totals	17	15	9	8	26	23

Reviews and appeals

	05–06	06–07
Number of internal reviews finalised	0	1
Number of Ombudsman reviews finalised	0	0
Number of District Court/ADT actions finalised	0	0

Data source: DADHC Legal Services Branch

Details of internal reviews

Bases of internal review Grounds on which requested	Personal				Other			
	Upheld		Varied		Upheld		Varied	
	05–06	06–07	05–06	06–07	05–06	06–07	05–06	06–07
Access refused	0	0	0	0	0	0	0	0
Deferred	0	0	0	0	0	0	0	0
Exempt matter	0	1	0	0	0	0	0	0
Unreasonable charges	0	0	0	0	0	0	0	0
Charge unreasonably incurred	0	0	0	0	0	0	0	0
Amendment refused	0	0	0	0	0	0	0	0
Totals	0	1	0	0	0	0	0	0

Data source: DADHC Legal Services Branch

The Guardianship Tribunal

For the purpose of the *Freedom of Information Act 1989* and *Freedom of Information Regulation 2000*, the Guardianship Tribunal is included in the reporting requirement of the Department.

During the 2006–07 financial year no requests for information under the *Freedom of Information Act* were received by the Guardianship Tribunal.

11. Legal change

There were no amendments to the Acts or Regulations administered by the Minister and no departures from the *Subordinate Legislation Act 1989* (NSW) this year.

There were no significant judicial decisions affecting either the Department's operations or users of the Department's services.

During the financial year, the CSTDA was varied to permit the term of the agreement to expire on 31 December 2007.

12. Privacy

Privacy Management Plan

The Department and the Home Care Service of NSW continue to operate under separate Privacy Management Plans.

Personal Information Privacy – Code of Practice and Directions

By Order, dated 12 September 2006 published in the Government Gazette on 15 September 2006, the Attorney General made a new Privacy Code of Practice applicable to 'ageing, disability and home care agencies'. The code was developed by the Department to modify the application of *Information Privacy Principles* (IPPs) under the Privacy & Personal Information Protection Act 1998 (PPIP Act) in relation to individuals with a decision-making disability.

The Order applies to the Department including the Home Care Service of NSW and the Disability Council of NSW, but does not apply to the Guardianship Tribunal. The new Privacy Code of Practice appears as a new Part 6 and Schedule 3 to the *Privacy Code of Practice (General)* 2003.

The Guardianship Tribunal continues to operate under a direction issued by the Commissioner under section 41 of the PPIP Act, which exempts the Tribunal from complying with the IPPs in certain situations.

In 2006–07 the Acting Privacy Commissioner also made two directions under the PPIP Act and Section 62 of the *Health Records Information Privacy Act 2002* (HRIP Act) relating to the *Anti-Social Behaviour Pilot Project*. These directions replace the earlier direction relating to the *Case Co-ordination Pilot Partnership Project*. The directions involve several NSW government agencies, including the Department in a number of locations.

Health Records Privacy – Code of Practice and Direction

Pending finalisation of the Department's draft direction under the HRIP Act which, when approved would modify the application of the *Health Privacy Principles* (HPPs) in certain respects, the Department continues to operate under the *Health Records and Information Privacy Code of Practice 2005*.

Privacy reviews

During 2006–07, no application for internal review was received by the Department under the PPIP Act or the HRIP Act.

Other

The Department's Legal Services Branch continues to provide:

- privacy information and advice to Departmental staff
- privacy law input into Departmental policy development
- maintenance of the Department's intranet privacy page and resources
- information to staff regarding the requirements of NSW Privacy's best practice guide on *Privacy and People with Decision-making Disabilities*
- monitoring of both NSW and Commonwealth reviews of privacy legislation.

13. Consumer response

Over the reporting period, 2,449 complaints were received. Of these, 2,188 (89.4 per cent) were received through the regional offices and 261 (10.6 per cent) were relating to Central Office.

Over half of the total complaints received (55 per cent) were in relation to service delivery. Other issues included policy, staff and service access.

The Department continues to operate under the *Health Records & Information Privacy Act 2005*, pending finalisation of the Department's draft directions under the HRIP Act.

When approved, the directions will modify the application of the Health Privacy Principles (HPP) in certain respects.

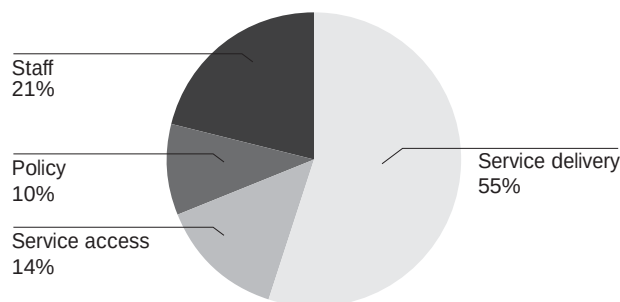


Fig. 8.4 DADHC complaint summary report July 2006–June 2007

Total complaints for the period 2006–07: 2449

Regional complaints state-wide: 2188

Central Office complaints: 261

14. Overseas travel

Overseas travel 2006–07

Officer (s)	Nature of Visit	Country Visited	Source of Funding
Brent McCracken	ANZSOG* – Studies	New Zealand	ANZSOG: Meals and accommodation DADHC: Flights
Alix Goodwin Sing Ting	Research into accommodation models for the development of costing benchmarks for the NGO group home sector and the redevelopment of Large Residential Centres as community-based models	New Zealand	DADHC
Jenelle Tinham±	ANZSOG* – Public policies and programs	New Zealand	ANZSOG: Meals and accommodation DADHC: Flights
John Lord	Training on use of the Marte Meo procedure with children diagnosed with autism. The three week training was followed up with a two day workshop	Netherlands	DADHC: 50 per cent of training registration costs

* Australia and New Zealand School of Government

± Continuation of studies commenced in June 2005, and first reported in DADHC Annual report 2004–05

15. Research and development

The table below details research and development projects that were undertaken during 2006–07. Some of these projects will continue into 2007–08.

Project	Target client group	Source of funds
Effective service provision (cost and other barriers in rural and remote areas): investigation of factors affecting access to HACC service delivery including rural Aboriginal communities. For completion 2007.	HACC clients – rural and remote	\$45,000 HACC State Plan 2004–05
Professor Bettina Cass, UNSW: ARC research project – young carers life course impacts of caring responsibilities of children and young adults.	Carers	Community Access. ARC Research project
Michael Bitman, New England University, ARC Linkage Project: negotiating caring and employment – the impact on carers' well-being. Examines the effect of caring on income security, social participation and carers' health.	Carers	\$20,000 Community Access 2004–05
Dr. Frini Karayanidis and Alicia Sercombe, University of Newcastle: face and facial expression processing in autism. Due for completion 2007.	Children and families	Staff/client access
Dr Gwynnyth Llewellyn and Dr David McConnell, Sydney University: ARC Linkage Project – human services and parents with a disability cooperatively working with children. Identify effective prevention strategies/practices.	Children and families	\$42,000 funded in 2002
Disability Policy and Research Working Group project, NSW chairs: Children and young people with a disability (incorporates challenging behaviours). Completed December 2006.	Children and young people with disabilities	Disability Policy and Research Working Group research and development program
Sydney University: Home maintenance and modifications clearing house and research.	HACC clients	\$57,790 HACC recurrent 2006–07
Tony Broe, Ageing Research Centre: modelling future aged care service resource requirements. Evidence from the Sydney Older Persons Study – map service utilisation, project service requirements, social networks and disability factors by key demographic variables across NSW by Local Government Area per projected year. Completed December 2006.	Older people	\$62,150 HACC State Plan 2003–04
Peter Coslovich, Charles Sturt University: Clinicians' diagnostic and clinical reasoning processes in intellectual disability.	Young people with disabilities	Access to staff and postage
CDDS: Screening people with an intellectual disability for dementia – research into appropriate tools/diagnostic procedures for screening.	Young people with disabilities	\$44,500 CDDS workplan 2004–05
CDDS: Measuring the impact of the managing client health policy on clients in DADHC funded services	Young people with disabilities	\$55,500 CDDS workplan 2004–05
Ian Cameron, Rehabilitation Studies Unit, Royal Rehabilitation Centre Sydney: How much disability is long term? Investigation of the factors associated with the development of long term disability.	HACC Clients	\$37,437 HACC State Plan 2003–04

Project	Target client group	Source of funds
Alt Beatty Consulting: Defining dementia service-appropriate models – challenging behaviour and younger people with dementia – focussing on the issues of challenging behaviours and early onset dementia.	HACC Clients	\$50,000 HACC State Plan 2005–06
Key Insights Pty Ltd: Volunteering options for the HACC sector – identifying strategies to support a stable and skilled pool of volunteers for the HACC sector.	HACC Clients	\$66,000 HACC State Plan 2005–06
Administration Models for NGOs – defining elements of administrative practice that lead to efficiency and sustainability for non-government organisations.	HACC Clients	\$44,000 HACC State Plan 2005–06
Dr David McConnell and Dr Gwynnyth Llewellyn, Sydney University: ARC Linkage Project – maintaining family-based placement for children and young people with disabilities.	Children and families	Community Access \$30,000 per annum over three years
Australian Healthcare Associates, DPRWG project, NSW chairs: Support needs and service models for younger people with high clinical care needs.	Young people with disabilities	DPRWG

16. Supporting the environment

An environmental working group was established and has made good progress on reducing waste and promoting the use of recycled material (paper and stationery products), in accordance with the Department's Waste Reduction and Purchasing Policy (WRAPP).

An improved paper and cardboard recycling service in DADHC offices has been introduced.

The next biennial WRAPP Progress Report for 2005–2007 will be provided to the Department of Environment and Climate Change in August 2007 advising of progress with implementation of strategies.

17. Government Energy Management Policy

The Department is committed to the application of the Government Energy Management Policy (GEMP) framework and reports to Department of Energy, Sustainability and Utilities (DEUS) (now known as Department of Water and Energy) (DWE) on an annual basis, providing baseline data on electricity, water and motor vehicle fuel consumption.

DADHC has developed and implemented a Water Savings Action Plan at its Marsden Centre large residential site and has achieved an eight per cent reduction (10.2kL per day) in water consumption during 2006–07.

Other key performance goals include the progressive transfer of all DADHC properties to the government approved electricity contracted providers, resulting in reduced tariffs and incorporating the supply of six per cent green power.

18. Land and building disposal

In 2006–07, DADHC disposed of land and buildings through public auction. Access to documents relating to property disposals can be obtained under the *Freedom of Information Act*.

2006–07 land disposal

Type of Disposal	Number of properties	Value of Properties \$'000	Reasons for Disposal
Sale	9	4,302	Properties were sold under DADHC's Asset Rationalisation Program. Proceeds from property sales will be used to purchase group homes.

Source: DADHC Strategic Asset Management and Procurement Directorate

19. Payment of accounts

The payment of accounts is closely monitored across the Department to ensure accounts are paid in accordance with NSW Treasury directions.

Aged analysis of accounts payable at the end of each quarter (DADHC)

Quarter	Current (within due date) \$000	Less than 30 days overdue \$000	Between 30 and 60 days overdue \$000	Between 60 and 90 days overdue \$000	More than 90 days overdue \$000
September 2006	354,257	3,457	846	341	541
December 2006	349,726	2,423	816	388	728
March 2007	356,043	3,571	850	427	3,958
June 2007	552,609	4,908	2,129	634	1,709

Data source: DADHC Strategic Finance Directorate

Accounts paid on time within each quarter (DADHC)

Quarter	Total accounts paid on time		Total amount paid	
	Target %	Actual %	\$000	\$000
September 2006	95.0	98.6	354,257	359,442
December 2006	95.0	98.8	349,726	354,081
March 2007	95.0	97.6	356,043	364,849
June 2007	95.0	98.3	552,609	561,989
Total year	95.0	98.3	1,612,635	1,640,361

Data source: DADHC Strategic Finance Directorate

DADHC paid penalties totalling \$2,191 for late payment of accounts.

Aged analysis of accounts payable at the end of each quarter (Home Care Service of NSW)

Quarter	Current (within due date) \$000	Less than 30 days overdue \$000	Between 30 and 60 days overdue \$000	Between 60 and 90 days overdue \$000	More than 90 days overdue \$000
September 2006	55,861	817	655	147	412
December 2006	54,997	1,152	345	188	364
March 2007	39,904	1,534	711	458	1,296
June 2007	40,785	1,131	518	108	309

Data source: DADHC Strategic Finance Directorate

Accounts paid on time within each quarter (Home Care Service of NSW)

Quarter	Total accounts paid on time		Total amount paid	
	Target %	Actual %	\$000	\$000
September 2006	95.0	96.5	55,861	57,892
December 2006	95.0	96.4	54,997	57,046
March 2007	95.0	90.9	39,904	43,903
June 2007	95.0	95.2	40,785	42,851
Total year	95.0	95.0	191,547	201,692

Data source: DADHC Strategic Finance Directorate

HCS paid penalties totalling \$459 for late payment of accounts. Penalties mainly relate to a small number of invoices for airfare. A process has been put in place to resolve these issues.

20. Credit card certification

As at 30 June 2007, the Department administered a total 1,456 credit cards:

- 1,296 for DADHC officers
- 160 for HCS officers

Credit cards were used in accordance with government guidelines.

Data source: DADHC Strategic Finance Directorate

21. Risk management and insurance activities

Risk Management

The Department's strategic risk management framework includes:

- a program of internal audit, informed by the development of a risk management framework, designed to review existing systems and processes across all areas of work in order to identify weaknesses and areas of risk exposure
- regular reporting to executive management on fraud and professional misconduct matters across the Department
- completion of Support Services Governance checklists by all business units of the Department covering all resource management areas (such as HR, Finance and Asset Management procedures), and regular reporting of outcomes to the Audit Committee

Insurance

The Department is a member of the New South Wales Treasury Managed Fund, which is a self-insurance arrangement for NSW Government agencies. As such, the Department is fully covered under related NSW legislation and is committed to using risk management principles to mitigate risk exposure and reduce premium costs.

22. Property assets

DADHC maintains an asset register, which lists the location, age, value and depreciation of its building stock.

DADHC building stock as at 30 June 2007

	No. of Properties
Accommodation facilities	452
Large Residential Centres	6
Respite facilities	41
Day Program facilities	15
Office accommodation/other	3
Total	517

Data source: DADHC Strategic Asset Management and Procurement Directorate

As at 30 June 2007, HCS building stock consisted of four office sites.

23. Funds granted to non-government community organisations

Service provider	Funding purpose	2006–07 funding
Ability Incorporated	Advocacy, Information and print disability	\$135,000
Ability Options Ltd	Accommodation support	\$3,704,457
	Community access	\$393,616
	Community support	\$193,081
Aboriginal Medical Service Co-operative Ltd	DVA funding	\$767
	Respite care (HACC)	\$182,760
Accessible Arts	Community access	\$123,838
Accommodation Network Pty Ltd	Accommodation support	\$9,410,767
	Community access	\$1,139,769
	Community support	\$35,063
	Respite	\$93,500
ACES Inc	Accommodation support	\$106,842
	Community access	\$848,952
Achieve Foundation Ltd	Accommodation support	\$7,739,867
Acquired Brain Injury Group Inc	DVA funding	\$981
	Social support (HACC)	\$193,233
ACSN Inc	Accommodation support	\$348,881
ACT Department of Disability Housing and Community Services	Accommodation support	\$827,652
	Community access	\$10,448
Action for People with Disability Inc	Advocacy, information and print disability	\$156,573
Adelong/Batlow and District Meals on Wheels Service Incorporated	DVA funding	\$246
	Meals service – centre based (HACC)	\$53,163
ADSSI Limited	Domestic assistance (HACC)	\$174,314
	DVA funding	\$37,513
	Formal linen service (HACC)	\$208,389
	Home maintenance (HACC)	\$92,413
	Multi service outlet (HACC)	\$2,434,685
	Respite care (HACC)	\$607,841
Aftercare	Accommodation support	\$1,530,942
	Community access	\$672,316
Age Concern Albury Wodonga Inc	Ageing	\$27,447
	Community access	\$127,872
	DVA funding	\$3,744
	Multi service outlet (HACC)	\$686,708
	Social support (HACC)	\$8,528
Aged and Community Services Association of NSW & ACT Inc	Non output service (HACC)	\$200,000
Albury Meals on Wheels Inc	Department of VA funding	\$566
	Meals service – centre based (HACC)	\$110,233
Albury/Wodonga Volunteer Resource Bureau Inc	Non output service (HACC)	\$66,649
Alkira Respite Service Inc	Centre based day care (HACC)	\$249,762
	DVA funding	\$1,283
Allambi Youth Services Incorporated	Accommodation support	\$1,083,500
Allowance Incorporated	Accommodation support	\$3,430,567
Alzheimer's Australia NSW	Ageing	\$222,284
	Counselling/support, information and advocacy (HACC)	\$164,960
	DVA funding	\$3,293
	Multi service outlet (HACC)	\$95,569
	Non output service (HACC)	\$693,269
Anglican Retirement Villages	DVA funding	\$3,535
	Multi service outlet (HACC)	\$104,192

Service provider	Funding purpose	2006–07 funding
Anglicare Canberra & Goulburn	Case management (HACC)	\$65,306
	Community support	\$260,260
	DVA funding	\$1,644
	Respite	\$389,960
	Respite care (HACC)	\$91,018
Anglicare Northcoast Incorporated	Accommodation support	\$140,091
Anowah Community Living Inc	Accommodation support	\$1,604,998
	Community access	\$245,716
Archdiocese of Canberra & Goulburn – Marymead	Accommodation support	\$245,340
	Respite	\$176,212
Armenian Community Welfare Committee	Centre based day care (HACC)	\$223,083
	DVA funding	\$1,269
	Social support (HACC)	\$23,993
Armidale Care for Seniors Inc	Centre based day care (HACC)	\$54,564
	DVA funding	\$280
Armidale Dumaresq Council	Centre based day care (HACC)	\$52,404
	Community access	\$48,741
	DVA funding	\$460
	Non output service (HACC)	\$47,489
Armidale/Uralla Meals On Wheels Inc	DVA funding	\$716
	Meals service – centre based (HACC)	\$142,722
Ashfield Council	DVA funding	\$120
	Non output service (HACC)	\$27,373
Assoc of Relatives & Friends of The Mentally Ill – (ARAFMI)	Community access	\$57,230
Association for Children with a Disability NSW	Community support	\$60,909
Association of Blind Citizens of NSW Inc	Advocacy, information and print disability	\$48,846
Auburn Council	DVA funding	\$139
	Non output service (HACC)	\$27,121
Australian Chinese Community Association of NSW Incorporated	Centre based day care (HACC)	\$220,373
	DVA funding	\$2,840
	Meals service – centre based (HACC)	\$14,780
	Non output service (HACC)	\$153,648
	Respite care (HACC)	\$132,813
	Social support (HACC)	\$53,614
Australian Foundation for Disabled	Accommodation support	\$1,788,885
	Community access	\$3,580,402
Australian Home Care Services Pty Ltd	Accommodation support	\$3,396,300
	Community access	\$2,972
	Respite	\$24,097
Australian Korean Welfare Association	Department of Veteran Affairs funding	\$214
	Multi service outlet (HACC)	\$28,090
Australian Nursing Home Foundation Limited	Centre based day care (HACC)	\$43,710
	DVA funding	\$528
	Respite care (HACC)	\$44,444
Australian Red Cross NSW – Central Coast	Ageing	\$15,799
	DVA funding	\$26,790
	Multi service outlet (HACC)	\$556,819
	Non output service (HACC)	\$508,660
Australian Red Cross NSW – Hunter	DVA funding	\$601
	Social support (HACC)	\$122,677
Australian Red Cross NSW – Northern	DVA funding	\$597
	Non output service (HACC)	\$116,280
Australian Red Cross NSW – Southern	DVA funding	\$197
	Social support (HACC)	\$38,373

Appendices

Service provider	Funding purpose	2006–07 funding
Australian Serbian Illawarra Welfare Association St John the Baptist Inc	Centre based day care (HACC)	\$18,346
	DVA funding	\$94
Autism Spectrum Australia (ASPECT)	Accommodation support	\$666,353
	Community access	\$1,443,832
	Community support	\$2,871,305
Autocefalic Greek Independent Community	Centre based day care (HACC)	\$51,577
	DVA funding	\$265
Awabakal Newcastle Aboriginal Co-op Ltd	Community access	\$21,499
	Community support	\$161,164
	DVA funding	\$2,082
	Multi service outlet (HACC)	\$207,706
	Social support (HACC)	\$204,950
Ballina & District Community Services Assoc Inc	Accommodation support	\$90,184
	Community access	\$915,931
	Community support	\$254,600
	DVA funding	\$1,948
	Multi service outlet (HACC)	\$366,768
	Respite	\$118,141
Ballina Meals on Wheels Inc	DVA funding	\$4,560
	Multi service outlet (HACC)	\$136,748
Balranald Meals On Wheels	DVA funding	\$107
	Meals service – centre based (HACC)	\$20,839
Bankstown Area Multicultural Network Inc	DVA funding	\$964
	Non output service (HACC)	\$261,546
Bankstown City Council	DVA funding	\$1,355
	Meals service – centre based (HACC)	\$236,046
	Non output service (HACC)	\$34,220
Bankstown Community Resource Group Inc	Community support	\$65,898
Baptist Community Services – NSW & ACT	Accommodation support	\$77,799
	Case management (HACC)	\$329,313
	Centre based day care (HACC)	\$38,338
	Domestic assistance (HACC)	\$4,928,365
	DVA funding	\$122,243
	Home maintenance (HACC)	\$447,594
	Multi service outlet (HACC)	\$2,306,525
	Personal care (HACC)	\$4,643,684
	Respite	\$645,576
	Respite care (HACC)	\$2,687,754
	Social support (HACC)	\$498,098
Barkuma Neighbourhood Centre	DVA funding	\$1,243
	Social support (HACC)	\$238,228
Barnardos Australia – Penrith Children's Family Centre	Accommodation support	\$106,080
	Community access	\$1,168,029
	Community support	\$323,822
	DVA funding	\$3,140
	Respite	\$17,369
	Respite care (HACC)	\$65,730
	Social support (HACC)	\$45,266
Barraba Accommodation Service Inc	Accommodation support	\$31,111
Bathurst Early Childhood Intervention Service Incorporated	Community support	\$143,824
Bathurst Independent Living Skills Inc	Community access	\$436,711
Bathurst Information and Neighbourhood Centre	DVA funding	\$1,201
	Multi service outlet (HACC)	\$234,727
	Non output service (HACC)	\$26,741

Service provider	Funding purpose	2006–07 funding
Bathurst Meals on Wheels Services Inc	DVA funding	\$1,179
	Multi service outlet (HACC)	\$289,598
Bathurst Seymour Centre Inc	DVA funding	\$1,134
	Multi service outlet (HACC)	\$239,730
Baulkham Hills Council	DVA funding	\$155
	Non output service (HACC)	\$30,206
Baulkham Hills Shire Council – T/A Hills Community Care	Ageing	\$55,106
	DVA funding	\$11,613
	Multi service outlet (HACC)	\$2,189,343
	Social support (HACC)	\$2,934
Bay & Basin Community Resources Inc	DVA funding	\$2,416
	Multi service outlet (HACC)	\$470,506
Beehive Industries Co-operative Ltd	Accommodation support	\$241,520
Bega Valley Council	Accommodation support	\$395,390
	Case management (HACC)	\$283,405
	DVA funding	\$1,455
	Respite	\$113,516
Bega Valley Home Modification and Maintenance Project Inc	DVA funding	\$904
	Multi service outlet (HACC)	\$184,051
Bega Valley Meals on Wheels Co-operative Ltd	DVA funding	\$1,778
	Meals service – centre based (HACC)	\$365
	Multi service outlet (HACC)	\$352,274
	Social support (HACC)	\$761
Behha Enterprises Inc	Accommodation support	\$418,807
Bellingen Shire Council	Accommodation support	\$66,272
	Community access	\$26,304
	DVA funding	\$334
	Multi service outlet (HACC)	\$65,004
Bellingen Shire Meals on Wheels Inc	DVA funding	\$602
	Meals service – centre based (HACC)	\$96,376
	Other food services (HACC)	\$20,839
Bellingen Shire Support Network Inc	Community access	\$264,537
	Community support	\$53,205
	DVA funding	\$1,796
	Multi Service Outlet (HACC)	\$319,523
	Respite	\$157,595
	Social support (HACC)	\$24,471
Belmont Meals on Wheels Inc	DVA funding	\$643
	Meals service – centre based (HACC)	\$153,050
Beresfield & District Community Care Inc	DVA funding	\$5,178
	Multi service outlet (HACC)	\$158,337
Berrigan Shire Council	Community support	\$68,042
	DVA funding	\$4,590
	Multi service outlet (HACC)	\$222,676
Better Hearing Australia NSW State Council Inc	Advocacy, information and print disability	\$95,628
Beverley Park School Kids Inc	Community support	\$100,524
Biala Respite Service Inc	Centre Based day care (HACC)	\$278,929
	DVA funding	\$1,952
	Social support (HACC)	\$103,507
	Community access	\$29,866
	Respite	\$92,544
Biripi Aboriginal Corporation Medical Centre	DVA funding	\$895
	Social support (HACC)	\$116,206
Blackheath Area Neighbourhood Centre Inc	Community access	\$673,880

Service provider	Funding purpose	2006–07 funding
Blacktown City Council	DVA funding	\$136
	Non output service (HACC)	\$26,507
	Respite	\$1,000,000
Blacktown Meals On Wheels Inc	DVA funding	\$3,041
	Meals service – centre based (HACC)	\$401,631
	Multi service outlet (HACC)	\$52,766
Bland Council	Centre based day care (HACC)	\$63,869
	DVA funding	\$830
	Multi service outlet (HACC)	\$72,030
Blayney Voluntary Meals on Wheels Service	Social support (HACC)	\$46,314
	DVA funding	\$460
	Multi service outlet (HACC)	\$60,473
Blue Mountains City Council	Social support (HACC)	\$12,419
	DVA funding	\$145
	Non output service (HACC)	\$28,308
Blue Mountains Disability Services Limited	Accommodation support	\$2,808,220
	Community access	\$440,990
	Community support	\$73,880
Blue Mountains Food Service Inc	DVA funding	\$3,058
	Other food services (HACC)	\$519,866
	Personal care (HACC)	\$75,640
Blue Mountains Recreation and Respite Service Inc	DVA funding	\$3,658
	Respite care (HACC)	\$92,671
Boggabri Old Peoples Welfare Committee Inc	DVA funding	\$3,366
	Multi service outlet (HACC)	\$74,596
Bombala Council	DVA funding	\$3,254
	Multi service outlet (HACC)	\$153,798
Booroongen Djugun Aboriginal Corporation	DVA funding	\$9,562
	Meals service – centre based (HACC)	\$79,478
	Multi service outlet (HACC)	\$503,596
	Non output service (HACC)	\$191,606
	Respite	\$135,942
	Respite care (HACC)	\$33,339
	Transport (HACC)	\$142,385
Botany Bay City Council	DVA funding	\$918
	Meals service – centre based (HACC)	\$194,155
Brain Injury Association of NSW Inc	Other support	\$1,149,974
Brain Injury Respite & Development Service Inc	DVA funding	\$947
	Social support (HACC)	\$106,661
Break Thru People Solutions	Community access	\$787,846
Breona Residential Services Inc	Accommodation support	\$1,375,626
Bridges Disability Services Hawkesbury Inc	Community access	\$140,087
	DVA funding	\$872
	Respite care (HACC)	\$169,838
Broken Hill & District Hearing Resource Centre	Community support	\$58,932
Broken Hill City Council	Accommodation support	\$48,908
	Case management (HACC)	\$241,621
	Community access	\$522,136
	DVA funding	\$2,086
	Multi service outlet (HACC)	\$117,323
	Non output service (HACC)	\$45,627
	Respite	\$187,311
Brunswick Valley Meals on Wheels Service Inc	DVA funding	\$7,111
	Multi service outlet (HACC)	\$185,193

Service provider	Funding purpose	2006–07 funding
Bucketts Way Neighbourhood Group Inc	Community access	\$318,142
	DVA funding	\$6,096
	Multi service outlet (HACC)	\$163,608
	Respite	\$54,442
Bungree Aboriginal Association Inc	Case management (HACC)	\$406,082
	DVA funding	\$4,584
	Multi service outlet (HACC)	\$107,502
	Respite	\$61,506
	Respite care (HACC)	\$212,551
	Social support (HACC)	\$166,435
Bunyarra – Accommodation Service for People With Disabilities Inc	Accommodation support	\$8,019
Burwood Community Welfare Services Inc	DVA funding	\$868
	Meals service – centre based (HACC)	\$93,598
	Multi service outlet (HACC)	\$93,498
Burwood Council	Allied health – podiatry (HACC)	\$97,850
	Domestic assistance (HACC)	\$109,046
	DVA funding	\$1,728
	Non output service (HACC)	\$180,121
Byron Shire Early Intervention Association Inc	Community support	\$196,289
Byron Shire Respite Service Inc	Centre based day care (HACC)	\$96,485
	DVA funding	\$1,004
	Social support (HACC)	\$117,114
Byron-Ballina Home Modification and Maintenance Service Inc	DVA funding	\$1,286
	Multi service outlet (HACC)	\$250,469
Cabonne Council	DVA funding	\$3,746
	Multi service outlet (HACC)	\$200,045
Cabramatta Community Centre	DVA funding	\$3,359
	Home maintenance (HACC)	\$344,241
	Respite care (HACC)	\$229,228
	Social support (HACC)	\$40,693
Camden District Care Incorporated	DVA funding	\$10,864
	Respite care (HACC)	\$230,036
Camden Haven Meals on Wheels Assoc Inc	DVA funding	\$788
	Meals service – centre based (HACC)	\$149,576
	Other food services (HACC)	\$24,471
Camden Meals on Wheels Inc	DVA funding	\$1,137
	Meals service – centre based (HACC)	\$256,022
Campbelltown City Council	Ageing	\$170,000
	Case management (HACC)	\$591,657
	Community support	\$227,176
	DVA funding	\$6,002
	Non output service (HACC)	\$94,300
	DVA Funding	\$1,348
Campbelltown Meals on Wheels & Housebound Resource Service Inc	Meals Service – Centre Based (HACC)	\$268,648
	DVA Funding	\$821
	Other Food Services (HACC)	\$17,483
Canowindra Tweed Byron Aged & Disabled Aboriginal Corporation	Social Support (HACC)	\$114,351
	Domestic Assistance (HACC)	\$64,390
	DVA Funding	\$1,904
	Home Maintenance (HACC)	\$209,454
	Non Output Service (HACC)	\$96,953

Appendices

Service provider	Funding purpose	2006–07 funding
Canterbury City Council	Community Support	\$106,199
	DVA Funding	\$159
	Non Output Service (HACC)	\$30,911
Canterbury Earlwood Caring Association Ltd	Ageing	\$6,289
	Centre Based Day Care (HACC)	\$89,491
	DVA Funding	\$460
Canterbury Meals on Wheels Inc	DVA Funding	\$1,131
	Meals Service – Centre Based (HACC)	\$220,247
Canterbury Multicultural Aged & Disability Support Service Inc	DVA Funding	\$1,916
	Multi Service Outlet (HACC)	\$373,152
CAPAH Association Inc	Centre Based Day Care (HACC)	\$61,077
	DVA Funding	\$262
Care Connect Ltd	Accommodation Support	\$183,386
	Case Management (HACC)	\$202,900
	Community Support	\$333,429
	DVA Funding	\$6,236
	Multi Service Outlet (HACC)	\$147,455
	Respite Care (HACC)	\$345,017
	Social Support (HACC)	\$178,409
Care for Children with Disabilities Inc – Armidale	DVA Funding	\$4,391
	Respite	\$20,195
	Respite Care (HACC)	\$102,500
Care Works (Dellwood Pty Ltd)	Accommodation Support	\$1,690,253
Carers NSW Inc	Community Support	\$2,654,188
	DVA Funding	\$2,738
	Multi Service Outlet (HACC)	\$533,097
CareSouth	Accommodation Support	\$512,032
Caringa Enterprises Inc	Accommodation Support	\$1,935,888
	Community Access	\$847,576
	Community Support	\$8,476
Caringbah Neighbour Aid Inc	Ageing	\$2,399
	Domestic Assistance (HACC)	\$59,108
	DVA Funding	\$315
	Social Support (HACC)	\$2,235
Carroona Homes for the Aged	Centre Based Day Care (HACC)	\$125,033
	DVA Funding	\$642
Carrathool Shire Council	DVA Funding	\$3,301
	Multi Service Outlet (HACC)	\$63,584
Carrington Centennial Care Limited	Domestic Assistance (HACC)	\$239,595
	DVA Funding	\$3,162
	Non Output Service (HACC)	\$26,239
	Personal Care (HACC)	\$341,229
Casino Meals on Wheels	DVA Funding	\$297
	Meals Service – Centre Based (HACC)	\$57,736
Casino Neighbourhood Centre Inc	Accommodation Support	\$80,800
	Community Access	\$387,681
	Community Support	\$166,714
	DVA Funding	\$1,404
	Multi Service Outlet (HACC)	\$269,623
	Respite	\$97,128
Casino/Kyogle HACC Flexible Service Inc	DVA Funding	\$2,333
	Multi Service Outlet (HACC)	\$454,332
Castle Personnel Services Inc	Accommodation Support	\$2,448
	Community Access	\$1,598,663

Service provider	Funding purpose	2006–07 funding
Catholic Centre for Hearing Impaired Children	Community Support	\$290,615
Catholic Healthcare Ltd	Case Management (HACC)	\$1,804,133
	Centre Based Day Care (HACC)	\$305,244
	Counselling/Support, info & advocacy (HACC)	\$406,915
	Domestic Assistance (HACC)	\$3,316,595
	DVA Funding	\$59,683
	Multi Service Outlet (HACC)	\$856,573
	Personal Care (HACC)	\$2,110,850
	Respite Care (HACC)	\$340,757
	Social Support (HACC)	\$619,901
Centacare – Archdiocese of Broken Bay	Accommodation Support	\$126,827
	Case Management (HACC)	\$31,265
	Community Access	\$1,174,712
	DVA Funding	\$5,798
	Respite	\$1,266,376
	Respite Care (HACC)	\$1,097,683
Centacare – Archdiocese of Canberra & Goulburn	Accommodation Support	\$48,844
	Community Access	\$29,161
	Community Support	\$7,286
Centacare – Diocese of Wollongong	Counselling/Support, info & advocacy (HACC)	\$258,827
	DVA Funding	\$7,248
	Multi Service Outlet (HACC)	\$603,933
Centacare – Newcastle	Accommodation Support	\$1,229,408
Centacare – Port Macquarie	Accommodation Support	\$1,623,034
	Community Access	\$192,233
	Community Support	\$368,645
Centacare Catholic Community Services – Archdiocese of Sydney	Accommodation Support	\$4,631,240
	Case Management (HACC)	\$1,673,249
	Community Access	\$875,997
	Community Support	\$755,117
	Counselling/Support, info & advocacy (HACC)	\$160,637
	DVA Funding	\$15,018
	Respite	\$1,664,415
	Respite Care (HACC)	\$270,928
	Social Support (HACC)	\$1,022,518
Centacare Catholic Family Services	DVA Funding	\$324
	Social Support (HACC)	\$63,032
Centacare Lismore – Respite Program	Respite	\$266,736
Centacare Lismore – Senior Day Care	Centre Based Day Care (HACC)	\$93,791
	DVA Funding	\$497
Central Coast Alternative Care Group Ltd	Community Access	\$297,792
	DVA Funding	\$5,778
	Multi Service Outlet (HACC)	\$752,072
	Respite	\$268,742
	Respite Care (HACC)	\$373,075
Central Coast Disability Network Inc	Advocacy, Information and print disability	\$99,114
	Community Access	\$217,840
	DVA Funding	\$1,132
	Multi Service Outlet (HACC)	\$241,034
Central Coast Living Options Inc	Accommodation Support	\$1,022,712
	Community Access	\$115,077
Central Coast Post School Options Inc	Community Access	\$2,087,533
Central Darling Shire Council	DVA Funding	\$4,352
	Multi Service Outlet (HACC)	\$140,150

Service provider	Funding purpose	2006–07 funding
Central West Community College Ltd	DVA Funding	\$157
	Non Output Service (HACC)	\$30,562
Cessnock Hostel Ltd	Accommodation Support	\$353,340
Challenge Disability Services	Accommodation Support	\$4,141,102
	Community Access	\$1,611,911
	Community Support	\$11,199
	Respite	\$215,263
Challenge Foundation Goulburn Inc	Accommodation Support	\$297,496
	Respite	\$186,977
Charlestown and District Meals on Wheels Inc	DVA Funding	\$729
	Meals Service – Centre Based (HACC)	\$142,005
Charlestown Caring Group Inc	DVA Funding	\$1,400
	Social Support (HACC)	\$159,965
Chatswood Sheltered Industries Inc	Accommodation Support	\$808,408
Chester Hill Neighbourhood Centre Inc	Ageing	\$74,465
	DVA Funding	\$1,661
	Respite Care (HACC)	\$38,502
Children First Incorporated	Community Support	\$315,087
Chinese Australian Services Society Co-operative Ltd (CASS)	Accommodation Support	\$1,939,462
	Centre Based Day Care (HACC)	\$106,295
	DVA Funding	\$224
Christian Community Aid Service Inc	Counselling/Support, info & advocacy (HACC)	\$197,738
	DVA Funding	\$7,175
	Meals Service – Centre Based (HACC)	\$337,301
	Social Support (HACC)	\$116,321
Christie Centre Inc	Community Access	\$48,807
Citizen Advocacy Western Sydney Inc	Advocacy, Information and print disability	\$109,974
	DVA Funding	\$425
	Social Support (HACC)	\$82,829
City of Canada Bay Council	DVA Funding	\$613
	Multi Service Outlet (HACC)	\$64,892
	Non Output Service (HACC)	\$54,520
City of Fairfield Meals on Wheels Inc	DVA Funding	\$1,420
	Meals Service – Centre Based (HACC)	\$139,276
	Multi Service Outlet (HACC)	\$146,960
City of Liverpool Meals on Wheels Inc	DVA Funding	\$693
	Meals Service – Centre Based (HACC)	\$151,294
City of Sydney	DVA Funding	\$37,116
	Multi Service Outlet (HACC)	\$778,008
	Non Output Service (HACC)	\$53,237
Citycare Newcastle Inc	Accommodation Support	\$69,646
Civic Residential Services (Division of SLAS Ltd)	Accommodation Support	\$5,122,966
	Community Access	\$595,541
	Community Support	\$4,684
	Respite	\$2,209,748
Clarence Valley Council	Accommodation Support	\$392,741
	Community Access	\$109,832
	Domestic Assistance (HACC)	\$302,634
	DVA Funding	\$9,690
	Home Maintenance (HACC)	\$221,109
	Meals Service – Centre Based (HACC)	\$123,163
	Multi Service Outlet (HACC)	\$411,411
	Non Output Service (HACC)	\$25,558
	Respite	\$670,401
	Social Support (HACC)	\$204,203

Service provider	Funding purpose	2006–07 funding
Clarence Valley Home Modification and Maintenance Service Inc	DVA Funding	\$1,350
	Multi Service Outlet (HACC)	\$262,947
CO AS IT Italian Association of Assistance	Ageing	\$48,847
	Centre Based Day Care (HACC)	\$226,832
	DVA Funding	\$9,805
	Non Output Service (HACC)	\$58,614
	Respite Care (HACC)	\$186,101
Coalfields Neighbourcare Incorporated	DVA Funding	\$2,787
	Multi Service Outlet (HACC)	\$542,689
Coastal Accommodation Support Service Incorporated	Accommodation Support	\$934,070
Coastal Disability Services Limited	Community Access	\$996,582
Coffs Harbour Aboriginal Family Community Care Inc	DVA Funding	\$684
	Other Food Services (HACC)	\$64,860
	Social Support (HACC)	\$62,662
Coffs Harbour Challenge Inc	Community Access	\$101,442
Coffs Harbour City Council	DVA Funding	\$129
	Multi Service Outlet (HACC)	\$25,056
Coffs Harbour Home Modification and Maintenance Service Inc	DVA Funding	\$2,908
	Home Modification (HACC)	\$227,580
	Multi Service Outlet (HACC)	\$300,052
Coffs Harbour Meals on Wheels Incorporated	DVA Funding	\$991
	Meals Service – Centre Based (HACC)	\$145,968
	Other Food Services (HACC)	\$52,097
Coffs Harbour Support Services Inc	Accommodation Support	\$2,966,047
	Community Access	\$774,795
	Community Support	\$5,775
Combined Pensioners & Superannuants Assoc NSW Inc	Ageing	\$374,689
	DVA Funding	\$302
	Multi Service Outlet (HACC)	\$58,823
Community Care (Northern Beaches) Inc	Accommodation Support	\$261,656
	Ageing	\$44,456
	Case Management (HACC)	\$991,334
	Community Support	\$610,000
	Counselling/Support, info & advocacy (HACC)	\$174,292
	DVA Funding	\$12,740
	Respite Care (HACC)	\$528,400
	Social Support (HACC)	\$219,623
Community Care Services – Central Coast	Domestic Assistance (HACC)	\$108,722
	DVA Funding	\$7,863
	Multi Service Outlet (HACC)	\$352,529
	Respite Care (HACC)	\$248,957
	Social Support (HACC)	\$221,913
Community Connections Australia	Accommodation Support	\$2,162,953
	Community Access	\$31,271
	Community Support	\$21,019
Community Independence Support Services Incorporated	Case Management (HACC)	\$770,175
	Domestic Assistance (HACC)	\$159,941
	DVA Funding	\$10,113
	Social Support (HACC)	\$454,955
Community Links Wollondilly Incorporated	Respite	\$97,120
Community Living & Respite Services Inc	Accommodation Support	\$70,000
Community Options Brokerage Service Inc	Accommodation Support	\$146,424
	Community Access	\$344,005

Appendices

Service provider	Funding purpose	2006–07 funding
Community Options Illawarra Incorporated	Case Management (HACC)	\$1,526,071
	Community Support	\$610,000
	DVA Funding	\$11,277
Community Programs Inc	Accommodation Support	\$319,029
	Centre Based Day Care (HACC)	\$88,839
	Community Access	\$956,781
	Community Support	\$125,261
	DVA Funding	\$2,716
	Other Food Services (HACC)	\$13,024
	Respite	\$288,445
	Social Support (HACC)	\$397,965
Community Restaurant Miranda Inc	DVA Funding	\$667
	Meals Service – Centre Based (HACC)	\$129,845
Community Transport Organisation Inc	DVA Funding	\$36,611
	Non Output Service (HACC)	\$148,080
Concord Community Food Services Incorporated	DVA Funding	\$325
	Meals Service – Centre Based (HACC)	\$63,232
Condobolin Meals on Wheels	Other Food Services (HACC)	\$21,211
Connect Child & Family Services Incorporated	Community Support	\$92,796
Cooinda Family Support Group Inc	Community Support	\$166,714
Coolamon Council	DVA Funding	\$3,283
	Multi Service Outlet (HACC)	\$55,160
Cooma – Monaro Council	DVA Funding	\$9,648
	Multi Service Outlet (HACC)	\$293,873
Cooma Challenge Ltd	Accommodation Support	\$455,757
	Community Access	\$62,922
	Community Support	\$83,356
	DVA Funding	\$437
	Multi Service Outlet (HACC)	\$85,108
	Respite	\$49,319
Coonamble Meals on Wheels	DVA Funding	\$218
	Multi Service Outlet (HACC)	\$47,450
Coonamble Parent Support Host Family Respite Care	DVA Funding	\$639
	Respite	\$60,713
	Respite Care (HACC)	\$149,478
Cootamundra Meals on Wheels Service Inc	DVA Funding	\$779
	Meals Service – Centre Based (HACC)	\$85,539
Coptic Orthodox Church	Ageing	\$11,055
	DVA Funding	\$572
	Multi Service Outlet (HACC)	\$116,284
Council of Social Service of NSW	DVA Funding	\$644
	Non Output Service (HACC)	\$222,935
Council on the Ageing NSW Inc	Ageing	\$284,824
	Counselling/Support, info & advocacy (HACC)	\$21,082
	DVA Funding	\$714
	Non Output Service (HACC)	\$118,038
Cowra Early Intervention Group Inc	Community Support	\$89,414
Cowra Information & Neighbourhood Centre	DVA Funding	\$627
	Multi Service Outlet (HACC)	\$122,030
Cowra Special Needs Services Inc	Accommodation Support	\$96,588
	Community Access	\$261,654
	Community Support	\$27,093
	DVA Funding	\$611
	Non Output Service (HACC)	\$27,210
	Respite	\$199,638
	Social Support (HACC)	\$91,731

Service provider	Funding purpose	2006–07 funding
Cowra/Grenfell Meals on Wheels Food Services Inc	DVA Funding	\$895
	Meals Service – Centre Based (HACC)	\$177,650
Cram Foundation	Accommodation Support	\$2,873,838
Creating Links Co-operative Limited	DVA Funding	\$1,417
	Multi Service Outlet (HACC)	\$275,849
Croatian Community Centre	Centre Based Day Care (HACC)	\$51,341
	DVA Funding	\$264
Cronulla Neighbour Aid Inc	Domestic Assistance (HACC)	\$111,615
	DVA Funding	\$573
Crookwell Meals on Wheels Service Inc	DVA Funding	\$53
	Meals Service – Centre Based (HACC)	\$9,928
Crowle Foundation Ltd	Accommodation Support	\$4,123,322
	Community Access	\$1,199,703
	Community Support	\$12,018
	Other Support	\$259,084
Cubby House Toy Library Inc	Community Support	\$18,302
Currajong Disability Services Incorporated	Accommodation Support	\$174,338
	Community Access	\$389,761
	DVA Funding	\$760
	Multi Service Outlet (HACC)	\$147,983
	Respite	\$76,018
Dadirri Inc	Accommodation Support	\$1,063,445
	Community Access	\$26,535
	Community Support	\$9,148
Deniliquin Meals on Wheels Inc	DVA Funding	\$230
	Meals Service – Centre Based (HACC)	\$59,128
Denman Meals on Wheels Service Inc	DVA Funding	\$39
	Meals Service – Centre Based (HACC)	\$10,728
DIRC (NSW) Inc	Advocacy, Information and print disability	\$133,032
Disability Advocacy and Information Service – Albury	Advocacy, Information and print disability	\$132,623
Disability Advocacy NSW Incorporated	Advocacy, Information and print disability	\$305,328
Disability and Aged Information Service Incorporated	Advocacy, Information and print disability	\$146,534
	DVA Funding	\$278
	Non Output Service (HACC)	\$54,182
Disability Enterprises Leura	Accommodation Support	\$4,764,091
	Community Access	\$738,291
Disability Information Advocacy Service Incorporated	Advocacy, Information and print disability	\$149,390
Disability Professionals	Accommodation Support	\$34,962
	Respite	\$78,259
Disability Services Australia Limited	Accommodation Support	\$14,239,620
	Community Access	\$4,877,838
	Community Support	\$485,301
	Respite	\$60,000
Disability Services Port Stephens Incorporated	DVA Funding	\$455
	Respite	\$58,019
	Social Support (HACC)	\$90,234
Dolleina Pty Limited	Accommodation Support	\$490,744
	Community Support	\$7,006
Down Syndrome Association of NSW Inc	Advocacy, Information and print disability	\$58,091
Druitt Information and Link Up Service Inc	DVA Funding	\$463
	Social Support (HACC)	\$90,117
Dubbo Neighbourhood Centre Incorporated	Ageing	\$11,910
	DVA Funding	\$705
	Multi Service Outlet (HACC)	\$99,329
	Non Output Service (HACC)	\$37,948
Dundaloo Foundation Ltd	Accommodation Support	\$1,519,033

Service provider	Funding purpose	2006–07 funding
Dungog & District Neighbourcare Inc	DVA Funding	\$1,361
	Multi Service Outlet (HACC)	\$261,107
Dunrossil Challenge Foundation Ltd	Community Access	\$517,360
Earlwood Aged Support & Care Group Inc	Centre Based Day Care (HACC)	\$59,291
	DVA Funding	\$304
Early Childhood Intervention Australia (NSW Chapter) Inc	Other Support	\$51,842
Early Education (EarlyEd) Inc	Community Support	\$453,718
Early Links Inclusion Support Service Inc	Community Support	\$389,522
East Lake Macquarie Dementia Service Inc	Centre Based Day Care (HACC)	\$282,073
	DVA Funding	\$1,449
Eastlakes Neighbour Aid Inc	DVA Funding	\$1,434
	Multi Service Outlet (HACC)	\$279,301
Easy Care Gardening Inc	DVA Funding	\$2,213
	Home Maintenance (HACC)	\$441,354
ECHO Bondi Junction Neighbourhood Centre Inc	DVA Funding	\$939
	Social Support (HACC)	\$173,197
EMMAUS – Disabled Persons Catholic Services	Accommodation Support	\$1,205,401
Endeavour Industries Ltd	Accommodation Support	\$140,600
	Community Access	\$648,679
Engadine District Community Aid & Information Service Inc	DVA Funding	\$517
	Social Support (HACC)	\$62,484
Epilepsy Association	Advocacy, Information and print disability	\$89,534
Essential Personnel Association Inc	Community Access	\$1,172,517
Essential Service Providers	Respite	\$2,502
Estia Foundation of Australia	Accommodation Support	\$344,654
	Respite	\$940,720
Ethnic Child Care Family & Community Services Co-op Ltd	Advocacy, Information and print disability	\$199,831
	Centre Based Day Care (HACC)	\$223,198
	DVA Funding	\$3,132
	Non Output Service (HACC)	\$386,678
Ethnic Communities Council of Newcastle and Hunter Region Inc	DVA Funding	\$10,888
	Multi Service Outlet (HACC)	\$357,088
Ethnic Communities' Council of NSW Inc	DVA Funding	\$415
	Non Output Service (HACC)	\$83,233
Eurella Community Services Inc	Accommodation Support	\$1,538,705
	Community Access	\$322,600
	Community Support	\$158,312
Eurobodalla Council	Accommodation Support	\$605,372
	Community Access	\$303,372
	DVA Funding	\$3,993
	Multi Service Outlet (HACC)	\$777,445
	Respite	\$556,341
Eurobodalla Meals on Wheels Co-operative Ltd	DVA Funding	\$1,162
	Multi Service Outlet (HACC)	\$236,311
Evans Community Options Inc	Case Management (HACC)	\$415,154
	DVA Funding	\$2,643
	Respite	\$152,428
	Social Support (HACC)	\$99,404
Fairfield Community Resource Centre	Community Access	\$424,812
Fairfield Council	Community Support	\$194,699
	DVA Funding	\$150
	Non Output Service (HACC)	\$29,281

Service provider	Funding purpose	2006–07 funding
Fairhaven Services Ltd	Accommodation Support	\$681,132
	Respite	\$49,340
Family Link Wagga Wagga Respite Care Scheme Inc	Accommodation Support	\$74,551
	DVA Funding	\$844
	Respite	\$342,289
	Respite Care (HACC)	\$164,431
Family Resource & Network Support Inc	Community Access	\$149,193
	DVA Funding	\$33,842
	Respite	\$416,120
	Respite Care (HACC)	\$931,849
Far West HACC Services Inc	DVA Funding	\$511
	Multi Service Outlet (HACC)	\$99,432
FEROS Care Limited	Domestic Assistance (HACC)	\$344,122
	DVA Funding	\$5,055
	Personal Care (HACC)	\$226,290
First Aid and Safety Training Macarthur PTY LTD (Macarthur Respite Care MRC)	Accommodation Support	\$242,981
	Respite	\$16,637
Firstchance Incorporated	Community Support	\$666,881
Flintwood Disability Services Inc	Accommodation Support	\$2,320,087
	Community Access	\$1,821,629
	Respite	\$1,309,703
FOCAS Shoalhaven Inc	Community Access	\$378,288
Food Distribution Network Inc	DVA Funding	\$2,146
	Other Food Services (HACC)	\$223,131
Forbes and District Meals on Wheels Assoc Inc	DVA Funding	\$436
	Meals Service – Centre Based (HACC)	\$84,873
Forbes/Bland Home Modification and Maintenance Service Inc	DVA Funding	\$742
	Multi Service Outlet (HACC)	\$111,414
	Non Output Service (HACC)	\$33,108
Foster Grandparents Scheme Hunter Region Inc	Community Support	\$80,321
Fraternal Society of Tripoli & Mena Districts	Ageing	\$54,619
	DVA Funding	\$1,778
	Multi Service Outlet (HACC)	\$43,805
	Non Output Service (HACC)	\$9,737
Fusion Australia Ltd – Sydney West	DVA Funding	\$5,345
	Home Modification (HACC)	\$674,416
	Multi Service Outlet (HACC)	\$352,758
Georges River Community Service Inc	DVA Funding	\$839
	Social Support (HACC)	\$167,226
Gilgai Aboriginal Centre Inc	Centre Based Day Care (HACC)	\$367,068
	DVA Funding	\$5,430
	Non Output Service (HACC)	\$373,006
	Respite	\$311,360
Gilgandra Council	Accommodation Support	\$3,264,433
Gilgandra Council	Community Access	\$468,284
	DVA Funding	\$403
	Meals Service – Centre Based (HACC)	\$85,377
Gladesville & District Community Aid & Info Servc Inc	Counselling/Support, info & advocacy (HACC)	\$68,712
	DVA Funding	\$1,853
	Meals Service – Centre Based (HACC)	\$119,097
	Social Support (HACC)	\$204,306

Service provider	Funding purpose	2006–07 funding
Glen Innes Severn Council	Accommodation Support	\$235,001
	Case Management (HACC)	\$507,477
	Community Access	\$134,173
	Community Support	\$21,897
	DVA Funding	\$6,859
	Multi Service Outlet (HACC)	\$289,013
	Respite	\$965,307
Glenray Industries Ltd	Accommodation Support	\$1,385,089
	Community Access	\$156,216
Gloucester Home Maintenance Project Inc	DVA Funding	\$480
	Multi Service Outlet (HACC)	\$99,788
Gloucester Meals on Wheels Inc	DVA Funding	\$2,443
	Multi Service Outlet (HACC)	\$59,175
Gosford City Council	Counselling/Support, info & advocacy (HACC)	\$4,096
	DVA Funding	\$1,672
	Multi Service Outlet (HACC)	\$247,925
	Non Output Service (HACC)	\$154,820
Gosford City Food Services Incorporated	DVA Funding	\$2,240
	Multi Service Outlet (HACC)	\$436,128
Goulburn & District Children's Services Assoc	Community Support	\$110,325
	DVA Funding	\$357
	Meals Service – Centre Based (HACC)	\$69,420
Goulburn Mulwaree Council	Domestic Assistance (HACC)	\$10,980
	DVA Funding	\$1,230
	Multi Service Outlet (HACC)	\$239,533
	Social Support (HACC)	\$12,121
Grafton District Meals on Wheels Service Inc	DVA Funding	\$583
	Meals Service – Centre Based (HACC)	\$188,578
Great Lakes Community Resources Inc	DVA Funding	\$1,135
	Multi Service Outlet (HACC)	\$206,213
Great Lakes Council	Accommodation Support	\$148,114
	Centre Based Day Care (HACC)	\$312,701
	Community Support	\$33,342
	DVA Funding	\$25,946
	Multi Service Outlet (HACC)	\$1,371,591
	Respite	\$188,434
	Respite Care (HACC)	\$159,654
	Social Support (HACC)	\$316,495
Great Lakes Meals on Wheels Inc	DVA Funding	\$968
	Meals Service – Centre Based (HACC)	\$148,328
	Other Food Services (HACC)	\$52,097
Greater Hume Shire Council	DVA Funding	\$4,768
	Multi Service Outlet (HACC)	\$380,643
Greater Southern Area Health Service	Case Management (HACC)	\$59,429
	DVA Funding	\$4,926
	Meals Service – Centre Based (HACC)	\$43,957
	Multi Service Outlet (HACC)	\$245,261
	Non Output Service (HACC)	\$16,500
	Respite Care (HACC)	\$26,476
Greater Western Area Health Service	Ageing	\$138,054
	Community Support	\$47,983
	DVA Funding	\$72,000
	Meals Service – Centre Based (HACC)	\$55,776
	Multi Service Outlet (HACC)	\$910,118
	Respite	\$90,938
	Respite Care (HACC)	\$383,786
	Social Support (HACC)	\$51,524

Service provider	Funding purpose	2006–07 funding
Greek Welfare Centre	DVA Funding	\$12,867
	Multi Service Outlet (HACC)	\$854,722
Greenacres Disability Services	Community Access	\$3,141,530
	Respite	\$45,000
Griffith Early Intervention Service	Community Support	\$92,447
Griffith Meals on Wheels Incorporated	DVA Funding	\$301
	Meals Service – Centre Based (HACC)	\$63,928
Griffith Neighbourhood House	DVA Funding	\$414
	Social Support (HACC)	\$80,585
Griffith Post School Options Inc	Community Access	\$337,435
Gulgong Hostel Association Incorporated	DVA Funding	\$4,983
	Multi Service Outlet (HACC)	\$133,377
Gundagai Neighbourhood Centre Inc	DVA Funding	\$3,759
	Multi Service Outlet (HACC)	\$106,570
Gunnedah Council	Case Management (HACC)	\$873,097
	Centre Based Day Care (HACC)	\$68,743
	Community Support	\$91,938
	DVA Funding	\$8,771
	Multi Service Outlet (HACC)	\$122,286
	Social Support (HACC)	\$26,960
Gunnedah Family and Children's Services Inc	Community Support	\$39,702
Gunnedah Meals on Wheels Association Inc	DVA Funding	\$252
	Meals Service – Centre Based (HACC)	\$52,409
Gunnedah Special Support Service Inc	Accommodation Support	\$279,475
Guriwal Aboriginal Corporation	DVA Funding	\$763
	Respite Care (HACC)	\$148,491
Guyra Shire Council	DVA Funding	\$3,571
	Multi Service Outlet (HACC)	\$114,410
Gwydir HACC Services Inc	DVA Funding	\$7,465
	Meals Service – Centre Based (HACC)	\$2,494
	Multi Service Outlet (HACC)	\$286,050
	Respite Care (HACC)	\$3,155
Gwydir Shire Council	Centre Based Day Care (HACC)	\$42,632
	DVA Funding	\$3,862
	Meals Service – Centre Based (HACC)	\$26,166
	Multi Service Outlet (HACC)	\$60,437
	Social Support (HACC)	\$38,603
GyMEA Community Aid & Information Centre Inc	DVA Funding	\$3,830
	Multi Service Outlet (HACC)	\$22,839
	Respite Care (HACC)	\$77,281
	Social Support (HACC)	\$51,872
H.N McLean Memorial Retirement Village Pty Ltd	Domestic Assistance (HACC)	\$166,616
	DVA Funding	\$856
Handital – NSW Inc	Advocacy, Information and print disability	\$68,825
Hastings Council	Ageing	\$150,000
	DVA Funding	\$164
	Non Output Service (HACC)	\$31,957
Hastings District Respite Care Inc	DVA Funding	\$20,262
	Multi Service Outlet (HACC)	\$687,274
	Respite	\$202,665
	Social Support (HACC)	\$40,786
Hastings Early Intervention Inc	Community Support	\$195,806
Hastings Headway Inc	Accommodation Support	\$235,431
	Community Access	\$210,090
Hastings Home Modification and Maintenance Service Inc	DVA Funding	\$1,455
	Multi Service Outlet (HACC)	\$277,562

Service provider	Funding purpose	2006–07 funding
Hawkesbury City Council	Community Access	\$49,192
	DVA Funding	\$611
	Multi Service Outlet (HACC)	\$61,126
	Non Output Service (HACC)	\$30,436
Hawkesbury Colo Meals on Wheels Inc	DVA Funding	\$648
	Meals Service – Centre Based (HACC)	\$126,118
Hawkesbury Early Childhood Intervention Service Inc	Community Support	\$76,622
Hawkesbury/Penrith Respite Services Inc	DVA Funding	\$15,341
	Multi Service Outlet (HACC)	\$721,622
	Respite	\$350,955
Hay Shire Council	Case Management (HACC)	\$26,044
	DVA Funding	\$7,285
	Multi Service Outlet (HACC)	\$145,811
HeadEast Eastern Sydney Acquired Brain Injury CAS Inc	Community Access	\$319,501
Headstart Community Access Programme Inc	Accommodation Support	\$99,039
	Community Access	\$418,577
	Community Support	\$6,300
Headway Adult Development Program Inc	Community Access	\$222,073
Headway Illawarra Inc	Community Access	\$257,362
Health Care at Home Tamworth Pty Ltd	Accommodation Support	\$138,261
Holbrook Meals on Wheels Service Inc	DVA Funding	\$187
	Social Support (HACC)	\$36,328
Holdsworth Street Community Centre	Counselling/Support, info & advocacy (HACC)	\$95,838
	Domestic Assistance (HACC)	\$250,865
	DVA Funding	\$13,270
	Non Output Service (HACC)	\$30,663
	Respite Care (HACC)	\$266,217
	Social Support (HACC)	\$31,258
Holiday Coast Respite Co-operative Limited	Respite	\$1,337,370
Holroyd City Council	Centre Based Day Care (HACC)	\$200,985
	Community Support	\$54,825
	DVA Funding	\$2,893
	Meals Service – Centre Based (HACC)	\$221,534
	Multi Service Outlet (HACC)	\$105,192
	Non Output Service (HACC)	\$24,376
	Social Support (HACC)	\$73,803
Home Care Block Grant	Accommodation Support	\$651,113
	Ageing	\$110,629
	Domestic Assistance (HACC)	\$70,164,579
	DVA Funding	\$752,934
	Meals Service – Centre Based (HACC)	\$26,032
	Multi Service Outlet (HACC)	\$604,837
	Personal Care (HACC)	\$60,386,754
	Respite Care (HACC)	\$12,439,790
Home Care Service of NSW – Active	Accommodation Support	\$3,971,758
	Case Management (HACC)	\$2,175,566
	Community Access	\$23,920
	Community Support	\$77,799
	Domestic Assistance (HACC)	\$453,049
	DVA Funding	\$64,067
	Home Modification (HACC)	\$294,448
	Meals Service – Centre Based (HACC)	\$140,565
	Multi Service Outlet (HACC)	\$3,930,870
	Non Output Service (HACC)	\$496,720

Service provider	Funding purpose	2006–07 funding
	Personal Care (HACC)	\$346,565
	Respite	\$1,861,945
	Respite Care (HACC)	\$331,024
	Social Support (HACC)	\$99,441
Home Modifications Lake Macquarie/Newcastle Inc	Allied Health – Occupational Therapy (HACC)	\$70,670
	DVA Funding	\$4,554
	Home Maintenance (HACC)	\$470,485
	Home Modification (HACC)	\$302,807
Homebush-Strathfield Community Service Inc	DVA Funding	\$370
	Multi Service Outlet (HACC)	\$72,070
Hope Healthcare Limited – Greenwich Hospital	Case Management (HACC)	\$603,542
	Community Support	\$21,940
	DVA Funding	\$8,485
	Respite Care (HACC)	\$468,876
Horizon Early Childhood Intervention Service Inc	Community Support	\$158,286
Hornsby Council	DVA Funding	\$1,529
	Multi Service Outlet (HACC)	\$290,977
	Non Output Service (HACC)	\$24,606
Hunter/New England Area Health Service	Ageing	\$90,868
	Case Management (HACC)	\$20,838
	Centre Based Day Care (HACC)	\$82,743
	Community Support	\$300,775
	Counselling/Support, info & advocacy (HACC)	\$136,140
	DVA Funding	\$18,717
	Home Maintenance (HACC)	\$41,678
	Home Modification (HACC)	\$438,190
	Meals Service – Centre Based (HACC)	\$15,462
	Multi Service Outlet (HACC)	\$2,077,497
	Personal Care (HACC)	\$158,732
Hunter Brain Injury Respite Options Inc	Respite	\$514,743
Hunter Carers for Intellectual Disability	Accommodation Support	\$2,018,546
	Community Support	\$14,014
Hunter Integrated Care Inc	Accommodation Support	\$213,254
	Ageing	\$150,000
	Case Management (HACC)	\$693,026
	Centre Based Day Care (HACC)	\$422,290
	Community Access	\$158,865
	Counselling/Support, info & advocacy (HACC)	\$95,838
	DVA Funding	\$25,955
	Meals Service – Centre Based (HACC)	\$72,176
	Multi Service Outlet (HACC)	\$313,715
	Non Output Service (HACC)	\$267,364
	Personal Care (HACC)	\$323,540
	Respite	\$128,664
	Respite Care (HACC)	\$1,585,883
	Social Support (HACC)	\$267,150
Hunter Prelude Early Intervention Centre Inc	Community Support	\$312,819
Hunters Hill Congregational Church	DVA Funding	\$1,469
	Multi Service Outlet (HACC)	\$56,283
	Social Support (HACC)	\$216,501
Hunters Hill Council	Non Output Service (HACC)	\$20,000
Hunters Hill Respite Care Centre	Centre Based Day Care (HACC)	\$253,113
	DVA Funding	\$1,518
	Respite Care (HACC)	\$44,624
Hurstville City Council	DVA Funding	\$149
	Non Output Service (HACC)	\$27,106

Service provider	Funding purpose	2006–07 funding
Hurstville Community Food Services Association Inc	DVA Funding	\$1,370
	Meals Service – Centre Based (HACC)	\$150,131
Illaroo Cooperative Aboriginal Corporation	DVA Funding	\$2,206
	Multi Service Outlet (HACC)	\$427,806
Illawarra Community Services Inc	DVA Funding	\$6,206
	Multi Service Outlet (HACC)	\$1,054,017
Illawarra Ethnic Communities Council Inc	DVA Funding	\$3,946
	Multi Service Outlet (HACC)	\$822,088
Illawarra Forum Incorporated	Non Output Service (HACC)	\$143,495
Illawarra Indo-Chinese Aged Group Inc	Centre Based Day Care (HACC)	\$50,758
	DVA Funding	\$261
Illawarra Multicultural Services Inc	Community Support	\$369,900
Illawarra Retirement Trust	DVA Funding	\$2,582
	Multi Service Outlet (HACC)	\$57,342
Imlay Special Needs Group Inc-Eden	Community Support	\$155,834
	DVA Funding	\$171
	Non Output Service (HACC)	\$33,313
Inala	Accommodation Support	\$5,360,560
	Community Access	\$1,463,282
Independence Ulladulla Inc	Accommodation Support	\$232,742
Independent Living Centre NSW	Advocacy, Information and print disability	\$607,640
	Counselling/Support, info & advocacy (HACC)	\$137,508
	DVA Funding	\$706
Independent Living for the Physically Disabled Inc	Community Support	\$82,344
Information on Disability Equipment Access Services	Advocacy, Information and print disability	\$251,977
	DVA Funding	\$884
	Multi Service Outlet (HACC)	\$172,225
Inner South West Community Development Organisation	DVA Funding	\$652
	Non Output Service (HACC)	\$126,982
Inner Sydney Regional Council for Social Development Co-op Ltd	DVA Funding	\$524
	Non Output Service (HACC)	\$102,006
Inner West Aboriginal Community Company Ltd	Centre Based Day Care (HACC)	\$150,351
	DVA Funding	\$2,291
	Multi Service Outlet (HACC)	\$39,969
	Non Output Service (HACC)	\$338,337
	Respite	\$87,704
	Respite Care (HACC)	\$78,558
Inner West Community Transport Inc	DVA Funding	\$690
	Meals Service – Centre Based (HACC)	\$134,265
Inner West Neighbour Aid Incorporated	DVA Funding	\$1,781
	Home Maintenance (HACC)	\$180,798
	Social Support (HACC)	\$166,051
Institute of Family Advocacy & Leadership Development	Advocacy, Information and print disability	\$59,600
Intellectual Disability Rights Service Inc	Advocacy, Information and print disability	\$816,025
Interaction Ltd	Accommodation Support	\$5,033,978
	Case Management (HACC)	\$428,674
	Community Access	\$380,308
	Community Support	\$513,629
	DVA Funding	\$2,201
	Respite	\$545,896
Interchange Bathurst Inc	Community Access	\$60,984
	DVA Funding	\$515
	Respite	\$639,091
	Respite Care (HACC)	\$100,350

Service provider	Funding purpose	2006–07 funding
Interchange Illawarra Inc	Community Support	\$21,654
	DVA Funding	\$2,156
	Multi Service Outlet (HACC)	\$441,978
	Respite	\$559,391
Interchange Respite Care Inc	DVA Funding	\$858
	Respite	\$102,945
	Respite Care (HACC)	\$146,822
	Social Support (HACC)	\$16,314
Interchange Respite Care NSW Inc	DVA Funding	\$729
	Non Output Service (HACC)	\$141,875
Interchange Shoalhaven Inc	DVA Funding	\$1,863
	Multi Service Outlet (HACC)	\$490,869
	Respite	\$429,401
Interchange Wingecarribee Inc	Case Management (HACC)	\$274,860
	Community Access	\$455,773
	DVA Funding	\$6,821
	Multi Service Outlet (HACC)	\$191,902
	Respite	\$236,560
	Respite Care (HACC)	\$51,065
	Social Support (HACC)	\$224,321
Inverell Accommodation Service Inc	Accommodation Support	\$980,737
	Community Access	\$82,640
	Respite	\$24,812
Inverell Council	Community Access	\$575,003
Inverell Disability Services	Community Access	\$70,586
	Community Support	\$49,632
	DVA Funding	\$593
	Respite	\$16,944
	Respite Care (HACC)	\$143,431
Inverell HACC Services Inc	Centre Based Day Care (HACC)	\$8,518
	DVA Funding	\$6,178
	Multi Service Outlet (HACC)	\$178,387
Inverell Senior Citizens Welfare Association Inc	DVA Funding	\$397
	Meals Service – Centre Based (HACC)	\$77,541
Italian Social Welfare Organisation	Advocacy, Information and print disability	\$20,005
	Centre Based Day Care (HACC)	\$146,124
	Community Access	\$12,899
	DVA Funding	\$636
Jack Towney Hostel Aboriginal Corporation	Centre Based Day Care (HACC)	\$19,997
	DVA Funding	\$102
Jannali Neighbour Aid (Nightingale) Inc	DVA Funding	\$577
	Social Support (HACC)	\$108,458
Jennings Lodge	Accommodation Support	\$507,168
Jesmond Neighbourhood Centre Inc	DVA Funding	\$1,861
	Multi Service Outlet (HACC)	\$188,229
Jewish Care	Accommodation Support	\$3,296,733
	Ageing	\$9,647
	Centre Based Day Care (HACC)	\$192,672
	DVA Funding	\$8,766
	Respite	\$1,304
	Respite Care (HACC)	\$175,788

Appendices

Service provider	Funding purpose	2006–07 funding
Jewish Centre on Ageing Inc	DVA Funding	\$943
	Meals Service – Centre Based (HACC)	\$125,184
	Non Output Service (HACC)	\$58,465
Job Centre Australia Limited, t/a First Contact Human Resources	Community Access	\$554,667
Jobsupport Inc	Community Access	\$1,298,403
Jumbunna Community Pre-School & Early Intervention Centre	Community Support	\$87,702
Junction House Inc	Community Access	\$166,870
June Community Centre Inc	DVA Funding	\$4,927
	Multi Service Outlet (HACC)	\$187,859
Kaiyu Enterprises Inc	Community Access	\$364,616
Kalianna Enterprises Inc, Marro Training and Community Access Services	Community Access	\$247,407
Kalparrin Inc	Community Access	\$582,057
	Respite	\$739,887
Karabi Community & Development Services Inc	DVA Funding	\$611
	Social Support (HACC)	\$119,058
Katoomba Neighbourhood Centre Incorporated	DVA Funding	\$1,432
	Multi Service Outlet (HACC)	\$229,903
	Social Support (HACC)	\$48,978
Kempsey & District Meals on Wheels Inc	DVA Funding	\$5,837
	Multi Service Outlet (HACC)	\$166,201
Kempsey Council	DVA Funding	\$6,675
	Multi Service Outlet (HACC)	\$616,201
Kempsey Early Intervention Program Inc	Community Support	\$121,781
Kempsey Respite Services Inc	DVA Funding	\$828
	Respite	\$84,584
	Respite Care (HACC)	\$3,627
	Social Support (HACC)	\$151,784
	Community Access	\$535,776
Kenthurst Pre-School Kindergarten Inc	Community Support	\$41,983
Kiama Meals on Wheels Inc	DVA Funding	\$1,471
	Other Food Services (HACC)	\$91,775
Kiama Municipal Council	DVA Funding	\$5,832
	Multi Service Outlet (HACC)	\$1,090,525
	Non Output Service (HACC)	\$27,405
Kids Korner Combined Occasional Care Centre Inc	Community Support	\$36,425
Kincare Community Services Ltd	Accommodation Support	\$99,497
	Domestic Assistance (HACC)	\$2,133,419
	DVA Funding	\$21,115
	Personal Care (HACC)	\$1,390,063
	Respite	\$325,956
	Respite Care (HACC)	\$545,363
	Ageing	\$19,578
Kings Cross Community & Information Centre Inc	DVA Funding	\$3,530
	Other Food Services (HACC)	\$77,680
	DVA Funding	\$960
Kingsgrove Community Aid Centre Inc	Multi Service Outlet (HACC)	\$186,955
	Accommodation Support	\$6,521,152
Kirinari Community Services Ltd	Community Access	\$8,037
	Respite	\$29,000
	DVA Funding	\$2,677
Kogarah Community Services Incorporated	DVA Funding	\$2,677
	Social Support (HACC)	\$526,820

Service provider	Funding purpose	2006–07 funding
Kogarah Council	DVA Funding	\$156
	Non Output Service (HACC)	\$30,436
Kogarah Meals on Wheels Service Inc	DVA Funding	\$759
	Meals Service – Centre Based (HACC)	\$147,773
Koomarri Association (ACT) Inc	Community Access	\$17,980
Koorana Child & Family Centre Inc	Community Support	\$534,139
Kootingal Moonbi Meals on Wheels	DVA Funding	\$192
	Meals Service – Centre Based (HACC)	\$29,999
KU Children's Services	Community Support	\$478,768
Ku-ring-gai Meals on Wheels Service	DVA Funding	\$1,522
	Meals Service – Centre Based (HACC)	\$301,102
Ku-ring-gai Municipal Council	DVA Funding	\$475
	Non Output Service (HACC)	\$95,367
Ku-ring-gai Neighbourhood Centre Inc	DVA Funding	\$518
	Social Support (HACC)	\$97,454
Kurrajong-Waratah	Accommodation Support	\$4,446,114
	Community Access	\$1,128,727
	Community Support	\$1,090,174
	Respite	\$465,704
Kurranulla Aboriginal Corporation	Case Management (HACC)	\$260,674
	DVA Funding	\$4,978
	Multi Service Outlet (HACC)	\$58,059
Kurri Kurri Community Centre Inc	Allied Health – Occupational Therapy (HACC)	\$93,775
	DVA Funding	\$13,750
	Home Modification (HACC)	\$1,327,966
	Multi Service Outlet (HACC)	\$1,230,919
Lachhaven Inc	Community Access	\$93,638
	DVA Funding	\$95
	Respite Care (HACC)	\$18,482
Lachlan Shire Council	DVA Funding	\$6,772
	Multi Service Outlet (HACC)	\$191,418
Lake Macquarie City Council	DVA Funding	\$284
	Multi Service Outlet (HACC)	\$19,500
	Non Output Service (HACC)	\$55,243
Lambing Flat Enterprises Ltd	Accommodation Support	\$355,208
	Community Access	\$406,091
	Community Support	\$599,008
	DVA Funding	\$1,690
	Respite	\$15,495
	Respite Care (HACC)	\$134,409
Lane Cove Community Aid Service	DVA Funding	\$3,285
	Formal Linen Service (HACC)	\$30,679
	Home Maintenance (HACC)	\$146,229
	Meals Service – Centre Based (HACC)	\$112,069
	Multi Service Outlet (HACC)	\$265,894
	Non Output Service (HACC)	\$67,897
	Social Support (HACC)	\$20,393
Lapstone Pre-School Kindergarten Association Inc	Community Support	\$247,754
L'Arche Sydney Inc	Accommodation Support	\$764,950
Learning Links	Community Support	\$1,668,550
	Respite	\$1,520
Leeton Shire Council	DVA Funding	\$395
	Home Maintenance (HACC)	\$26,511
	Meals Service – Centre Based (HACC)	\$54,909

Appendices

Service provider	Funding purpose	2006–07 funding
Leichhardt Council	DVA Funding	\$1,625
	Home Modification (HACC)	\$172,066
	Non Output Service (HACC)	\$28,645
Life Activities Inc	Accommodation Support	\$844,199
	Community Support	\$1,960,575
	Respite	\$77,475
Life Care Home Care Pty Ltd	Accommodation Support	\$13,461
Life Without Barriers	Accommodation Support	\$10,183,329
	Case Management (HACC)	\$83,356
	Community Access	\$4,757,333
	Community Support	\$1,788,262
	DVA Funding	\$428
	Respite	\$1,781,741
Lifeline Harbour To Hawkesbury Incorporated	DVA Funding	\$347
	Social Support (HACC)	\$71,146
Lifeline Northern Beaches Incorporated	Ageing	\$13,576
Lifeskills Plus Inc.	Accommodation Support	\$48,947
	Community Access	\$426,290
	Respite	\$128,524
Lifestart Co-operative Ltd	Community Support	\$1,926,663
Lifestyle Solutions (Aust) Ltd	Accommodation Support	\$7,094,729
	Community Access	\$1,528,883
	Community Support	\$4,684
Links Youth and Disability Services Pty Ltd	Accommodation Support	\$959,397
	Respite	\$20,618
Lismore Challenge Ltd	Accommodation Support	\$4,200,790
	Community Access	\$713,122
	Community Support	\$25,419
Lismore Home Modification Service Inc	Allied Health – Occupational Therapy (HACC)	\$92,413
	DVA Funding	\$2,461
	Home Maintenance (HACC)	\$22,734
	Home Modification (HACC)	\$350,460
Lismore Meals on Wheels Service Inc	DVA Funding	\$6,370
	Multi Service Outlet (HACC)	\$179,484
Lismore Neighbourhood Club Inc	DVA Funding	\$43
	Respite Care (HACC)	\$8,294
Lithgow Early Intervention Service	Community Support	\$41,466
Lithgow Information and Neighbourhood Centre	Accommodation Support	\$1,636,370
	Community Access	\$124,502
	DVA Funding	\$2,147
	Multi Service Outlet (HACC)	\$388,129
	Respite Care (HACC)	\$3,258
	Community Access	\$539,705
Lithgow Uniting Church	DVA Funding	\$772
	Multi Service Outlet (HACC)	\$150,404
	Respite	\$95,203
Little Bay Coast Centre for Seniors Inc	DVA Funding	\$289
	Multi Service Outlet (HACC)	\$56,265
Liverpool City Council	DVA Funding	\$127
	Non Output Service (HACC)	\$24,682
Liverpool Fairfield Disabled Person's Resource Service Inc	Advocacy, Information and print disability	\$146,600
	DVA Funding	\$9,083
	Respite Care (HACC)	\$194,769
	Social Support (HACC)	\$85,189

Service provider	Funding purpose	2006–07 funding
Liverpool Plains Shire Council	Domestic Assistance (HACC)	\$30,685
	DVA Funding	\$4,661
	Meals Service – Centre Based (HACC)	\$23,835
	Multi Service Outlet (HACC)	\$15,106
	Social Support (HACC)	\$70,300
Liverpool/Fairfield Community Learning Centre	Community Access	\$168,590
	DVA Funding	\$7,663
	Respite Care (HACC)	\$167,352
Living and Learning Services for Adults with Disabilities Inc	Community Access	\$560,527
Local Government and Shires Associations of NSW	DVA Funding	\$526
	Multi Service Outlet (HACC)	\$102,440
Lockhart & District Community Services Inc	DVA Funding	\$5,403
	Multi Service Outlet (HACC)	\$149,435
Lovely Care Pty Ltd	Respite	\$376,459
Lovely Caring Services Pty Ltd	Accommodation Support	\$382,116
	Respite	\$246,732
Lower Hunter Peer Support Inc	DVA Funding	\$1,435
	Social Support (HACC)	\$157,009
Lower Hunter Temporary Care Inc	Accommodation Support	\$38,839
	DVA Funding	\$2,313
	Respite	\$297,808
	Respite Care (HACC)	\$195,665
	Social Support (HACC)	\$59,915
Lower Mountains Neighbourhood Centre Inc	DVA Funding	\$186
	Social Support (HACC)	\$36,288
LUCAN Care	Centre Based Day Care (HACC)	\$25,734
	Counselling/Support, info & advocacy (HACC)	\$12,182
	DVA Funding	\$19,676
	Multi Service Outlet (HACC)	\$525,108
	Non Output Service (HACC)	\$20,456
	Respite Care (HACC)	\$33,168
Macarthur Disability Services Ltd	Advocacy, Information and print disability	\$79,091
	Ageing	\$8,628
	Centre Based Day Care (HACC)	\$53,515
	Community Access	\$3,102,322
	Community Support	\$189,990
	DVA Funding	\$1,712
	Non Output Service (HACC)	\$304,941
Macarthur District Temporary Family Care Inc	Accommodation Support	\$2,250
	Community Support	\$29,460
	DVA Funding	\$38,023
	Respite	\$693,435
	Respite Care (HACC)	\$882,119
Macarthur Diversity Services Incorporated	DVA Funding	\$19,242
	Multi Service Outlet (HACC)	\$489,248
	Social Support (HACC)	\$103,286
Macedonian Welfare Centre Inc	Centre Based Day Care (HACC)	\$62,591
	DVA Funding	\$321
Macleay Home Modification and Maintenance Service Inc	DVA Funding	\$1,911
	Home Maintenance (HACC)	\$16,314
	Home Modification (HACC)	\$351,984
Macleay Kalipso Inc	Accommodation Support	\$867,563
	Community Access	\$41,109
Macleay Options Inc	Accommodation Support	\$359,929
	Community Access	\$62,096

Service provider	Funding purpose	2006–07 funding
Maitland Community Care Services Inc.	DVA Funding	\$1,486
	Multi Service Outlet (HACC)	\$289,274
Maitland Council	Case Management (HACC)	\$251,016
	DVA Funding	\$1,289
Maitland Meals on Wheels Inc	DVA Funding	\$1,630
	Meals Service – In Home (HACC)	\$181,399
Mai-Wel	Accommodation Support	\$2,598,685
	Community Access	\$1,880,438
	Respite	\$67,131
Manly Council	DVA Funding	\$1,052
	Multi Service Outlet (HACC)	\$210,273
	Non Output Service (HACC)	\$28,391
Manly Warringah Pittwater Community Aid Service Inc	DVA Funding	\$5,736
	Home Maintenance (HACC)	\$135,576
	Home Modification (HACC)	\$637,728
	Non Output Service (HACC)	\$29,167
	Social Support (HACC)	\$349,800
Manly Youth Council	Community Access	\$22,179
Manning & Great Lakes Early Intervention Inc	Community Support	\$214,836
Manning Support Services Inc	DVA Funding	\$2,572
	Multi Service Outlet (HACC)	\$429,873
	Non Output Service (HACC)	\$70,330
Manning Valley Food Services Inc	DVA Funding	\$7,164
	Multi Service Outlet (HACC)	\$192,042
Manning Valley Respite Care Service Inc	DVA Funding	\$2,626
	Respite	\$61,541
	Respite Care (HACC)	\$169,093
	Social Support (HACC)	\$143,155
Marayong Pre-School Kindergarten Inc	Community Support	\$44,390
Marist Youth Care Limited	Accommodation Support	\$332,118
	Community Support	\$35,886
Marrickville Council	Domestic Assistance (HACC)	\$68,441
	DVA Funding	\$2,817
	Meals Service – Centre Based (HACC)	\$420,211
	Non Output Service (HACC)	\$52,138
Mater Dei Ltd	Accommodation Support	\$455,237
	Community Support	\$120,265
May Murray Neighbourhood Centre Inc	Ageing	\$10,755
	DVA Funding	\$5,796
	Non Output Service (HACC)	\$3,285
	Respite Care (HACC)	\$164,405
McCall Gardens Community Ltd	Accommodation Support	\$2,280,326
	Community Access	\$103,372
	Community Support	\$45,776
Meals on Wheels Auburn Inc	DVA Funding	\$1,227
	Meals Service – Centre Based (HACC)	\$194,633
	Multi Service Outlet (HACC)	\$52,766
Meals on Wheels Dubbo	DVA Funding	\$2,756
	Meals Service – Centre Based (HACC)	\$299,547
Meals on Wheels Iluka Assoc Inc	DVA Funding	\$246
	Meals Service – Centre Based (HACC)	\$47,867
Meals on Wheels Queanbeyan Inc	DVA Funding	\$521
	Meals Service – Centre Based (HACC)	\$101,396
Meals on Wheels, Narrandera Branch Incorporated	DVA Funding	\$325
	Meals Service – Centre Based (HACC)	\$68,207

Service provider	Funding purpose	2006–07 funding
Meeting House Incorporated	DVA Funding	\$127
	Social Support (HACC)	\$24,745
Menai District Neighbourhood Service Inc	DVA Funding	\$1,706
	Multi Service Outlet (HACC)	\$137,438
Mercy Care Centre Young	DVA Funding	\$260
	Multi Service Outlet (HACC)	\$50,603
Mercy Centre, Lavington Ltd	Accommodation Support	\$4,944,331
	Community Access	\$504,858
	Community Support	\$101,640
	Respite	\$873,476
Mercy Community Services	Domestic Assistance (HACC)	\$20,000
	DVA Funding	\$9,130
	Multi Service Outlet (HACC)	\$1,211,510
	Social Support (HACC)	\$228,331
Merry Makers (Central Coast) Inc	Community Access	\$19,160
Metropolitan Local Aboriginal Land Council	DVA Funding	\$495
	Non Output Service (HACC)	\$72,461
Mid Mountains Neighbourhood Centre Inc	DVA Funding	\$221
	Social Support (HACC)	\$42,965
Mid North Coast Community Care Options Inc	Accommodation Support	\$74,583
	DVA Funding	\$6,817
	Multi Service Outlet (HACC)	\$480,636
Mid North Coast Regional Council for Social Development	DVA Funding	\$695
	Non Output Service (HACC)	\$135,410
Mid Richmond Neighbourhood Centre Inc	DVA Funding	\$8,164
	Meals Service – Centre Based (HACC)	\$94,463
	Multi Service Outlet (HACC)	\$248,571
	Social Support (HACC)	\$79,956
Mid Western Regional Council	DVA Funding	\$1,206
	Meals Service – Centre Based (HACC)	\$105,710
	Multi Service Outlet (HACC)	\$116,948
	Respite Care (HACC)	\$71,840
Midwest Community Care Inc	Case Management (HACC)	\$1,177,724
	DVA Funding	\$14,279
	Multi Service Outlet (HACC)	\$434,436
Minimbah Challenge Inc	Community Access	\$1,172,181
Ministry of Transport	DVA Funding	\$656,304
	Multi Service Outlet (HACC)	\$226,587
	Non Output Service (HACC)	\$100,000
	Transport (HACC)	\$30,210,288
Miranda District Neighbour Aid Inc	Domestic Assistance (HACC)	\$89,334
	DVA Funding	\$459
Miroma	Community Access	\$580,721
Mission Australia (Sydney City Mission)	Community Support	\$327,091
Monaro Early Intervention Service Inc	Community Support	\$77,303
Moree Pre-School Inc	Community Support	\$52,027
Morisset & Toronto Meals on Wheels Incorporation	DVA Funding	\$692
	Meals Service – Centre Based (HACC)	\$146,825
Mosman Municipal Council	DVA Funding	\$1,119
	Meals Service – Centre Based (HACC)	\$101,741
	Non Output Service (HACC)	\$70,390
	Social Support (HACC)	\$41,060

Service provider	Funding purpose	2006–07 funding
Mudgee Accommodation Support Service Incorporated	Accommodation Support	\$1,298,871
Multicultural Disability Advocacy Association of NSW	Advocacy, Information and print disability	\$721,588
Multicultural Home Respite Inc	Accommodation Support	\$21,486
	Domestic Assistance (HACC)	\$229,367
	DVA Funding	\$10,147
Multiple Sclerosis Limited (t/a Multiple Sclerosis NSW/ Victoria)	Accommodation Support	\$458,258
	Community Access	\$3,245,530
	Community Support	\$158,472
	Respite	\$1,000,000
Multi-Purpose Allira Gathering Association Inc	DVA Funding	\$1,165
	Multi Service Outlet (HACC)	\$32,034
Murray Human Services Inc	Community Access	\$83,673
Murray Shire Council	DVA Funding	\$8,903
	Multi Service Outlet (HACC)	\$76,909
Murrin Bridge Advancement Aboriginal Corporation	DVA Funding	\$2,141
	Multi Service Outlet (HACC)	\$27,476
Murrumbidgee Council	DVA Funding	\$3,125
	Multi Service Outlet (HACC)	\$68,764
Murrumburrah-Harden Flexible Care Services Inc	DVA Funding	\$6,676
	Multi Service Outlet (HACC)	\$131,686
Murwillumbah Meals On Wheels Service Inc	DVA Funding	\$4,381
	Multi Service Outlet (HACC)	\$143,625
Myrtle Cottage Group Inc	Domestic Assistance (HACC)	\$72,229
	DVA Funding	\$18,993
	Multi Service Outlet (HACC)	\$490,186
	Respite	\$119,540
N. I. L.C. Inc	Accommodation Support	\$545,782
NADO Inc	Advocacy, Information and print disability	\$28,416
	Community Access	\$1,516,260
	Respite	\$630,055
Nambucca Bellingen Home Maintenance Service Inc	DVA Funding	\$767
	Home Maintenance (HACC)	\$16,314
	Home Modification (HACC)	\$129,141
Nambucca Council	DVA Funding	\$70
	Non Output Service (HACC)	\$13,603
Nambucca Valley Children's Group Inc	Community Support	\$118,590
Nambucca Valley Community Services Council Inc	Centre Based Day Care (HACC)	\$63,892
	DVA Funding	\$8,309
	Multi Service Outlet (HACC)	\$301,303
Nambucca Valley Phoenix Ltd	Community Access	\$65,831
Narrabri Community Tenancy Scheme Inc	Accommodation Support	\$338,566
	Respite	\$14,001
Narrabri Home and Community Care Inc	DVA Funding	\$2,806
	Respite Care (HACC)	\$61,997
Narrabri Meals on Wheels Inc	DVA Funding	\$533
Narrabri Meals on Wheels Inc	Meals Service – Centre Based (HACC)	\$57,864
Narrama Multi Services Aboriginal Corporation	DVA Funding	\$1,670
	Multi Service Outlet (HACC)	\$338,211
	Respite	\$101,011
Narrandera Council	DVA Funding	\$305
	Home Maintenance (HACC)	\$5,710
	Home Modification (HACC)	\$22,163
	Social Support (HACC)	\$49,471
National Disability Services Limited	Accommodation Support	\$175,094
	Other Support	\$858,788

Service provider	Funding purpose	2006–07 funding
Nepean Food Services Inc	Domestic Assistance (HACC)	\$64,041
	DVA Funding	\$3,122
	Meals Service – Centre Based (HACC)	\$206,298
	Multi Service Outlet (HACC)	\$60,376
	Transport (HACC)	\$20,839
Nepean Migrant Access Inc	Centre Based Day Care (HACC)	\$138,785
	DVA Funding	\$713
Nepean Volunteer Services Inc	DVA Funding	\$891
	Non Output Service (HACC)	\$47,474
	Social Support (HACC)	\$119,199
New Deal Association	Community Access	\$213,247
New England HACC Development Inc	Case Management (HACC)	\$11,713
	Case Planning/Review & coordination (HAC	\$43,488
	DVA Funding	\$1,774
	Non Output Service (HACC)	\$333,657
	Social Support (HACC)	\$16,587
New Era Independent Living Centre	Community Access	\$432,396
New Haven Farm Home Ltd	Accommodation Support	\$585,740
New Horizons Enterprises Ltd	Accommodation Support	\$7,819,074
	Community Access	\$51,569
	Community Support	\$460,948
New IDAFE INC	Community Access	\$627,675
New Lake Peer Support Inc	Community Access	\$927,269
	DVA Funding	\$2,664
	Respite	\$1,034,477
	Social Support (HACC)	\$518,748
New South Wales Institute of Psychiatry	Other Support	\$858,182
Newcastle & Hunter Community Access Inc	Community Access	\$2,121,993
Newcastle and District Meals on Wheels Inc	DVA Funding	\$3,860
	Meals Service – Centre Based (HACC)	\$764,283
Newcastle Council	DVA Funding	\$60
	Non Output Service (HACC)	\$11,757
Newcastle Elderly Citizens Centre Inc	DVA Funding	\$333
	Meals Service – Centre Based (HACC)	\$71,160
Newcastle Temporary Care Ltd	Accommodation Support	\$99,237
	DVA Funding	\$2,038
	Multi Service Outlet (HACC)	\$431,833
	Respite	\$618,806
Newcastle-Westlake Social Club Inc	Community Access	\$52,617
Newtown Neighbourhood Centre Incorporated	Community Access	\$231,574
	DVA Funding	\$2,251
	Social Support (HACC)	\$474,592
Newtrain Incorporated	Community Access	\$174,266
Ngambaga Bindarry Girrwa Community Service Inc	DVA Funding	\$1,601
	Multi Service Outlet (HACC)	\$117,054
Ngunnawal Aboriginal Corporation	Case Management (HACC)	\$358,199
	DVA Funding	\$3,277
Nimbin Health & Welfare Association Inc	DVA Funding	\$258
	Multi Service Outlet (HACC)	\$55,256
Ningana Enterprises Inc	Accommodation Support	\$275,880
	Community Access	\$163,919
Noah's Ark Centre of Shoalhaven Inc	Community Support	\$624,603

Service provider	Funding purpose	2006–07 funding
North Coast Area Health Service	Accommodation Support	\$75,869
	Ageing	\$103,979
	Case Management (HACC)	\$335,766
	Community Support	\$44,904
	DVA Funding	\$125,177
	Multi Service Outlet (HACC)	\$1,182,233
	Respite	\$28,118
North Coast Children's Home Inc trading as (CASPA)	Social Support (HACC)	\$113,887
	Accommodation Support	\$115,008
North Ryde Community Aid & Information Centre	DVA Funding	\$925
	Multi Service Outlet (HACC)	\$159,484
	Non Output Service (HACC)	\$23,278
North Shoalhaven Meals Co-operative Ltd	DVA Funding	\$1,182
	Meals Service – Centre Based (HACC)	\$237,188
North Sydney Community Service Ltd	DVA Funding	\$3,138
	Multi Service Outlet (HACC)	\$373,026
	Non Output Service (HACC)	\$52,688
	Respite Care (HACC)	\$7,516
North Sydney Council	DVA Funding	\$109
	Non Output Service (HACC)	\$21,190
North West Disability Services Inc	Community Access	\$2,117,179
	DVA Funding	\$2,149
	Respite	\$707,689
	Respite Care (HACC)	\$180,342
Northern Beaches Community Service Ltd	DVA Funding	\$2,480
	Home Maintenance (HACC)	\$193,898
	Non Output Service (HACC)	\$145,213
	Social Support (HACC)	\$178,994
Northern Beaches Interchange Inc	Community Support	\$17,439
	DVA Funding	\$2,974
	Respite	\$88,238
	Respite Care (HACC)	\$327,183
	Social Support (HACC)	\$251,976
Northern Illawarra Meals on Wheels Inc	DVA Funding	\$1,606
	Meals Service – Centre Based (HACC)	\$118,085
Northern Illawarra Neighbour Aid Inc	Centre Based Day Care (HACC)	\$1,715
	DVA Funding	\$1,182
	Multi Service Outlet (HACC)	\$230,213
Northern Rivers Community Transport Inc	DVA Funding	\$593
	Social Support (HACC)	\$109,660
Northern Rivers Social Development Council Inc	DVA Funding	\$638
	Non Output Service (HACC)	\$211,615
	Social Support (HACC)	\$10,648
Northern Settlement Services Limited	DVA Funding	\$3,272
	Multi Service Outlet (HACC)	\$133,545
	Social Support (HACC)	\$217,349
Northern Sydney & Central Coast Area Health Service	Ageing	\$103,979
	Community Support	\$255,028
	DVA Funding	\$5,392
	Multi Service Outlet (HACC)	\$359,220
	Non Output Service (HACC)	\$91,698
Northside Community Forum Incorporated	DVA Funding	\$1,291
	Non Output Service (HACC)	\$246,491
Northside Enterprise Inc	Community Access	\$599,291

Service provider	Funding purpose	2006–07 funding
Nova Employment & Training Program Incorporated	Community Access	\$715,005
Novacare Incorporated	Centre Based Day Care (HACC)	\$25,000
	DVA Funding	\$5,781
	Multi Service Outlet (HACC)	\$1,122,983
NSW Council for Intellectual Disability	Advocacy, Information and print disability	\$421,951
	Other Support	\$1,000
NSW Home Modification and Maintenance Services State Council	DVA Funding	\$1,536,396
	Home Maintenance (HACC)	\$185,838
NSW Meals On Wheels Association Inc	DVA Funding	\$2,714
	Non Output Service (HACC)	\$1,182,160
Nurruby Children's Services Inc	Community Support	\$46,674
Nursing Group Pty Ltd	Respite	\$7,965
Nyampa Aboriginal Housing Co	DVA Funding	\$1,226
	Multi Service Outlet (HACC)	\$33,198
Older Women's Network New South Wales Inc	Ageing	\$112,376
On Track Community Programs Incorporated	Accommodation Support	\$2,416,339
	Community Access	\$71,194
On-Focus Inc	Accommodation Support	\$1,075,634
	Community Access	\$362,301
On-Q Human Resources Ltd	Community Access	\$475,371
Orana Early Childhood Intervention & Education Project Inc	Community Support	\$145,817
Orange and District Early Education Program Inc	Community Support	\$236,834
Orange City Council	Accommodation Support	\$834,424
	Community Support	\$63,006
	DVA Funding	\$2,172
	Meals Service – Centre Based (HACC)	\$191,624
	Multi Service Outlet (HACC)	\$83,818
	Non Output Service (HACC)	\$153,552
Orange Community Resource Organisation Inc	Accommodation Support	\$1,695,226
	Case Management (HACC)	\$335,976
	Community Access	\$862,205
	Community Support	\$890,801
	DVA Funding	\$61,334
	Home Modification (HACC)	\$298,818
	Multi Service Outlet (HACC)	\$90,647
	Respite	\$118,292
	Respite Care (HACC)	\$118,491
Our Lady of Consolation Aged Care Services	DVA Funding	\$8,241
	Multi Service Outlet (HACC)	\$1,642,657
Paraplegic & Quadriplegic Assoc of NSW	Accommodation Support	\$2,613,630
Parent Council for Deaf Education	Advocacy, Information and print disability	\$75,068
Parent to Parent Association Inc	Community Access	\$44,352
	DVA Funding	\$272
	Non Output Service (HACC)	\$52,979
Parkes Aged & Disabled Support Scheme	Ageing	\$20,182
	DVA Funding	\$498
	Multi Service Outlet (HACC)	\$27,902
	Social Support (HACC)	\$69,138
Parkes Shire Food Service Inc	DVA Funding	\$695
	Multi Service Outlet (HACC)	\$135,342
Parkes/Lachlan Home Modification & Maintenance	DVA Funding	\$959
	Multi Service Outlet (HACC)	\$186,713
Parklands Cottage Inc	Centre Based Day Care (HACC)	\$124,056
	DVA Funding	\$555

Service provider	Funding purpose	2006–07 funding
Parramatta Council	DVA Funding	\$3,323
	Multi Service Outlet (HACC)	\$688,618
Partially Blinded Soldiers Assoc of Australia	Ageing	\$4,683
PATH Inc	Advocacy, Information and print disability	\$63,226
Pathways Early Childhood Intervention Inc	Community Support	\$435,539
Peckys Limited	Community Access	\$764,766
	DVA Funding	\$350
	Respite Care (HACC)	\$68,098
Pedal Early Childhood Intervention Service Incorporated	Community Support	\$93,639
Peninsula Community Centre Inc	Accommodation Support	\$132,120
	Case Management (HACC)	\$152,211
	DVA Funding	\$12,889
	Home Maintenance (HACC)	\$153,592
	Multi Service Outlet (HACC)	\$1,620,477
Peninsula Senior Citizens Toy Repair Group Inc	Ageing	\$854
Pennant Hills Neighbour Aid Inc	DVA Funding	\$297
	Social Support (HACC)	\$53,969
Penrith City Council	Community Support	\$95,233
	DVA Funding	\$95
	Non Output Service (HACC)	\$18,410
Penrith Community Aid Meals on Wheels Service	Meals Service – In Home (HACC)	\$12,293
Penrith Disabilities Resource Centre Inc	Advocacy, Information and print disability	\$78,431
People with Disability Australia Incorporated	Advocacy, Information and print disability	\$100,319
	Other Support	\$443,689
Personnel Employment Albury Wodonga Incorporated	Community Access	\$34,605
Phillippine-Australian Society for Senior Citizens	Ageing	\$43,296
Phoenix Rising For Children Pty Ltd	Accommodation Support	\$90,428
Physical Disability Council of NSW Inc	Advocacy, Information and print disability	\$205,524
Picton/Burratorang District Meals on Wheels	DVA Funding	\$1,126
	Meals Service – Centre Based (HACC)	\$146,535
	Social Support (HACC)	\$101,204
Pittwater Council	DVA Funding	\$140
	Non Output Service (HACC)	\$27,243
Pole Depot Neighbourhood Centre Inc	Centre Based Day Care (HACC)	\$106,084
	Counselling/Support, info & advocacy (HACC)	\$111,205
	DVA Funding	\$1,106
Port Kembla Meals on Wheels Service Inc	DVA Funding	\$800
	Meals Service – Centre Based (HACC)	\$106,804
Port Macquarie Meal Services Committee Inc	DVA Funding	\$6,504
	Multi Service Outlet (HACC)	\$190,342
Port Stephens Community Care Inc	DVA Funding	\$2,841
	Multi Service Outlet (HACC)	\$566,662
	Social Support (HACC)	\$143,140
Port Stephens Community Home Maintenance Service Inc	Allied Health – Occupational Therapy (HACC)	\$70,670
	DVA Funding	\$1,790
	Home Maintenance (HACC)	\$98,614
	Home Modification (HACC)	\$185,888
Port Stephens Council	Accommodation Support	\$291,438
	Case Management (HACC)	\$253,861
	Community Access	\$37,038
	DVA Funding	\$1,304
Psychiatric Rehabilitation Association (PRA)	Community Access	\$911,087
PWD Western NSW Inc	DVA Funding	\$98

Service provider	Funding purpose	2006–07 funding
Quality Health Care Pty Ltd	Accommodation Support	\$879,010
	Community Access	\$11,030
	Respite	\$43,565
Queanbeyan Children Special Needs Group	Community Support	\$623,720
Queanbeyan City Council	Community Access	\$43,563
	Counselling/Support, info & advocacy (HACC)	\$986
	DVA Funding	\$22,097
	Home Modification (HACC)	\$118,651
	Multi Service Outlet (HACC)	\$679,047
	Non Output Service (HACC)	\$219,608
	Respite	\$344,066
	Social Support (HACC)	\$116,899
Queanbeyan Multilingual Centre Inc	DVA Funding	\$88
	Non Output Service (HACC)	\$17,108
R E D Inc	Accommodation Support	\$65,747
	Community Access	\$1,047,550
Radio for the Print Handicapped of NSW Co-op Ltd	Advocacy, information and print disability	\$88,811
Rainbow Children's Centre Inc	Community Support	\$145,644
Rainbow Home & Respite Services Pty Ltd	Accommodation Support	\$999,684
	Respite	\$603,787
Randwick Council	DVA Funding	\$834
	Home Modification (HACC)	\$137,603
	Non Output Service (HACC)	\$24,707
Randwick Meals on Wheels Inc	DVA Funding	\$2,316
	Other Food Services (HACC)	\$256,233
Rec Link (Dubbo) Incorporated	Community Access	\$436,738
Recreation and Peer Support Inc	DVA Funding	\$613
	Social Support (HACC)	\$119,407
Recreation Rendezvous Inc	Community Access	\$113,183
Redfern & Inner City Home Support Service Inc	DVA Funding	\$2,318
	Social Support (HACC)	\$441,772
Regional Social Development Group Incorporated	Community Support	\$131,243
	DVA Funding	\$2,812
	Multi Service Outlet (HACC)	\$547,554
	Respite	\$109,108
Respite & Recreation Inc	Accommodation Support	\$2,646
	Community Support	\$26,559
	DVA Funding	\$1,418
	Multi Service Outlet (HACC)	\$293,845
	Respite	\$278,832
	Social Support (HACC)	\$27,853
Respite Care Bega Valley Incorporated	DVA Funding	\$577
	Respite	\$581,007
	Respite Care (HACC)	\$112,339
Response Employment & Training Pty Ltd	Community Access	\$1,764,220
Richmond Community Services Inc	DVA Funding	\$579
	Social Support (HACC)	\$114,844
Richmond Valley Council	DVA Funding	\$60
	Non Output Service (HACC)	\$11,656
Riding for the Disabled Association (NSW)	Community Access	\$55,053
Riverlink Interchange Inc	DVA Funding	\$4,117
	Respite	\$563,708
	Respite Care (HACC)	\$801,684
Riverstone Neighbourhood Centre and Community Aid Service Inc	DVA Funding	\$405
	Social Support (HACC)	\$80,125

Service provider	Funding purpose	2006–07 funding
Riverwood Community Centre Inc	Centre Based Day Care (HACC)	\$43,710
	DVA Funding	\$9,039
	Multi Service Outlet (HACC)	\$39,969
	Other Food Services (HACC)	\$161,873
	Social Support (HACC)	\$234,446
Rockdale Community Services Inc	DVA Funding	\$1,963
	Home Maintenance (HACC)	\$188,283
	Social Support (HACC)	\$254,432
Rockdale Council	DVA Funding	\$1,154
	Meals Service – Centre Based (HACC)	\$198,364
	Non Output Service (HACC)	\$26,262
Royal Institute for Deaf & Blind Children North Rocks	Accommodation Support	\$160,705
	Advocacy, Information and print disability	\$92,348
	Community Support	\$3,025,030
	Respite	\$549,535
Royal Rehabilitation Centre Sydney	Accommodation Support	\$8,240,365
	Community Support	\$4,950
Rozelle Neighbourhood Centre Inc	Accommodation Support	\$5,604
	Community Access	\$42,530
	Domestic Assistance (HACC)	\$59,593
	DVA Funding	\$7,418
	Respite	\$14,837
	Respite Care (HACC)	\$292,331
Ryde City Council	DVA Funding	\$1,509
	Multi Service Outlet (HACC)	\$234,693
	Non Output Service (HACC)	\$83,524
Rylstone District Care & Transport Inc	DVA Funding	\$6,391
	Multi Service Outlet (HACC)	\$171,475
Rylstone Kandos District Meals on Wheels Association Inc.	DVA Funding	\$291
	Meals Service – Centre Based (HACC)	\$56,755
Samaritans Foundation – Diocese of Newcastle	Accommodation Support	\$13,909,222
	Community Access	\$1,682,914
	Community Support	\$1,317,987
	Respite	\$2,343,111
Sarmace Pty Ltd t/a Sue Mann's Nursing Service	Accommodation Support	\$47,464
	Domestic Assistance (HACC)	\$1,098,778
	DVA Funding	\$14,219
	Personal Care (HACC)	\$981,725
	Social Support (HACC)	\$208,453
Sawtell District Meals on Wheels Inc	DVA Funding	\$409
	Meals Service – Centre Based (HACC)	\$79,578
SDN Children's Services Inc	Community Support	\$214,886
SEE Foundation Inc	Community Access	\$1,012,712
Seton Villa	Accommodation Support	\$2,005,868
Share Care Inc	Community Access	\$2,844
	DVA Funding	\$5,038
	Non Output Service (HACC)	\$15,550
	Respite	\$285,323
	Respite Care (HACC)	\$639,284
Share Residential Services Inc	Accommodation Support	\$258,044
Shared Vision Aboriginal Corporation Inc	Counselling/Support, info & advocacy (HACC)	\$68,786
	DVA Funding	\$1,216
	Other Food Services (HACC)	\$26,049
	Social Support (HACC)	\$221,073

Service provider	Funding purpose	2006–07 funding
Sharing Places Inc	Community Access	\$80,527
Shellharbour Council	DVA Funding	\$1,951
	Multi Service Outlet (HACC)	\$410,095
	Social Support (HACC)	\$16,226
Shoalhaven Council	DVA Funding	\$133
	Non Output Service (HACC)	\$25,956
Shoalhaven Neighbourhood Centre Inc	DVA Funding	\$1,248
	Social Support (HACC)	\$171,136
Silverlea Early Childhood Services Inc	Community Support	\$137,419
Singleton Council	Centre Based Day Care (HACC)	\$70,656
Singleton HACC Services Inc	DVA Funding	\$14,118
	Multi Service Outlet (HACC)	\$628,943
Skills Innovative Training Enterprise Inc (SITE)	Community Access	\$18,975
Snowy River Shire Council	DVA Funding	\$4,201
	Multi Service Outlet (HACC)	\$161,510
SOS Nursing & Home Care Service Pty Ltd	Accommodation Support	\$112,319
South Coast Home Modification and Maintenance Service Limited	DVA Funding	\$5,334
	Multi Service Outlet (HACC)	\$1,036,414
South East Neighbourhood Centre Inc	Ageing	\$10,598
	Domestic Assistance (HACC)	\$137,411
	DVA Funding	\$7,388
	Other Food Services (HACC)	\$101,294
	Respite Care (HACC)	\$131,269
	Social Support (HACC)	\$21,574
South Eastern Sydney & Illawarra Area Health Service	Case Management (HACC)	\$43,488
	Community Support	\$255,330
	DVA Funding	\$10,000
	Multi Service Outlet (HACC)	\$788,345
	Non Output Service (HACC)	\$44,625
South Sydney Community Transport Inc	Domestic Assistance (HACC)	\$84,848
	DVA Funding	\$412
South Wallsend Neighbourhood Development Group Inc	DVA Funding	\$228
	Social Support (HACC)	\$44,347
Southern Cross Care Services Pty Limited	Accommodation Support	\$61,839
	Domestic Assistance (HACC)	\$396,870
	DVA Funding	\$17,687
	Multi Service Outlet (HACC)	\$592,938
	Personal Care (HACC)	\$2,012,608
	Respite	\$34,188
	Respite Care (HACC)	\$156,292
Southern Shoalhaven Zone Meals on Wheels Co-op Ltd	DVA Funding	\$1,063
	Multi Service Outlet (HACC)	\$206,903
	Social Support (HACC)	\$23,765
Southern Sydney Therapy Centre	Community Access	\$80,252
	DVA Funding	\$4,331
	Other Support	\$66,453
	Respite	\$122,462
	Respite Care (HACC)	\$853,322
Southlake Community Service Inc	Community Access	\$105,553
Southlakes Carers Inc	DVA Funding	\$1,555
	Multi Service Outlet (HACC)	\$309,773
Special Needs Support Group Inc	Accommodation Support	\$15,887
	Community Support	\$243,836
Spinal Cord Injuries Australia Limited	Accommodation Support	\$1,186,952

Service provider	Funding purpose	2006–07 funding
	Advocacy, Information and print disability	\$571,132
	Community Access	\$153,061
Springwood Children's Centre Inc	Community Support	\$43,201
Springwood Neighbourhood Centre Cooperative Ltd	DVA Funding	\$186
	Social Support (HACC)	\$39,138
St Anthony's Family Care	Respite	\$297,941
St Basil's Homes	DVA Funding	\$1,403
	Multi Service Outlet (HACC)	\$244,064
St George & Sutherland Community College	Community Access	\$1,347,037
	Respite	\$2,938
St George Area Intellectual Disability Service Ltd	Accommodation Support	\$3,063,319
	Community Access	\$811,377
	Community Support	\$49,442
	Respite	\$261,270
St George Community Housing Co-op Ltd	Accommodation Support	\$1,875,272
	Other Support	\$80,801
St George Community Services Inc	Centre Based Day Care (HACC)	\$52,337
	DVA Funding	\$16,788
	Home Maintenance (HACC)	\$109,111
	Home Modification (HACC)	\$606,880
	Multi Service Outlet (HACC)	\$207,358
	Non Output Service (HACC)	\$213,850
	Other Food Services (HACC)	\$316,454
St George Migrant Resource Centre Inc	Centre Based Day Care (HACC)	\$13,214
	Counselling/Support, info & advocacy (HACC)	\$53,747
	DVA Funding	\$6,557
	Multi Service Outlet (HACC)	\$1,290,961
St Vincent de Paul Society	Accommodation Support	\$100,304
	Community Access	\$193,410
St Vincent de Paul Society – Sutherland Margaret House Respite Care Services	Respite	\$330,401
Strathfield Municipal Council	Centre Based Day Care (HACC)	\$108,498
	DVA Funding	\$688
	Non Output Service (HACC)	\$25,505
Stroke and Disability Information (Hunter) Inc	Counselling/Support, info & advocacy (HACC)	\$102,029
	DVA Funding	\$521
Stroke Recovery Association Inc	Advocacy, Information and print disability	\$48,774
Studio Artes Northside Inc	Community Access	\$619,537
Summerland Early Intervention Programme	Community Support	\$124,138
Summit Care Incorporated	Accommodation Support	\$2,063,509
	DVA Funding	\$1,738
	Home Modification (HACC)	\$112,477
	Respite	\$127,073
	Respite Care (HACC)	\$66,780
	Social Support (HACC)	\$159,111
Sunraysia Residential Services Inc	Community Access	\$18,319
Sutherland Food Services Inc	DVA Funding	\$1,166
	Meals Service – Centre Based (HACC)	\$227,086
Sutherland Shire Community Care Network Inc	Counselling/Support, info & advocacy (HACC)	\$44,864
	DVA Funding	\$1,511
	Non Output Service (HACC)	\$235,422
	Respite Care (HACC)	\$10,419
Sutherland Shire Council	Ageing	\$2,647
	DVA Funding	\$134
	Non Output Service (HACC)	\$26,136

Service provider	Funding purpose	2006–07 funding
Sutherland Shire Home Modification & Maintenance Service Inc	DVA Funding	\$2,121
	Home Maintenance (HACC)	\$108,722
	Home Modification (HACC)	\$258,903
	Multi Service Outlet (HACC)	\$36,707
Swansea Meals on Wheels Inc	DVA Funding	\$307
	Meals Service – Centre Based (HACC)	\$61,194
Sydney Anglican Home Mission Society Council (operating as Anglicare NSW)	Allied Health – Podiatry (HACC)	\$2,393
	Multi Service Outlet (HACC)	\$67,908
	Personal Care (HACC)	\$52,172
	Respite Care (HACC)	\$30,000
	Social Support (HACC)	\$116,222
	Accommodation Support	\$1,043,116
	Ageing	\$88,914
	Case Management (HACC)	\$1,657,857
	Centre Based Day Care (HACC)	\$313,807
	Community Support	\$3,200,041
	DVA Funding	\$31,143
	Multi Service Outlet (HACC)	\$908,369
	Personal Care (HACC)	\$56,550
	Respite	\$1,139,383
	Respite Care (HACC)	\$1,284,486
	Social Support (HACC)	\$125,973
Sydney Multicultural Community Services Inc	DVA Funding	\$952
	Multi Service Outlet (HACC)	\$197,293
Sydney Regional Aboriginal Corporation Legal Service	Advocacy, information and print disability	\$108,263
Sydney South West Area Health Service	Accommodation Support	\$100,000
	Ageing	\$90,870
	DVA Funding	\$19,035
	Home Modification (HACC)	\$9,350
	Multi Service Outlet (HACC)	\$2,383,146
	Respite	\$85,191
	Respite Care (HACC)	\$145,690
Sydney West Area Health Service	Ageing	\$86,320
	DVA Funding	\$859
	Multi Service Outlet (HACC)	\$164,261
	Other Support	\$36,101
Syd-West Personnel Ltd	Community Access	\$166,955
Sylvanvale Disability Service	Accommodation Support	\$7,299,801
	Community Access	\$1,297,968
	Community Support	\$92,812
	Respite	\$185,928
Tamworth Dementia Respite Service Incorporated	DVA Funding	\$939
	Respite Care (HACC)	\$102,135
Tamworth Meals on Wheels Inc	DVA Funding	\$1,207
	Meals Service – In Home (HACC)	\$132,313
Tamworth Oxley Community Activities Network	Centre Based Day Care (HACC)	\$49,411
	DVA Funding	\$510
	Social Support (HACC)	\$49,874
Tamworth Regional Council	Centre Based Day Care (HACC)	\$67,861
	DVA Funding	\$4,165
	Multi Service Outlet (HACC)	\$96,598
	Non Output Service (HACC)	\$31,148
	Social Support (HACC)	\$34,246
Taree Community College Incorporated	Community Access	\$236,324

Service provider	Funding purpose	2006–07 funding
Tea Gardens Hawks Nest Meals on Wheels Inc	DVA Funding	\$336
	Meals Service – Centre Based (HACC)	\$67,431
Technical Aid to the Disabled	Community Support	\$267,191
Temora Council	Case Management (HACC)	\$558,963
	Community Support	\$5,203
	DVA Funding	\$10,346
	Multi Service Outlet (HACC)	\$240,498
Tenterfield HACC Committee Inc	DVA Funding	\$754
	Respite Care (HACC)	\$77,305
	Social Support (HACC)	\$69,584
Tenterfield Meals on Wheels	DVA Funding	\$294
	Meals Service – Centre Based (HACC)	\$80,316
Tenterfield Pre-School Inc	Community Support	\$13,879
Tharawal Local Aboriginal Land Council	DVA Funding	\$489
	Meals Service – Centre Based (HACC)	\$95,223
The Aged-Care Rights Service Inc	Ageing	\$64,160
The Ascent Group Australia Limited	Accommodation Support	\$2,119,390
	Community Access	\$772,409
The Association of Bhanin El-Minieh	Ageing	\$74,713
The Benevolent Society	Accommodation Support	\$50,447
	Case Management (HACC)	\$1,642,278
	Centre Based Day Care (HACC)	\$119,540
	Domestic Assistance (HACC)	\$253,374
	DVA Funding	\$19,021
	Meals Service – Centre Based (HACC)	\$603,320
	Respite	\$281,494
	Respite Care (HACC)	\$946,000
	Social Support (HACC)	\$223,448
The Centre (BHCCA) Inc	Accommodation Support	\$5,054,171
	Community Access	\$216,742
	Community Support	\$67,000
	DVA Funding	\$2,079
	Respite	\$276,525
	Respite Care (HACC)	\$404,730
The Centre For Volunteering	Non Output Service (HACC)	\$50,000
The Children's Hospital, Westmead	Other Support	\$68,881
The Churches of Christ Property Trust	Centre Based Day Care (HACC)	\$128,118
	DVA Funding	\$658
The Creativity Centre Inc (Operating as) Eastern Respite and Recreation	Community Access	\$821,331
	DVA Funding	\$3,098
	Respite	\$957,999
	Respite Care (HACC)	\$607,344
The Deaf Society of NSW	Advocacy, Information and print disability	\$331,668
	Community Access	\$372,191
	Community Support	\$28,139
The Disability Trust	Accommodation Support	\$2,247,021
	Advocacy, Information and print disability	\$225,526
	Community Access	\$847,618
	Community Support	\$35,034
	DVA Funding	\$2,120
	Multi Service Outlet (HACC)	\$345,710
	Other Support	\$150,000
	Respite	\$1,426,683
	Social Support (HACC)	\$38,053

Service provider	Funding purpose	2006–07 funding
The Forrest Centre	Case Management (HACC)	\$545,702
	Counselling/Support, info & advocacy (HACC)	\$117,559
	DVA Funding	\$3,621
The Forsight Foundation For The Deaf/Blind	Accommodation Support	\$2,546,989
	Community Support	\$26,254
The Hammond Care Group	DVA Funding	\$1,250
	Multi Service Outlet (HACC)	\$49,000
	Non Output Service (HACC)	\$40,958
	Respite Care (HACC)	\$202,517
The Housing Connection (NSW) Incorporated	Accommodation Support	\$4,633,069
	Community Access	\$94,211
	Community Support	\$26,882
The Independent Community Living Association Inc	Accommodation Support	\$1,175,218
The Junction Neighbourhood Centre Incorporated	DVA Funding	\$1,734
	Non Output Service (HACC)	\$163,440
	Respite Care (HACC)	\$55,152
	Social Support (HACC)	\$112,457
The Junction Works Inc	Accommodation Support	\$129,500
	Community Access	\$2,509,716
	Community Support	\$666,859
The Leisure Company Integrated Recreation Inc	Community Access	\$566,294
The Lorna Hodgkinson Sunshine Home	Accommodation Support	\$6,291,873
	Community Access	\$1,814,744
	DVA Funding	\$2,756
	Respite Care (HACC)	\$536,602
The Northcott Society	Accommodation Support	\$2,383,360
	Community Access	\$1,927,138
	Community Support	\$3,401,465
	DVA Funding	\$11,321
	Other Support	\$12,933
	Respite	\$3,396,824
	Respite Care (HACC)	\$396,553
The Paraplegic & Quadriplegic Assoc of NSW – North	Advocacy, Information and print disability	\$64,266
	Community Access	\$38,486
	Community Support	\$15,936
	Accommodation Support	\$5,014,695
	Community Access	\$97,472
The Richmond Fellowship of NSW	Accommodation Support	\$3,689,225
The Rock and District Meals on Wheels Ass Inc	Centre Based Day Care (HACC)	\$35,140
	DVA Funding	\$392
	Meals Service – Centre Based (HACC)	\$46,201
The Salvation Army New South Wales Property Trust	Community Access	\$126,563
The SAX Institute	Other Support	\$25,000
The Shepherd Centre	Community Support	\$411,372
The Spastic Centre of NSW	Accommodation Support	\$13,359,958
	Community Access	\$5,621,453
	Community Support	\$11,138,057
	Other Support	\$181,268
	Respite	\$2,130,806
The Sunnyfield Association	Accommodation Support	\$11,438,305
	Community Access	\$7,172,343
	Community Support	\$176,796
	DVA Funding	\$1,415
	Respite	\$5,363,423
The Toy Box Centre Inc	Respite Care (HACC)	\$275,593
	Community Support	\$248,875

Appendices

Service provider	Funding purpose	2006–07 funding
The Uniting Church in Aust Property Trust (NSW) – Sydney South (Campbelltown)	Accommodation Support	\$329,355
The Uniting Church in Aust Property Trust (NSW) – Sydney South (Caringbah)	Ageing	\$29,347
	Community Support	\$11,987
The Uniting Church in Aust Property Trust (NSW) – Sydney South (Ella)	Centre Based Day Care (HACC)	\$138,012
	Community Access	\$705,934
	DVA Funding	\$1,835
	Multi Service Outlet (HACC)	\$39,969
	Respite	\$106,711
	Social Support (HACC)	\$169,896
The Uniting Church in Aust Property Trust (NSW) T/as Uniting Care Ageing NSW ACT	DVA Funding	\$820
	Respite Care (HACC)	\$159,729
The Uniting Church in Aust Property Trust (NSW)-Syd Board Social Responsibility	Accommodation Support	\$1,743,226
	Community Access	\$170,048
	Community Support	\$1,543,421
	Domestic Assistance (HACC)	\$367,807
	DVA Funding	\$4,723
	Home Maintenance (HACC)	\$167,105
	Home Modification (HACC)	\$268,323
	Multi Service Outlet (HACC)	\$90,825
	Respite	\$739,110
The Uniting Church in Australia Property Trust (NSW) – Sydney North	DVA Funding	\$820
	Respite Care (HACC)	\$170,399
The Uniting Church in Australia Property Trust (NSW) – Wesley	Accommodation Support	\$4,648,630
	Centre Based Day Care (HACC)	\$469,947
	Community Access	\$1,923,569
	Community Support	\$68,831
	Domestic Assistance (HACC)	\$1,175,233
	DVA Funding	\$16,351
	Home Maintenance (HACC)	\$177,641
	Home Modification (HACC)	\$446,537
	Non Output Service (HACC)	\$185,638
	Respite	\$788,867
	Respite Care (HACC)	\$597,008
	Social Support (HACC)	\$160,795
The University of Newcastle – Special Education Centre	Community Support	\$160,519
The University of Newcastle Research Associates Limited	Community Support	\$53,300
The University of Sydney	DVA Funding	\$332
	Non Output Service (HACC)	\$339,570
Thorndale Foundation Ltd	Accommodation Support	\$1,018,192
	Community Access	\$87,335
Thubbo Aboriginal Medical Co-operative Ltd	DVA Funding	\$326
	Multi Service Outlet (HACC)	\$63,555
Tina's Home Care Services Incorporated	Accommodation Support	\$109,707
Tomaree Neighbourhood Centre Inc	Community Support	\$54,000
Tottenham Welfare Council	DVA Funding	\$2,502
	Multi Service Outlet (HACC)	\$55,041
TRI Community Exchange Inc	DVA Funding	\$1,051
	Multi Service Outlet (HACC)	\$81,757
	Non Output Service (HACC)	\$122,862
Tuesday Night Club Inc	Community Access	\$136,928

Service provider	Funding purpose	2006–07 funding
Tulgeen Group	Accommodation Support	\$2,157,562
	Community Access	\$597,779
	Community Support	\$14,708
	Respite	\$52,339
Tumbarumba Shire Council	DVA Funding	\$3,286
	Multi Service Outlet (HACC)	\$55,675
Tweed Coast Food Services Inc	DVA Funding	\$891
	Meals Service – Centre Based (HACC)	\$99,099
	Other Food Services (HACC)	\$74,357
Tweed River Home Modification and Maintenance Association Inc	DVA Funding	\$2,000
	Multi Service Outlet (HACC)	\$256,731
Tweed Shire Council	Community Support	\$610,000
	DVA Funding	\$5,381
	Multi Service Outlet (HACC)	\$437,541
	Non Output Service (HACC)	\$26,038
Tweed Valley Early Childhood Intervention Service Inc	Community Support	\$242,270
Tweed Valley Respite Service Inc	Accommodation Support	\$52,804
	Centre Based Day Care (HACC)	\$362,317
	Community Access	\$931,892
	DVA Funding	\$6,327
	Respite	\$745,833
	Respite Care (HACC)	\$566,012
	Social Support (HACC)	\$285,419
Twofold Aboriginal Corporation	DVA Funding	\$8,836
	Multi Service Outlet (HACC)	\$203,112
Ulladulla Residential Services	Accommodation Support	\$492,732
United Protestant Association of NSW Limited	Centre Based Day Care (HACC)	\$79,966
	DVA Funding	\$701
	Meals Service – Centre Based (HACC)	\$53,891
	Social Support (HACC)	\$13,085
Uniting Care Ageing – South Eastern Region	Ageing	\$27,976
	Centre Based Day Care (HACC)	\$118,207
	DVA Funding	\$556
Uniting Care-Ageing-Hunter, Central Coast and New England	Accommodation Support	\$520,007
	DVA Funding	\$1,893
	Multi Service Outlet (HACC)	\$368,518
Uniting Church in Australia – Springwood	Accommodation Support	\$35,102
	Case Management (HACC)	\$518,402
	DVA Funding	\$2,662
UnitingCare Burnside	Accommodation Support	\$53,000
	Community Support	\$1,817,168
University of New South Wales	Other Support	\$2,133,000
Upper Clarence Valley Health and Welfare Council	DVA Funding	\$243
	Multi Service Outlet (HACC)	\$47,224
Upper Hunter Community Care Inc	DVA Funding	\$1,552
	Multi Service Outlet (HACC)	\$310,779
Uralla Home and Community Care Incorporated	Centre Based Day Care (HACC)	\$57,372
	DVA Funding	\$295

Service provider	Funding purpose	2006–07 funding
Uralla Shire Council	Case Management (HACC)	\$325,044
	Centre Based Day Care (HACC)	\$182,689
	DVA Funding	\$9,300
	Multi Service Outlet (HACC)	\$134,209
	Respite	\$138,553
	Respite Care (HACC)	\$65,233
	Social Support (HACC)	\$74,167
	Transport (HACC)	\$85,256
Valleys to Plateau Community Support Services Inc	Accommodation Support	\$707,257
	Respite	\$195,602
Valmar Support Services Ltd	Accommodation Support	\$3,275,029
	Community Access	\$898,331
	Community Support	\$2,362
	DVA Funding	\$862
	Multi Service Outlet (HACC)	\$167,754
Villawood Senior Citizens	DVA Funding	\$187
	Meals Service – Centre Based (HACC)	\$36,489
Vision Australia Limited	Accommodation Support	\$195,386
	Advocacy, Information and print disability	\$161,245
	Community Access	\$678,639
	Community Support	\$320,627
	DVA Funding	\$6,117
	Multi Service Outlet (HACC)	\$164,247
	Non Output Service (HACC)	\$790,348
Volunteering Coffs Harbour Incorporated	Domestic Assistance (HACC)	\$55,390
	DVA Funding	\$5,432
	Social Support (HACC)	\$190,390
Wagga Wagga City Council	DVA Funding	\$522
	Non Output Service (HACC)	\$106,569
Wagga Wagga Community Access Support Service Inc	Community Access	\$469,168
Wagga Wagga Community Resource Centre	DVA Funding	\$1,135
	Multi Service Outlet (HACC)	\$220,949
Wagga Wagga Meals on Wheels Inc	DVA Funding	\$757
	Meals Service – Centre Based (HACC)	\$162,531
Wakool Shire Council	DVA Funding	\$6,046
	Multi Service Outlet (HACC)	\$190,884
Walcha Council	Community Support	\$26,186
	DVA Funding	\$3,753
	Multi Service Outlet (HACC)	\$95,566
	Social Support (HACC)	\$54,361
Walla Walla Meals on Wheels Inc	DVA Funding	\$15
	Multi Service Outlet (HACC)	\$2,853
Wallsend Area Community Carers Inc	DVA Funding	\$1,309
	Social Support (HACC)	\$60,175
Wandiyali Aboriginal & Torres Strait Islander Inc	Accommodation Support	\$98,077
Waratah Respite Centre (Mid North Coast) Inc	Centre Based Day Care (HACC)	\$226,829
	DVA Funding	\$1,707
	Multi Service Outlet (HACC)	\$101,161
Wareemba Community Living (W.C.L.) Inc	Accommodation Support	\$599,049
	Community Access	\$45,528
	Community Support	\$20,898
Warrah Society	Accommodation Support	\$3,746,973
	Community Access	\$1,493,476
Warren Meals On Wheels Inc	DVA Funding	\$171
	Meals Service – Centre Based (HACC)	\$38,309

Service provider	Funding purpose	2006–07 funding
Warrigal Care	Centre Based Day Care (HACC)	\$116,600
	Community Access	\$11,893
	DVA Funding	\$599
Warringah Council	Advocacy, Information and print disability	\$28,822
	DVA Funding	\$138
	Non Output Service (HACC)	\$26,899
Warrumbungle Shire Council	DVA Funding	\$8,524
	Multi Service Outlet (HACC)	\$321,635
Wauchope & District Delivered Meals Service Inc	DVA Funding	\$300
	Meals Service – Centre Based (HACC)	\$58,458
Waverley Council	Accommodation Support	\$157,288
	DVA Funding	\$1,347
	Meals Service – Centre Based (HACC)	\$163,688
	Multi Service Outlet (HACC)	\$72,628
	Non Output Service (HACC)	\$29,294
Weddin Community Services Inc	DVA Funding	\$1,363
	Multi Service Outlet (HACC)	\$48,480
Wee Waa & District Home & Community Care Assoc Inc	DVA Funding	\$6,185
	Multi Service Outlet (HACC)	\$163,263
	Social Support (HACC)	\$125,331
Wellington Aboriginal Corporation Health Service	DVA Funding	\$118
	Multi Service Outlet (HACC)	\$21,575
Wellington Council	DVA Funding	\$116
	Non Output Service (HACC)	\$22,615
Wellington Meals on Wheels Inc	DVA Funding	\$6,175
	Multi Service Outlet (HACC)	\$185,611
Wendy's Home Services Pty Ltd	Accommodation Support	\$741,594
	Respite	\$56,594
Wentworth Area Community Housing Ltd	Accommodation Support	\$100,812
Wentworth District Meals on Wheels Association	DVA Funding	\$356
	Meals Service – Centre Based (HACC)	\$75,038
West Wyalong Meals on Wheels Inc	DVA Funding	\$343
	Meals Service – Centre Based (HACC)	\$66,881
Western Plains Workforce Inc	Community Access	\$680,216
Western Sydney Community Forum Inc	DVA Funding	\$1,534
	Non Output Service (HACC)	\$298,721
Western Sydney Intellectual Disability Support Group Inc	Community Support	\$131,847
Westhaven Association	Accommodation Support	\$2,977,686
Westlakes Accommodation Service Inc	Accommodation Support	\$644,537
Wheelchair & Disabled Assn of Aust – HWNS Hunter Region	Accommodation Support	\$3,096,948
	Community Access	\$1,145,254
Wheelchair & Disabled Assn of Aust (BASS)-HWNS House with No Steps	Accommodation Support	\$10,562,249
	Community Access	\$1,239,134
	Community Support	\$14,754
	Respite	\$403,350
Wheelchair & Disabled Assn of Aust (Forbes) HWNS House With No Steps	Accommodation Support	\$84,692
	Community Access	\$466,649
	Community Support	\$146,191
	Respite	\$500,052
Wheelchair & Disabled Assn of Aust (Southern) HWNS House With No Steps	Accommodation Support	\$11,567,347
	Community Access	\$874,092
	Community Support	\$20,174

Appendices

Service provider	Funding purpose	2006–07 funding
Willoughby City Council	DVA Funding	\$1,836
	Multi Service Outlet (HACC)	\$369,603
Windgap Foundation Ltd	Accommodation Support	\$2,549,220
	Community Access	\$1,264,858
	Community Support	\$13,789
Wingecarribee Adult Day Care Centres Inc	DVA Funding	\$10,076
	Multi Service Outlet (HACC)	\$327,130
Wingecarribee Food Services Co-operative Ltd	DVA Funding	\$1,300
	Multi Service Outlet (HACC)	\$159,590
Wingecarribee Shire Council	Case Management (HACC)	\$28,518
	DVA Funding	\$146
Witmore Enterprises Inc	Community Access	\$233,488
Wollondilly Senior Friendship Group	DVA Funding	\$12,309
	Multi Service Outlet (HACC)	\$294,683
Wollongong City Council	DVA Funding	\$3,860
	Multi Service Outlet (HACC)	\$652,984
	Non Output Service (HACC)	\$190,304
	Respite Care (HACC)	\$64,845
	Social Support (HACC)	\$62,039
Wollongong Meals on Wheels Association Inc	DVA Funding	\$1,761
	Meals Service – In Home (HACC)	\$231,665
Women's Activities & Self Help House – WASH House	Community Support	\$98,411
Wontama Homes	Accommodation Support	\$85,208
	Centre Based Day Care (HACC)	\$62,826
	DVA Funding	\$1,016
	Multi Service Outlet (HACC)	\$134,991
Woods Cottage Trust	Accommodation Support	\$108,000
Woodstock Support Incorporated	Community Support	\$45,489
	DVA Funding	\$1,913
	Respite	\$1,511,012
	Respite Care (HACC)	\$357,165
Woodville Community Services Inc	Community Access	\$1,601,167
Woolgoolga and District Meals on Wheels	DVA Funding	\$278
	Meals Service – Centre Based (HACC)	\$70,149
Woolgoolga and District Retirement Village Ltd	Multi Service Outlet (HACC)	\$92,235
Woollahra Council	DVA Funding	\$364
	Meals Service – Centre Based (HACC)	\$40,933
	Non Output Service (HACC)	\$29,976
Woollahra Voluntary Community Service Inc	DVA Funding	\$867
	Meals Service – Centre Based (HACC)	\$168,769
Woollahra Waverley Home Maintenance & Modification Service Inc	DVA Funding	\$1,118
	Home Modification (HACC)	\$217,709
Work & Leisure Centre for Adult Association Inc	Community Access	\$982,157
Workability Personnel CETP Inc	Community Access	\$751,081
Woy Woy Peninsula Neighbourhood Service	DVA Funding	\$1,295
	Multi Service Outlet (HACC)	\$57,502
Wundarra Services Pty Ltd	Accommodation Support	\$1,279,383
Wyanga Aboriginal Aged Care Program	DVA Funding	\$495
	Non Output Service (HACC)	\$83,321
Wyong Council	DVA Funding	\$143
	Non Output Service (HACC)	\$27,902
Wyong Shire Food Services Inc	DVA Funding	\$2,599
	Multi Service Outlet (HACC)	\$506,067

Service provider	Funding purpose	2006–07 funding
Yallambee Deniliquin Ltd	Accommodation Support	\$344,341
	Community Access	\$210,560
Yarrabin Outreach Incorporated	Accommodation Support	\$242,889
	Community Access	\$295,629
	Community Support	\$233,491
	DVA Funding	\$428
	Respite	\$386,982
	Respite Care (HACC)	\$83,402
Yarran Early Intervention Centre	Community Support	\$357,252
Yarrowarra Aboriginal Corporation	DVA Funding	\$259
	Social Support (HACC)	\$45,786
Yass Meals on Wheels Inc	DVA Funding	\$176
	Meals Service – Centre Based (HACC)	\$34,274
Yass Valley Council	DVA Funding	\$6,428
	Multi Service Outlet (HACC)	\$212,649
	Respite	\$41,066
Yawarra Aboriginal Corporation	Community Access	\$104,829
	DVA Funding	\$307
	Respite Care (HACC)	\$19,026
	Social Support (HACC)	\$40,753
YMCA – Sydney	Community Access	\$147,256
	Respite	\$226,527
Young Adults Disabled Association Inc – YADA	DVA Funding	\$2,854
	Respite Care (HACC)	\$64,519
Young Meals on Wheels Organisation Inc	DVA Funding	\$532
	Meals Service – Centre Based (HACC)	\$110,320
Youth Connections Inc	Community Access	\$162,629

Note: DVA funding = Department of Veteran Affairs funding

24. Home Care Service of New South Wales Budget 2006–07 and 2007–08 and Explanatory Notes of Adjustments

	2006–07 Budget \$'000	2006–07 Actual \$'000	2007–08 Budget \$'000
EXPENSES			
Operating Expenses			
Employee related	149,444	152,961	155,559
Other operating expenses	34,995	38,699	42,534
Maintenance	351	0	0
Depreciation & Amortisation	1,562	1,579	1,620
Total Operating Expenses	186,352	193,239	199,713
Less			
Retained Revenue			
Sale of Goods & Services	28,322	30,498	30,318
Investment Income	1,500	4,552	4,966
Grants & Contributions	157,501	164,027	165,383
Other revenue	856	721	800
Other Gains/Losses	(202)	(492)	(202)
Total Retained Revenue	187,977	199,306	201,265
NET COST OF SERVICES	(1,625)	(6,067)	(1,552)

Notes:

The 2006–07 actual net cost of service was \$4.442 million less than the budget due to the following factors:

Total revenue for 2006–2007 exceeded budget for the year by \$11.329 million attributable to:

- additional Sale of Goods & Services revenue of \$2.176 million due to increased levels of service delivery
- additional Investment Income of \$3.052 million due to an increase in interest rates and an upward revaluation of the unit values for medium and long term investments
- additional Grants & Contributions of \$6.526 million received for community care and specific program grants
- overall expenditure increase of \$6.887 million in year 2006–07 is due to the additional costs associated with increased levels of service delivery.

The 2007–08 net cost of service is expected to be \$4.515 million more than the actual cost for 2006–07 due to the following factors:

- employee related costs are expected to increase by \$2.598 million due to wage increases and projected higher levels of service delivery
- other operating expenses are expected to increase by \$3.835 million in line with projected levels of service delivery
- total revenue is expected to increase by \$1.959 million due to cost escalation being applied to the existing Grants and Contributions base.

25. Statistical appendix

Summary of Clients, Outputs and Services/Outlets by Service Group 2006–2007¹

Service Group	Services	Clients ⁴		Outputs ³		Outlets/Services	
		DADHC Operated Services ¹¹	DADHC Funded Services	DADHC Operated Services	DADHC Funded Services	DADHC Operated Services	DADHC Funded Services
Community Living	Group Homes (CSTDA MDS 1.04) ⁸	1,377	2,013	Not applicable	Not applicable	303	655
	In Home Support and Other support models (CSTDA MDS 1.06, 1.07, 1.08)	87	1,585	Not available	Not available	9	211
	Former Boarding House Clients (CTSDA MDS 1.04, 1.06, 1.08) ⁷	■	530		Not available	■	Not available
Large Residential Centres	Residential centres (Large (>20 beds) Small (7 >20 beds) and Hostels (CSTDA MDS 1.01 1.02, 1.03) ¹⁰	1,208	475	Not applicable	Not applicable	10	31
Emergency Response ⁹		■	221	■	Not available	■	Not available
Personal Care and Related Supports	Attendant Care (CSTDA MDS 1.05) ²	52	332	Not available	Not available	24	31
	High Need Pool ⁵		◆		◆	38	◆
	High Need Pool (Personal Care)	497	◆	375,591	◆	Not applicable	◆
	High Need Pool (Domestic Assistance)	363	◆	54,730	◆	Not applicable	◆
	High Need Pool (Respite Care)	161	◆	35,654	◆	Not applicable	◆
	High Need Pool (Home Maintenance)	23	◆	309	◆	Not applicable	◆
Respite	Centre Based Respite (CSTDA MDS 4.02)	1,593	985	Not available	Not available	50	28
	Flexible/combination (CSTDA MDS 4.04)	■	3,090	■	Not available	■	177
	Own home/host family/ other (CSTDA MDS 4.01, 4.03, 4.05)	■	479	■	Not available	■	35
	Respite (HACC)	3,222	7,681	226,222	666,687	31	244
	Centre Based Day Care (HACC)	348	15,335	37,216	2,133,814	16	383
Skills Development and Day Programs	DADHC Operated Day Programs	679	◆	Not available	◆	31	◆
	Other Community Engagement Programs (CSTDA MDS 3.01 - 3.03) ¹²	■	9,274	■	Not available	■	711
	Post School Options	■	1,327	■	Not available	■	Not available
	Community Participation	■	2,122	■	Not available	■	Not available
	Transition to Work	■	1,389	■	Not available	■	Not available
Personal Assistance	Domestic Assistance (HACC)	39,462	12,264	1,400,255	393,890	29	260

■ Does not apply to DADHC operated services

◆ Does not apply to DADHC funded services

Summary of Clients, Outputs and Services/Outlets by Service Group 2006–2007¹

Service Group	Services	Clients ⁴		Outputs ³		Outlets/Services	
		DADHC Operated Services ¹¹	DADHC Funded Services	DADHC Operated Services	DADHC Funded Services	DADHC Operated Services	DADHC Funded Services
	Personal Care (HACC)	9,011	7,252	702,859	441,183	38	305
	Social Support (HACC)	129	24,599	4,662	1,020,169	6	558
	Nursing Care (HACC)	20	41,733	980	797,737	2	310
	Meals (HACC) (number of meals)	507	40,173	65,712	3,527,506	10	450
	Transport (HACC) (number of trips)	330	56,790	9,467	1,828,708	21	583
	Linen Service (HACC) (number of services)	57	751	1,432	17,528	7	39
	Home Maintenance (HACC)	3,931	15,802	40,708	166,437	25	234
	Other Food Services (HACC)	164	2,427	7,677	53,577	23	95
Support for Children	Early Childhood Intervention (clients 0–6) ⁶	1,875	4,868	Not applicable	Not applicable	Not applicable	Not applicable
Therapy and Prevention	Community Support including Behaviour Intervention Support and Early Intervention (CSTDA MDS 2.01–2.07)	10,418	10,485	Not available	Not available	82	279
	Allied Health Care (HACC)	21	22,109	739	166,873	3	249
	Home Modification (HACC) (\$ spent)	362	11,484	\$2,893,625	\$5,282,992	5	126
	Provision of Goods and Equipment (HACC)	75	8,272	Not applicable	Not applicable	2	273
Linkage Services	Assessment (HACC)	106	58,583	405	204,521	6	852
	Case Management (HACC)	374	24,733	5,220	175,525	3	535
	Case Planning Review (HACC)	48	46,805	86	301,165	2	666
Advocacy and Information	Counselling (HACC)	2	12,972	3	98,737	1	346
Support for Ageing	Seniors Card	1,100,000	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable

■ Does not apply to DADHC operated services ◆ Does not apply to DADHC funded services

Unless otherwise indicated, data is sourced from CSTDA and HACC MDS and from DADHC Corporate Systems

- Information sourced from MDS may under report client and output numbers due to incomplete MDS returns. DADHC is engaged in continuous improvement strategies aimed at improving reporting rates and data accuracy.
- Information based on CSTDA MDS and Attendant Care database. Refers to places not clients. The DADHC funded count includes 10 places in a Direct Funding Pilot.
- Outputs are measured in hours unless otherwise specified.
- Client counts are not unique as clients may be receipt of services from more than one HACC assistance type and/or from more than one CSTDA MDS service type).
- High Need Pool clients access Domestic Assistance, Personal Care, Respite Care and Home Maintenance. These clients and outputs are not included in the count of clients for these HACC assistance types.
- As the organisation of DADHC operated and DADHC funded services are different, the Early Intervention count of clients is based on age of the client rather than MDS service type.
- This figure for former Boarding House Relocation clients includes estimates for years prior to 2006–07.
- DADHC funded outlet count based on funding arrangements and does not reflect the number of group homes.
- Data sourced from Accommodation and Respite Branch and reflects the number of clients in Emergency response as at 30 June 2007.
- This number includes people who received a service at any time during the year. The number of people in DADHC operated large residences as at 24 July 2007 was 1,165.
- Figures used for DADHC operated services are adjusted for inaccuracies in MDS reporting.
- This count may include clients of Post-School Programs.

Summary of Services Provided, by DADHC Region

DADHC Operated Services

ACCOMMODATION SUPPORT

Residential Centres (CSTDA MDS service types: 1.01, 1.02)

Region	2004–05		2005–06		2006–07 (note 1)	
	Outlets	Clients	Outlets	Clients	Outlets	Clients
Metro North	3	448	3	422	3	413
Metro South	3	68	1	27	1	39
Hunter	4	702	4	689	4	688
Northern	0	0	0	0	0	0
Southern	2	21	1	14	1	14
Western	1	55	1	59	1	54
NSW	13	1,294	10	1,211	10	1,208

Data source: DADHC Client Information System (CIS)

Notes:

1 Clients who received services for part of the year are included in these counts. The number of people in residential centres is as at 24 July 2007 is 1165.

Group homes (CSTDA MDS service type: 1.04)

Region	2004–05			2005–06			2006–07		
	Delivery outlets	Clients	Clients per delivery outlet	Delivery outlets	Clients	Clients per delivery outlet	Delivery outlets	Clients	Clients per delivery outlet
Metro North	97	418	4.3	96	415	4.3	95	424	4.5
Metro South	68	286	4.2	75	319	4.3	75	332	4.4
Hunter	38	168	4.4	38	169	4.4	40	175	4.4
Northern	24	105	4.4	23	101	4.4	23	119	5.2
Southern	39	169	4.3	39	184	4.7	41	184	4.5
Western	30	138	4.6	31	145	4.7	29	144	5.0
NSW	296	1284	4.4	302	1,333	4.5	303	1,378	4.6

Data source: DADHC Client Information System (CIS)

In-home support (CSTDA MDS service type: 1.06)

Region	2004–05		2005–06		2006–07	
	Outlets	Clients	Outlets	Clients	Outlets	Clients
Metro North	1	10	1	9	1	9
Metro South	0	0	0	0	0	0
Hunter	3	48	3	47	3	51
Northern	5	20	4	19	4	23
Southern	1	1	1	3	1	4
Western	0	0	0	0	0	0
NSW	10	79	9	78	9	87

Data source: DADHC Client Information System (CIS)

Respite

Centre-based (CSTDA MDS service type: 4.02)

Region	Delivery outlets	2004–05 Nightly bed capacity (note 1)	Clients	Delivery outlets	2005–06 Nightly bed capacity (note 1)	Clients	Delivery outlets	2006–07 Nightly bed capacity (note 1)	Clients
Metro North	13	•	487	13	60	576	15	70	523
Metro South	12	•	396	10	53	362	12	68	424
Hunter	6	•	288	6	30	272	6	30	293
Northern	3	•	130	3	13	185	3	13	116
Southern	4	•	119	3	19	127	5	24	154
Western	8	•	150	9	27	230	9	27	203
NSW	46	•	1,570	44	202	1,752	50	232	1,713

Data source: DADHC Client Information System (CIS)

Nightly bed capacity refers to the maximum number of beds available each night not taking into consideration beds which may be blocked

• Data not available for this item

COMMUNITY SUPPORT

Community Support Teams (CSTDA MDS service type: 2.03, 2.05, 2.06)

Region	Number of Teams	2004-05				2005-06				2006-07			
		Clients	Services	Services per Client	Number of Teams	Clients	Services	Services per Client	Number of Teams	Clients	Services	Services per Client	
Metro North	13	1,942	•	•	21	2,410	6,507	2.7	15	2,234	5,962	2.7	
Metro South	14	2,044	•	•	18	2,196	4,186	1.9	18	2,800	6,514	2.3	
Hunter	6	1,365	•	•	6	1,480	3,853	2.6	5	1,613	4,638	2.9	
Northern	14	1,328	•	•	15	1,576	3,458	2.2	15	1,454	3,473	2.4	
Southern	8	1,020	•	•	11	1,123	3,106	2.8	9	1,193	3,912	3.3	
Western	18	1,096	•	•	19	866	1,522	1.8	20	1,214	2,312	1.9	
NSW	73	8,795	•	•	90	9,651	22,632	2.3	82	10,508	26,811	2.6	

Data source: DADHC Client Information System (CIS)

• Data not available for this item

COMMUNITY ACCESS

Centre based Day Programs (CSTDA MDS service type: 3.01)

Region	2004–05		2005–06		2006–07	
	Day Program Centres	Clients	Day Program Centres	Clients	Day Program Centres	Clients
Metro North	10	194	8	169	8	166
Metro South	5	98	5	93	5	95
Hunter	6	200	6	199	6	183
Northern	5	33	4	31	4	44
Southern	6	156	6	161	6	160
Western	2	20	2	32	2	31
NSW	34	701	31	685	31	679

Data source: DADHC Client Information System (CIS)

HOME CARE (HACC Funded Services)

Domestic assistance

Region	2004–05		2005–06		2006–07	
	Number of Clients	Number of Hours	Number of Clients	Number of Hours	Number of Clients	Number of Hours
Metro North	5,607	191,028	6,192	199,024	6,768	208,649
Metro South	8,137	287,633	6,170	226,185	10,089	355,545
Hunter	4,289	152,783	4,590	171,239	5,131	183,137
Northern	4,733	216,765	3,839	150,009	6,329	238,364
Southern	3,545	228,643	3,860	227,149	4,603	177,414
Western	5,837	255,471	6,195	256,050	6,937	290,199
Unallocated					67	1,677
NSW	32,135	1,334,441	30,855	1,231,244	39,825	1,454,985

Personal care

Region	2004–05		2005–06		2006–07	
	Number of Clients	Number of Hours	Number of Clients	Number of Hours	Number of Clients	Number of Hours
Metro North	1,809	374,154	1,887	337,672	1,936	288,087
Metro South	2,256	328,438	1,704	263,201	2,596	297,436
Hunter	1,063	168,541	1,128	125,251	1,211	122,585
Northern	1,237	157,395	951	122,017	1,047	125,101
Southern	835	150,076	846	144,340	1,083	124,505
Western	1,447	144,141	1,575	123,132	1,646	119,402
Unallocated					17	1,334
NSW	8,634	1,323,384	8,079	1,117,766	9,508	1,078,450

HACC Respite

Region	2004–05		2005–06		2006–07	
	Number of Clients	Number of Hours	Number of Clients	Number of Hours	Number of Clients	Number of Hours
Metro North	542	44,833	622	46,325	529	44,007
Metro South	790	85,779	917	74,072	918	76,554
Hunter	327	28,900	417	31,048	374	27,739
Northern	456	46,651	592	46,251	677	48,200
Southern	326	42,599	335	39,324	333	33,023
Western	642	41,108	544	29,403	556	32,352
Unallocated					1	1
NSW	3,080	290,329	3,430	266,995	3,383	261,876

DADHC CSTDA FUNDED SERVICES

Accommodation Support

Residential Centres

Region	Number of organisations	Number of clients
Metro North	9	322
Metro South	3	46
Hunter	3	34
Northern	2	30
Southern	0	0
Western	3	43
NSW	20	475

Data source: CSTDA MDS service types: 1.01, 1.02 and 1.03 for client counts. Organisation counts are based on the number of organisations which reported data. The NSW Organisation totals may not equal the sum of regional counts as some Organisations provide services in more than one Region. The NSW client totals may not equal the sum of regional counts as some clients may have received services from more than one Region and some clients are included in the total count but could not be associated with a Region.

Community Living (Group Homes)

Region	Number of organisations	Number of clients
Metro North	33	630
Metro South	22	547
Hunter	16	264
Northern	22	210
Southern	12	203
Western	16	315
NSW	98	2,177

Data source: CSTDA MDS service types: 1.04 for client counts. Organisation counts are based on the number of organisations which reported data. The NSW Organisation totals may not equal the sum of regional counts as some Organisations provide services in more than one Region. The NSW client totals may not equal the sum of regional counts as some clients may have received services from more than one Region and some clients are included in the total count but could not be associated with a Region.

Community Living (Other)

Region	Number of organisations	Number of clients
Metro North	23	384
Metro South	13	212
Hunter	11	291
Northern	23	223
Southern	8	289
Western	14	283
NSW	69	1,594

Data source: CSTDA MDS service types: 1.06,1.07, 1.08 for client counts. Organisation counts are based on the number of organisations which reported data. The NSW Organisation totals may not equal the sum of regional counts as some Organisations provide services in more than one Region. The NSW client totals may not equal the sum of regional counts as some clients may have received services from more than one Region and some clients are included in the total count but could not be associated with a Region.

RESPIRE

Centre based

Region	Number of organisations	Number of clients
Metro North	6	237
Metro South	7	173
Hunter	2	51
Northern	6	457
Southern	1	10
Western	2	57
NSW	18	983

Data source: CSTDA MDS service types: 4.02 for client counts. Organisation counts are based on the number of organisations which reported data. The NSW Organisation totals may not equal the sum of regional counts as some Organisations provide services in more than one Region. The NSW client totals may not equal the sum of regional counts as some clients may have received services from more than one Region and some clients are included in the total count but could not be associated with a Region.

Flexible/combination

Region	Number of organisations	Number of clients
Metro North	12	709
Metro South	13	603
Hunter	10	422
Northern	21	518
Southern	9	419
Western	17	419
NSW	72	3,082

Data source: CSTDA MDS service types: 4.04 for client counts. Organisation counts are based on the number of organisations which reported data. The NSW Organisation totals may not equal the sum of regional counts as some Organisations provide services in more than one Region. The NSW client totals may not equal the sum of regional counts as some clients may have received services from more than one Region and some clients are included in the total count but could not be associated with a Region.

Other Respite

Region	Number of organisations	Number of clients
Metro North	7	162
Metro South	3	37
Hunter	5	91
Northern	5	63
Southern	1	90
Western	4	36
NSW	23	479

Data source: CSTDA MDS service types: 4.01, 4.03, 4.05 for client counts. Organisation counts are based on the number of organisations which reported data. The NSW Organisation totals may not equal the sum of regional counts as some Organisations provide services in more than one Region. The NSW client totals may not equal the sum of regional counts as some clients may have received services from more than one Region and some clients are included in the total count but could not be associated with a Region.

COMMUNITY ACCESS

Community Engagement Program organisations

Region	Number of organisations	Number of clients
Metro North	44	2888
Metro South	42	1953
Hunter	28	1393
Northern	42	1122
Southern	21	1181
Western	33	799
NSW	183	9,274

Data source: CSTDA MDS service types: 3.01, 3.02, 3.03 for client counts. Organisation counts are based on the number of organisations which reported data. The NSW Organisation totals may not equal the sum of regional counts as some Organisations provide services in more than one Region. The NSW client totals may not equal the sum of regional counts as some clients may have received services from more than one Region and some clients are included in the total count but could not be associated with a Region.

Therapy and prevention organisations (including Early Childhood Intervention)

Region	Number of organisations	Number of clients
Metro North	28	3,037
Metro South	32	2,514
Hunter	18	1,473
Northern	32	1,567
Southern	20	730
Western	23	1,326
NSW	139	10,485

Data source: CSTDA MDS service types: 2.01–2.07 (inclusive) for client counts. Organisation counts are based on the number of organisations which reported data. The NSW Organisation totals may not equal the sum of regional counts as some Organisations provide services in more than one Region. The NSW client totals may not equal the sum of regional counts as some clients may have received services from more than one Region and some clients are included in the total count but could not be associated with a Region.

DADHC HACC FUNDED SERVICES (excl Home Care)

Domestic assistance

Region	2004–05		2005–06		2006–07	
	Clients	Hours	Clients	Hours	Clients	Hours
Metro North	885	43,447	2,168	73,426	3,163	97,973
Metro South	1,441	44,851	2,418	82,617	3,518	128,557
Hunter	1,483	48,431	2,394	62,816	2,935	86,759
Northern	826	23,913	862	24,816	1414	38,075
Southern	414	11,547	623	19,971	908	30,013
Western	356	13,296	288	15,586	283	10,733
Unallocated					68	1,780
NSW	5,434	186,820	8,825	281,482	12,264	393,890

Data source: HACC MDS

Personal care

Region	2004–05		2005–06		2006–07	
	Clients	Hours	Clients	Hours	Clients	Hours
Metro North	939	41,391	1,466	75,685	1,583	77,978
Metro South	1,303	44,092	1,271	84,997	1,544	96,863
Hunter	866	24,264	1,125	66,553	1,216	59,983
Northern	524	31,672	566	31,932	655	24,015
Southern	454	24,984	845	56,847	695	35,247
Western	560	16,067	573	16,169	555	16,743
Unallocated					1,060	130,354
NSW	4,700	184,160	5,966	340,539	7,252	441,183

Data source: HACC MDS

Respite care

Region	2004–05		2005–06		2006–07	
	Clients	Hours	Clients	Hours	Clients	Hours
Metro North	500	38,072	1,011	109,473	1,612	110,060
Metro South	434	24,158	731	60,814	1,181	140,408
Hunter	988	144,169	1,210	161,451	1,237	182,476
Northern	499	94,571	696	120,354	753	78,440
Southern	654	104,823	723	125,589	739	88,300
Western	422	50,472	405	46,626	506	54,681
Unallocated					1,701	12,218
NSW	3,536	462,367	4,913	628,143	7,681	666,687

Data source: HACC MDS

HACC Organisations (excl. Home Care) and clients by region

Region	Number of organisations	2006–07	Number of clients
Metro North	120		40,332
Metro South	165		46,138
Hunter	88		28,123
Northern	126		31,442
Southern	78		18,193
Western	103		19,743
Unallocated	239		5,891
NSW unique	464		186,747

Summary of clients and expenditure by service group

Service group ⁶	Share of expenses	Share of clients	Provider	No. of clients	Unit cost	Total expenditure 2006-07 (\$m) ¹
Community Living ²	31.1%	1.5%	DADHC	1,464	\$145,055	212.36
			NGO ³	3,598	\$57,157	205.65
			NGO b/h reloc.	520	\$89,365	46.47
Large residences	13.7%	0.4%	DADHC	1,208	\$141,382	170.79
			NGO	475	\$70,758	33.61
Emergency Response ⁴	1.5%	0.1%	NGO	221	\$98,009	21.66
Personal Care	3.1%	0.2%	Attendant Care Program	384	\$65,703	25.23
			High Need Pool	533	\$40,488	21.58
Respite	11.3%	8.4%	DADHC – Disability	1,593	\$19,090	30.41
			NGO – Disability ³	4,286	\$16,517	70.79
			DADHC (Home Care)			
			& NGO – HACC	25,884	\$2,635	68.2
Community Participation	4.7%	0.9%	NGO – Community Participation	2,122	\$19,665	41.73
			NGO – Post school options	1,327	\$21,085	27.98
Community Engagement /Day Programs	3.8%	2.6%	DADHC	679	\$25,994	17.65
			NGO ⁵	9,274	\$4,138	38.38
Personal Assistance	17.1%	46.2%	DADHC (Home Care) and NGO – HACC	174,260	\$1,468	255.81
Support for Children (incl. Early Childhood Intervention)	1.9%	1.3%	NGO	4,868	\$5,855	28.5
Transition to Work	1.1%	0.4%	NGO	1,389	\$12,181	16.92
Therapy & Prevention	9.0%	14.4%	DADHC – Disability	10,418	\$5,404	56.3
			NGO – Disability	5,617	\$5,101	28.65
			DADHC & NGO- HACC	38,251	\$1,311	50.13
Information, advocacy and linkage services	1.7%	23.6%	DADHC & NGOs	88,864	\$280	24.86

1. The total expenditure reported in 2006–07 is not comparable to total expenditure reported in the 2005–06 Annual Report due to differences in the treatment of long service leave, depreciation and superannuation.

2. DADHC and NGO Community Living includes Group Home and other models of supported accommodation. The unit cost between DADHC and NGO Community Living are not comparable as 94% of Community Living clients in DADHC are in Group Home accommodation compared to 56% of NGO clients.

3. Capital expenditure is not included

4. The unit cost is overestimated as it is based on the number of clients in receipt of Emergency Response as at a point in time. Clients who exited during the year are not included in the client count.

5. The unit cost of NGO Community Engagement client is underestimated as the client count includes some people who receive post school programs

6. The attribution of HACC funding across HACC service types requires further refinement.

HACC (All HACC Clients, including Home Care)

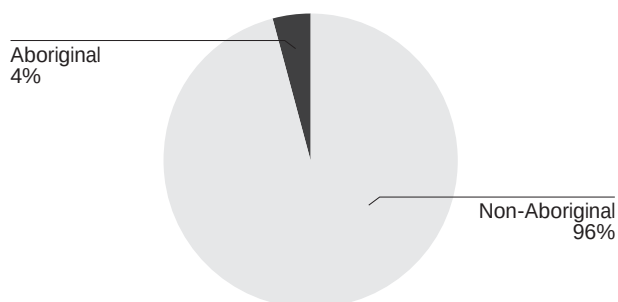


Fig. 8.5 Proportion of clients identifying as Aboriginal

Data source; HACC MDS

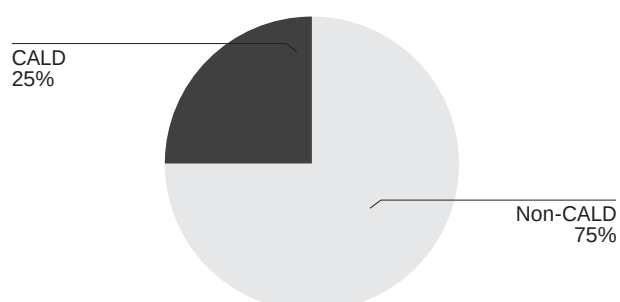


Fig. 8.6 Proportion of clients identifying as CALD

Data source: HACC MDS

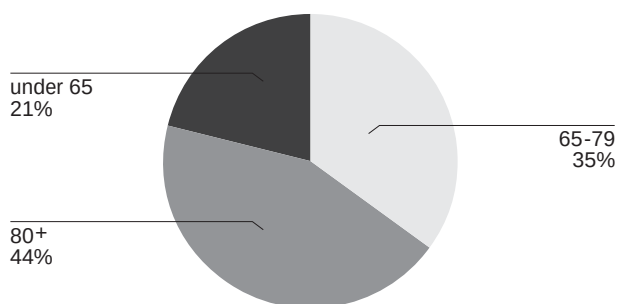


Fig. 8.7 Clients by age group

Data source: HACC MDS

CSTDA DADHC operated services

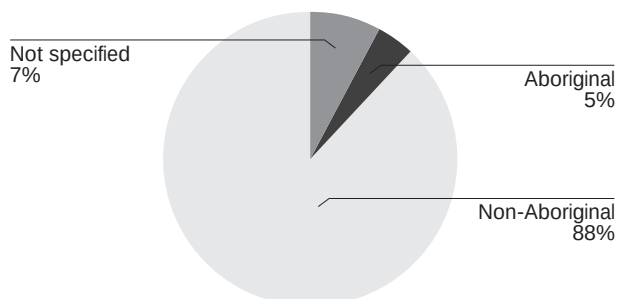


Fig. 8.8 Proportion of clients identifying as Aboriginal

Data source: DADHC Client Information System (CIS)

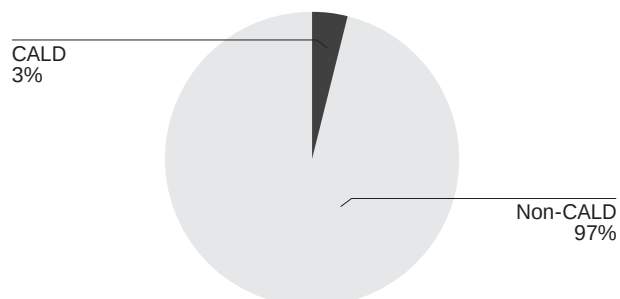


Fig. 8.9 Proportion of Clients identifying as CALD

DADHC funded services

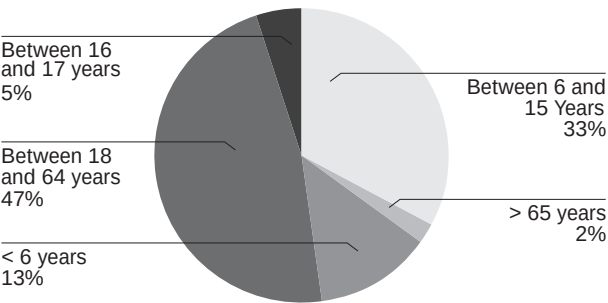


Fig. 8.10 Clients by age group

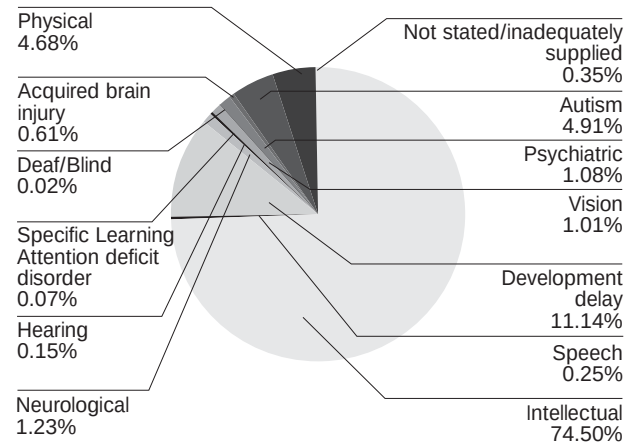


Fig. 8.11 Clients by primary disability group

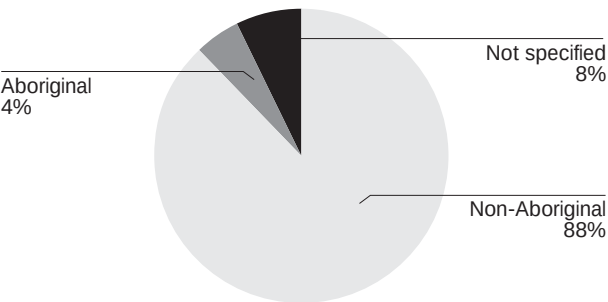


Fig. 8.12 Proportion of clients identifying as Aboriginal

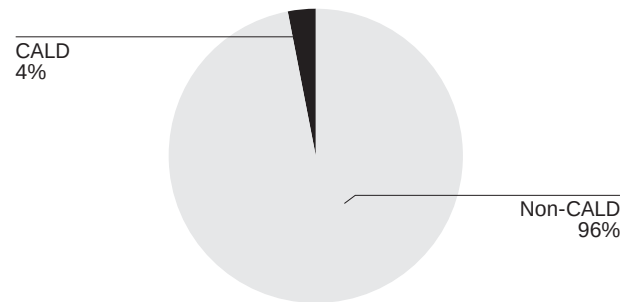


Fig. 8.13 Proportion of clients identifying as CALD

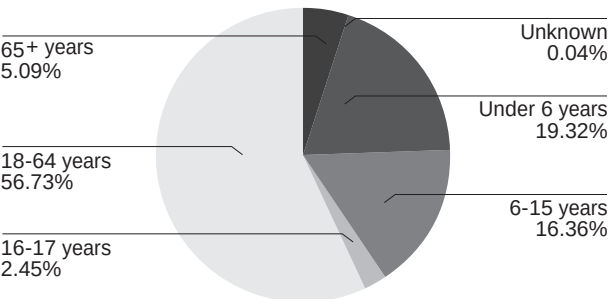


Fig. 8.14 Clients by age group

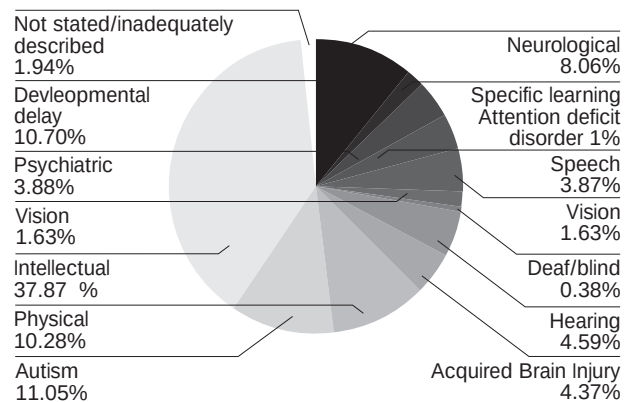


Fig. 8.15 Clients by primary disability group

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Glossary of Terms

Accommodation support – DADHC-run services providing long-term accommodation to people with a disability.

ATSI – refers to Aboriginal people and Torres Strait Islanders.

Attendant Care Program (ACP) – provides for an attendant to help people with daily activities that they are unable to complete for themselves because of physical, intellectual or any other disability. The service is provided to help people with disabilities to live independently in the community.

Behaviour Intervention Service (BIS) – a specialist DADHC service that works with people who provide services or care for people with an intellectual disability who also have challenging or offending behaviours. These people may live at home or in the community and may be at risk of being moved to a more restricted environment because of their challenging or offending behaviour. They may need help at work, school or while in custody, or need support (or have families or carers who need support) in planning a move to a less restrictive environment.

CALD – refers to people from culturally and linguistically diverse backgrounds. In this report, data relating to CALD groups refers to people born in non-English speaking countries.

CIS – Client Information System.

Community Participation Program – this program provides options for school leavers with a disability who will not be entering paid employment, vocational education and training or higher education. The program provides people with disabilities with opportunities for continued learning, life skill development and participation in the community, which increases their independence and ability to meet their life goals.

Community Support Team (CST) – a multi disciplinary team of professionals who provide a range of support services to clients, families and carers. Support services include both direct intervention and the planning and coordination of services provided to a client and their family or carer. Services include assessment, case planning and management, counselling, referral, therapy, family support, early intervention and behaviour management. The teams are structured to provide services on either a geographical or client age basis. Geographically-based teams are usually located in rural NSW and age-based teams are usually located in metropolitan areas.

CSTDA – the Commonwealth State Territory Disability Agreement.

CSTDA MDS – a nationally consistent collection of information about services delivered under the CSTDA and the clients receiving those services.

DADHC – NSW Department of Ageing, Disability and Home Care.

DADHC Survey – refers to specific data collection from service-related data held by DADHC regions.

Day program – Day programs provide people with disabilities with meaningful day activities that are based on their Individual Plan and promote learning, skill development and support access, participation and integration in their local community. They provide opportunities for clients to develop independent living, pre-vocational and social skills.

DVA – Department of Veteran Affairs.

DoCS – NSW Department of Community Services.

Early childhood intervention – a wide range of support services to help children up to six years of age with a developmental delay, to integrate with their peers into pre-schools and the wider community.

GAS – Grants Administration System.

Group home – provides community-based residential support for people with disabilities. Usually no more than six people live in any one group home and they are generally staffed 24 hours a day.

HACC – Home and Community Care.

HACC MDS – a nationally consistent collection of information about HACC services delivered and the clients receiving those services.

High Needs Pool (HNP) – established under the HACC Program as a way of administering funding and providing care for Home Care clients who require more than 60 hours of service per four-week period.

IMF – Integrated Monitoring Framework.

Large residence – providing 24-hour residential support for people with disabilities in a congregate setting of more than 20 beds. In some cases a range of vocational and Day Programs and/or respite services are also provided on the one site.

LGA – Local Government Area.

LPA – Local Planning Area.

Local support coordination – a personal, flexible service that aims to increase the links between people with a disability, their families and their local community.

LRC – Large Residential Centre.

MDS – Minimum Data Set.

NDS – National Disability Services. Formerly ACROD.

Post School Options Program – this program is conducted for students with a disability leaving school. Post School Options aims for school leavers to further develop skills acquired at school, acquire and use new personal, social and daily living skills, develop pre-employment skills and achieve greater levels of independence and self reliance.

Post-School Programs – in 2005, the Department began two new Post School Programs – the Transition to Work Program and the Community Participation Program. These programs replaced the former Adult, Training, Learning and Support (ATLAS) Program, and are available along with the Post School Options program.

Respite care – planned short-term breaks for families (and other unpaid carers) of people with a disability that are provided to support and maintain the primary care-giving relationship.

Respite centre – a centre where services are provided to people with a disability that allow families and carers to have a short-term break from their role as care givers. Respite centres usually accommodate four to six clients at a time and are mostly located in residential suburbs.

Residential Support Worker (RSW) – RSWs work in group homes and respite centres, providing support for clients with disabilities. Their role involves helping clients with personal development, community integration and with the development and implementation of individual support plans.

Therapy support – specialised, therapeutic care services including occupational therapy, physiotherapy and speech pathology. These services improve, maintain or slow the deterioration of a person's functional performance and help with recommendations about equipment that will support people with disabilities to live as independently as possible.

Transition to Work Program – this program supports school leavers with a disability to develop skills that will help them to move to employment, vocational education and training, or higher education. This support is available for up to two years after leaving school.

WFM – Workforce Management System.

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Those items in italics are reported in accordance with the *Annual Reports (Departments) Regulation 2005*, *Annual Reports (Statutory Bodies) Regulation 2005* and the Commonwealth State Territory Disability Agreement (CSTDA).

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