

# AUSTRALIAN INSTITUTE FOR SOCIAL RESEARCH

## EVALUATION OF THE DEMONSTRATION DAY RESPITE PILOT IN RESIDENTIAL AGED CARE FACILITIES INITIATIVE

ACCOMPANYING REPORT 6:  
ANALYSIS OF SERVICE ACTIVITY REPORT (SAR) DATA 2007/08  
AND 2008/09

REPORT PREPARED FOR:

THE DEPARTMENT OF HEALTH AND AGEING

RESPIRE FOR CARERS SECTION, OFFICE FOR AN AGEING AUSTRALIA, AGEING AND AGED  
CARE DIVISION

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**AISR**  
Informing Decisions

## CONTENTS

<b>1</b>	<b>INFORMATION PROVIDED IN THE REPORT</b>	<b>1</b>
<b>2</b>	<b>SUMMARY OF KEY FINDINGS</b>	<b>2</b>
2.1	PROFILE OF PROJECTS BY LOCATION	2
2.2	CARER PROFILE	2
2.3	CARE RECIPIENT PROFILE	3
2.4	OVERALL TREND FROM 2007/08 TO 2008/09	4
<b>3</b>	<b>THE SAR DATA COLLECTION INSTRUMENT</b>	<b>5</b>
3.1	DATA INCLUDED AND EXCLUDED FOR ANALYSIS	5
<b>4</b>	<b>DATA VALIDATION AND INCONSISTENCIES</b>	<b>8</b>
4.1	TOTAL NUMBER OF CARE RECIPIENTS	8
<b>5</b>	<b>FINDINGS EMERGING FROM THE DATA ANALYSIS</b>	<b>10</b>
5.1	SERVICE PROVIDER BY LOCATION PROFILE	10
5.1.1	2007/08 profile	10
5.1.2	2008/09 profile	11
5.2	CARER PROFILE	11
5.2.1	Carer profile in 2007/08	11
5.2.2	Exits	12
5.2.3	Waiting lists	12
5.2.4	Carer profile in 2008/09	12
5.2.5	Exits	13
5.2.6	Waiting lists	13
5.3	CARE RECIPIENT PROFILE	13
5.3.1	SAR Part D - Care recipients in 2007/08	13
5.3.2	SAR Part D - Care recipients in 2008/09	14
5.4	CARER AND CARE RECIPIENT CULTURAL PROFILES	15
5.5	CARE RECIPIENTS AND HOURS DELIVERED	15
5.5.1	Care recipients and hours delivered – SAR Part B.1, 2007-2008	15
5.5.2	Care recipients and hours delivered – SAR Part B.1, 2008-2009	17
<b>6</b>	<b>RECOMMENDED CHANGES TO THE SAR DATA COLLECTION</b>	<b>18</b>
6.1	CHANGES TO THE MAIN DATA COLLECTION TOOL	18
6.2	CHANGES TO THE SUPPORTING DOCUMENTATION	21
6.3	SUMMARY OF RECOMMENDED CHANGES TO DATA COLLECTION DESIGN	22
<b>7</b>	<b>APPENDIX I – PROJECT SUMMARY</b>	<b>23</b>
<b>8</b>	<b>APPENDIX II – SUMMARY STATISTICS</b>	<b>24</b>
<b>9</b>	<b>APPENDIX III – PROJECT-BASED COMPARISON OF CARER AND CARE RECIPIENT CULTURAL PROFILE</b>	<b>26</b>

## TABLE OF TABLES

TABLE 1: COMPARISON OF CARER PROFILE FROM 2007/08 TO 2008/09 .....	2
TABLE 2: COMPARISON OF CARERS EXITING THE SERVICE, AND WAITING TO RECEIVE SERVICES, FROM 2007/08 TO 2008/09 .....	3
TABLE 3: COMPONENTS OF SAR DATA COLLECTION INSTRUMENT .....	5
TABLE 4: SAR DATA KEYED INTO THE 2008/09 EXCEL SPREADSHEET FOR ANALYSIS .....	6
TABLE 5: OTHER SAR QUANTITATIVE DATA NOT KEYED INTO EXCEL FOR ANALYSIS .....	7
TABLE 6: 2007/08 VALIDATION - TOTAL NUMBER OF CARE RECIPIENTS .....	8
TABLE 7: 2008/09 VALIDATION - TOTAL NUMBER OF CARE RECIPIENTS .....	9
TABLE 8: 2007/08 CARER PROFILE.....	12
TABLE 9: 2008/09 CARER PROFILE.....	13
TABLE 10: 2007/08 CARE RECIPIENT PROFILE.....	14
TABLE 11: 2008/09 CARE RECIPIENT PROFILE.....	14
TABLE 12: PROJECTS PROVIDING SAR DATA.....	23
TABLE 13: 2007/08 CARER AND CARE RECIPIENT PROFILE - SUMMARY STATISTICS.....	24
TABLE 14: 2008/09 CARER AND CARE RECIPIENT PROFILE - SUMMARY STATISTICS.....	25
TABLE 15: 2008/09 (PRELIMINARY) COMPARISON OF CARER AND CARE RECIPIENT CULTURAL PROFILE CHARACTERISTICS BY PROJECT...	26

## TABLE OF FIGURES

FIGURE 1: 2007/08 DDR PROJECTS WITH DATA BY STATE/TERRITORY .....	10
FIGURE 2: 2007/08 DDR PROJECTS WITH DATA BY STATE/TERRITORY .....	11
FIGURE 3: 2007/2008 NUMBERS OF CARE RECIPIENTS AND HOURS DELIVERED.....	16
FIGURE 4: 2008/2009 NUMBERS OF CARE RECIPIENTS AND HOURS DELIVERED.....	17

## 1 INFORMATION PROVIDED IN THE REPORT

The *Demonstration Sites for Day Respite in Residential Care Facilities Initiative* (DDR) Services Activities Report (SAR) is required to be completed by all NRCP funded respite services. Reports must be lodged:

- by 31 January, for the 6 month reporting period 1 July to 31 December; and
- by 31 July for the 12 month reporting period 1 July to 30 June.

This report overviews the information provided in the SARs presented to the Department of Health and Ageing by DDR projects. At the same time, it assesses the usefulness of the SAR and its associated components as a data collection tool, and suggests improvements for future collections. The report draws on 2007/08 and 2008/09 data provided by the Department to the AISR for analysis.

**Section 2** provides a summary of carer and care recipient profiles, based on the analysis of SAR data provided to the AISR.

**Section 3** reviews the data collection instrument currently being used.

**Section 4** presents a validation of data keyed from the SAR, identifying any inconsistencies. This is based on 2007/08 and 2008/09 SAR data keyed into Excel spreadsheets by the Department and provided to the AISR for analysis.

**Section 5** presents the results of the AISR's analysis of the Excel based data. This includes a summary of client, carer and care recipient profiles, providing examples of the type of information that can be drawn from the SAR collection.

**Section 6** provides an overview of design difficulties identified by the AISR and a summary of recommendations about future SAR data collection and re-design, arising from our analysis.

The **Appendix** section provides a summary of statistical data obtained from the SAR analysis. Appendix I presents the DDR funded projects providing SAR data. Appendix II provides summary information about carer and care recipients for the years 2007/08 and 2008/09, while Appendix III plots carer and care recipient cultural profile information on a project by project basis.

## 2 SUMMARY OF KEY FINDINGS

### 2.1 PROFILE OF PROJECTS BY LOCATION

SAR data were provided for only **25** out of a possible **29** Projects in **2007/08**. These were located in seven States/Territories, with the highest reported number of projects being located in Victoria (6 or 24%) while the smallest number of projects (4.0%) were in the Northern Territory.

In **2008/09**, SAR data were available for **29** out of a possible **30** Projects, again from seven Australian States/Territories. The highest number of projects were located in New South Wales (7 or 24.1%) while the smallest number were in Tasmania with nearly 7 per cent of projects.

### 2.2 CARER PROFILE

Carer numbers doubled between 2007/08 and 2008/09, with SAR data from –

- 25 NRCP projects identifying **605** carers in **2007/08**, and data from
- 29 NRCP projects identifying **1277** carers in **2008/09**.

*Table 1* compares carer profiles in 2007/08 and 2008/09. It can be seen that the proportion of carers from Aboriginal and/or Torres Strait Islander (ATSI) backgrounds nearly trebled, those from culturally and linguistically diverse (CALD) backgrounds remained almost unchanged at approximately one in five carers, and those in rural or remote locations increased as did those from financially or socially disadvantaged backgrounds. Employed carers rose slightly while the proportion of new carers had reduced.

**Table 1: Comparison of carer profile from 2007/08 to 2008/09**

Carer characteristics in 2007/08 (n = 605 carers)		Carer characteristics in 2008/09 (n = 1277 carers)	
Characteristic	%	Characteristic	%
New carer	91.1	New carer	54.6
CALD background	19.5	CALD background	20.3
ATSI background	1.3	ATSI background	3.4
Rural or remote location	14.5	Rural or remote location	22.6
Financially or socially disadvantaged	17.0	Financially or socially disadvantaged	24.4
Employed	26.8	Employed	31.4

It can be seen from *Table 2* that by the second year of study, **450** carers had exited the service compared with **11** in the first year. Waiting lists had reduced from **108** during 2007/08 to **27** in 2008/09. *This reflects the fact the first year was a six month period whereas the second involved a full twelve months.*

**Table 2: Comparison of carers exiting the service, and waiting to receive services, from 2007/08 to 2008/09**

2007/08		2008/09	
<b>Carers exiting the service</b>	<b>n</b>	<b>Carers exiting the service</b>	<b>n</b>
	11		450
<b>Carers waiting for service</b>	<b>n</b>	<b>Carers waiting for service</b>	<b>n</b>
	108		27

### 2.3 CARE RECIPIENT PROFILE

As discussed in Section 4, the AISR analysis of SAR data has identified a number of discrepancies in information that question the reliability of the information collected. These discrepancies apply to care recipient numbers.

In **2007/08**, across 25 NCRP projects supplying SAR data, the total number of **care recipients** reported at Part B1 was **713 persons** and the total number of **hours delivered** was **40,074 hours**.

However, data from Part D of the SAR reported **534 care recipients over 65 years of age** and **51 care recipients under the age of 65**. This gives a total of **585 care recipients**.

*This understates the total number of care recipients reported at B.1 by 128 care recipients*

- The **average number of care recipients** per project was **28.5** (ranging from a minimum of 4 to a maximum of 129).
- The **average number of hours** delivered per project was **1,603.0 hours per project** (ranging from a minimum of 108 hours to a maximum of 5,262 hours).
- The **median number of care recipients per project** was **18.0** and
- The **median number of hours delivered** was **951 hours**.

In **2008/09**, across 29 NCRP projects supplying SAR data, the total number of **care recipients** was **1,288 persons** and the total number of **hours delivered** was **246,836 hours**.

Data from Part D of the SAR reported **1,018 care recipients over 65 years of age** and **60 care recipients under the age of 65**. This gives a total of **1,078 care recipients**.

*This understates the total number of care recipients reported at B.1 by 210 care recipients*

- The **average number of care recipients** per project was **44.4** (ranging from a minimum of 15 to a maximum of 131).
- The **average number of hours** delivered per project was **8,511.6 hours per project** (ranging from a minimum of 1,080 hours to a maximum of 36,510 hours).
- The **median number of care recipients per project** was **37.0** and
- The **median number of hours delivered** was **6,401.0 hours**.

## 2.4 OVERALL TREND FROM 2007/08 TO 2008/09

Reflecting the growth in the program and the fact that most projects were operational for half of the 2007/08 financial year compared with the full year of operation characterising 2008/09, the following increases were evident in relation to -

- a) average number of care recipients,
- b) average number of hours delivered by each project,
- c) median number of care recipients per project, and
- d) median number of hours delivered.

DRAFT

### 3 THE SAR DATA COLLECTION INSTRUMENT

The SAR data collection instrument is distributed to service providers as an 11 page Word document. An accompanying 9 page “Directions and Definitions” Word document is also provided to service providers. These forms have been the same for all 2007/08 and 2008/09 data collections. The main components of SAR data collection instrument are summarised in *Table 3*.

**Table 3: Components of SAR Data Collection Instrument**

Content	Page
Title page & lodgement instructions	1 & 2
Part A: Organisation Details, Contact Details, HACC region(s), reporting period	3
Part B1: Achievements	4 & 5
Part B2: Overnight Community Respite	6
Part C: NCRP Carer Numbers and Characteristics	7
Part D: NCRP Care Recipient Numbers and Characteristics	7
Part E: Service Exit	8
Part F: Carer Support Services Provided with NRCF Funds	8
Part G: Other Carer Support Services Provided with this grant in this six/twelve month period	8
Part H: How has your service promoted itself to carers	9
Part I: Project Development Activities	9
Part J: Nature and Frequency of contact with region’s Commonwealth Carer Respite Centre	9
Part K: Carers Unmet Needs	10
Part L: Complaints	10
Part M: Changes to office holders	10
Part N: Additional Comments	11
Time taken to complete form	11
Management Authorisation	11

It must be noted that the table at Part B.1 Achievements includes rows to report on services not within scope of the Day Respite in Residential Aged Care Facilities (RACF) Initiative. For example, “Daytime Respite – In-home”, “Overnight Respite – In-home”, Community Access – Individual”, “Host Family – Overnight”, etc.

The AISR has been assured by the data collection agency that data provided for this analysis does not include information relating to services outside the scope of the Day Respite in RACF) Initiative.

#### 3.1 DATA INCLUDED AND EXCLUDED FOR ANALYSIS

Excel spreadsheets containing 2007/08 and 2008/09 SAR data were supplied by the Department to the AISR for analysis.

For both reporting years, not all quantitative data items reported on the SAR have been keyed into the Excel spreadsheets.



With regard to the 2008/09 data, items keyed into the Excel spreadsheet are presented in *Table 4*. This table makes reference to the corresponding section of the SAR data collection instrument from which the data was collected. Other quantitative data items collected on the SAR instrument - but not keyed into Excel for analysis - are shown in *Table 5*.

**Table 4: SAR Data Keyed into the 2008/09 Excel Spreadsheet for Analysis**

Section of SAR	Data Item
	<ul style="list-style-type: none"> <li>State</li> </ul>
<b>Part A</b>	<ul style="list-style-type: none"> <li>Organisation Name</li> </ul>
	<ul style="list-style-type: none"> <li>Service/Project Name</li> </ul>
	<ul style="list-style-type: none"> <li>Project ID</li> </ul>
<b>Part B1</b>	<u>Services provided to Carers/Care Recipients</u>
	<ul style="list-style-type: none"> <li>Number of care recipients <b>actual</b> (receiving service) for each [Day Respite] service type</li> <li>Number of respite hours <b>delivered</b> for each [Day Respite] service type</li> </ul>
<b>Part C</b>	<u>Carer</u>
	<ul style="list-style-type: none"> <li>No. of primary carers assisted in the 12 month period 1 July 2007 – 30 June 2008</li> <li>No. of new carers receiving support</li> <li>No. from a CALD background</li> <li>No. from an Aboriginal and/or Torres Strait Islander background</li> <li>No. from rural areas</li> <li>No. from remote areas</li> <li>No. of employed carers</li> <li>No. of financially or socially disadvantaged carers</li> <li>No. who received emergency respite</li> </ul>
<b>Part D</b>	<u>Care recipient</u>
	<u>Care recipient over 65</u>
	<ul style="list-style-type: none"> <li>Total No. of care recipients over 65 assisted in the 12 month period 1 July 2007 – 30 June 2008.</li> <li>No. from an Aboriginal and/or Torres Strait Islander background</li> <li>No. with dementia</li> <li>No. with dementia with challenging behaviour</li> <li>No. with disability</li> <li>No. of people with a terminal illness in need of palliative care</li> <li>No. from a CALD background</li> </ul>
	<u>Care recipient under 65</u>
	<ul style="list-style-type: none"> <li>Total No. of care recipients under 65 assisted in the 12 month period 1 July 2007 – 30 June 2008.</li> <li>No. from an Aboriginal and/or Torres Strait Islander background</li> <li>No. with dementia</li> <li>No. with dementia with challenging behaviour</li> <li>No. with disability</li> <li>No. of people with a terminal illness in need of palliative care</li> <li>No. from a CALD background</li> </ul>
<b>Part E</b>	<u>Service Exit</u>
	<ul style="list-style-type: none"> <li>No of carers who have left the service during this twelve month period</li> </ul>
<b>Part K</b>	<u>Carers Unmet Needs</u>
	<ul style="list-style-type: none"> <li>Number of primary carers on waiting list</li> </ul>

**Table 5: Other SAR Quantitative Data Not Keyed into Excel for Analysis**

Section of SAR	Data Item
<b>Part A</b>	<ul style="list-style-type: none"> <li>Contact details including name, position, ph, fax, email, HACC region.</li> </ul>
<b>Part B1</b>	<u>Services provided to Carers/Care Recipients</u>
	<ul style="list-style-type: none"> <li>Number of care recipients <b>funded</b> for each service type</li> <li>Number of respite hours <b>funded</b> for each service type</li> <li>Total number care recipients who received carer support</li> <li>Total number of primary carers who received carer support</li> <li>Total number of primary carers funded</li> <li>Reasons for significant variation</li> </ul>
<b>Part B2</b>	<u>Overnight community respite –Not applicable to these service providers within scope of this study?</u>
	<ul style="list-style-type: none"> <li>Project Name &amp; ID</li> <li>Number of respite nights available in period</li> <li>Total number of respite nights provided in period</li> <li>Occupancy rate as a percentage of available nights for this period</li> <li>Average length of stay (nights)</li> <li>Longest length of stay (nights)</li> <li>Shortest length of stay (nights)</li> <li>Number of emergency respite nights provided (nights)</li> <li>Total number of primary carers supported in this 6/12 month period</li> <li>Total number of individual care recipients receiving support in this 6/12 month period.</li> </ul>
<b>Part E</b>	<ul style="list-style-type: none"> <li>Numbers by exit reasons (6 reasons).</li> </ul>
<b>Part F</b>	<i>qualitative data</i>
<b>Part G</b>	<i>qualitative data</i>
<b>Part H</b>	<i>qualitative data</i>
<b>Part I</b>	<i>qualitative data</i>
<b>Part J</b>	<ul style="list-style-type: none"> <li>Contact with regions Commonwealth Carer Respite Centre (Yes/No)</li> </ul> <i>qualitative data</i>
<b>Part K</b>	<ul style="list-style-type: none"> <li>Waiting list Yes/No</li> <li>Waiting list – number of carers referred to other respite services</li> <li>Waiting list – number of carers referred to non-respite services eg transport</li> </ul> <i>qualitative data</i>
<b>Part L</b>	<u>Complaints</u>
	<i>qualitative data</i> <ul style="list-style-type: none"> <li>Average number of complaints received in the last six (or twelve) months</li> <li>Percentage of complaints relating to systemic issues</li> <li>Number of complaints relating to systemic issues that have been resolved in the last six or 12 months.</li> </ul>
<b>Part M</b>	<ul style="list-style-type: none"> <li>Changes to office holders or the executive (Yes/No)</li> </ul> <i>qualitative data</i>
<b>Part N</b>	<i>qualitative data</i>
	<ul style="list-style-type: none"> <li>Time taken to complete form</li> </ul>

## 4 DATA VALIDATION AND INCONSISTENCIES

The AISR analysis of SAR data has identified a number of discrepancies in information that question the reliability of the information collected in relation to recipient numbers.

### 4.1 TOTAL NUMBER OF CARE RECIPIENTS

SAR Part D reports on numbers and characteristics of NCRP care recipients over 65 and under 65. The note after the table says that the sum of these figures should equal the figure entered at the bottom of Part B.1: "total no. of care recipients". Some Projects have reported numbers of care recipients with certain characteristics but this number is greater than the total number of care recipients. See Appendix III for details.

**A validation analysis of these data items for both 2007/08 and 2008/09 SARS data has identified discrepancies in both years' data.**

In 2007/08, the total number of care recipients reported at Part D who were over 65 and under 65 years of age did **not** equal the total number of care recipients reported at Part B.1 in relation to 10 projects. Project details and validation data for 2007/08 are presented in Table 6.

**Table 6: 2007/08 Validation - Total number of care recipients**

Proj. ID	Project Name	Part B1	Part D			Difference
		Total Number of Care Recipients	Total N of Care Recipients			
			Over 65	Under 65	Sum of 65+ and >65	
237	Masonic Homes - Demonstration	7	0	2	2	-5
791	Aged Care Services Australia: DDR	19	17	1	18	-1
793	City of Swan: Hamersley Respite House DDR	122	50	0	50	-72
1231	Garden City Retirement Home Respite Centre	129	100	31	131	2
1232	Spiritus Wide Bay - Day Respite Service	14	27	2	29	15
1233	Bribie Island Retirement Village Carer Respite Service	24	8	0	8	-16
1307	Ross Robertson Day Respite Service	7	0	0	0	-7
2941	Constitution Hill Day Respite Centre	40	38	1	39	-1
2942	Day Respite 'Wellness' Service	58	16	0	16	-42
3835	Lyndoch Homestead Day Stay	35	30	4	34	-1
	<b>Total</b>	<b>455</b>	<b>286</b>	<b>41</b>	<b>327</b>	<b>-128</b>

In 2008/09, **ten** projects also reported variations in the total number of care recipients aged over 65 and under 65 reported at Part D compared with the total number of care recipients reported at Part B.1. Project details and validation data for 2008/09 are presented in *Table 7*.

**Table 7: 2008/09 Validation - Total number of care recipients**

Proj. ID	Project Name	Part B1	Part D			Difference
		Total Number of Care Recipients	Total N of Care Recipients			
			Over 65	Under 65	Sum of 65+ and > 65	
237	Demo day respite (in RACF)	15		0	0	-15
238	Community Care Barkly	16	0	6	6	-10
791	Day Respite Options	55	48	0	48	-7
793	Hamersley Respite House	64	0	2	2	-62
1305	Benvenuti (Welcoming)	110	28	7	35	-75
1306	Time Out	36	34	0	34	-2
1307	Ross Robertson Day Respite Service	19	16	0	16	-3
2941	Constitution Hill Day Respite Centre	75	71	2	73	-2
2944	Apsley Riverview Hostel	27	37	1	38	11
3835	Homestead Day Stay	45			0	-45
	Total	462	234	18	252	-210

The ten Projects that reported validation errors in 2007/08 were not all the same ten Projects that reported errors in 2008/09. Six Projects reported validation errors both years.

**These reporting errors may reflect a misunderstanding of data requirements and/or the need for simplified data collection tables.**

## 5 FINDINGS EMERGING FROM THE DATA ANALYSIS

This section presents information about service provision by location, and carer and care recipient profile information for 2007/08 and 2008/09. Appendix II provides further detail while Appendix I lists the Projects supplying this information through the SAR.

### 5.1 SERVICE PROVIDER BY LOCATION PROFILE

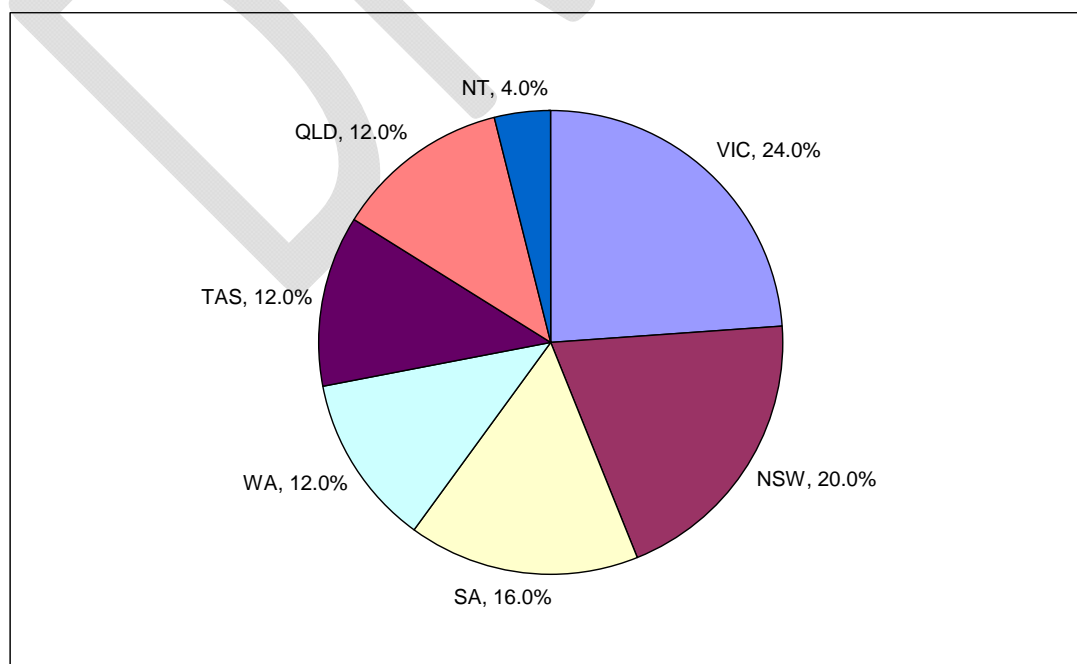
#### 5.1.1 2007/08 PROFILE

The 2007/08 SAR Excel spreadsheet reported on 29 Projects, however, data was provided for only **25 Projects**, from seven Australian states/territories. The four projects not supplying data were:

- NSW 2943
- SA 1306
- NT 238
- NT 239.

In 2007/08, the highest reported number of projects were located in Victoria with 6 (24%) of the 25 projects while the smallest number of projects (4.0%) were in the Northern Territory. Refer to *Figure 1* for other State/Territory based locations.

**Figure 1: 2007/08 DDR Projects with Data by State/Territory**



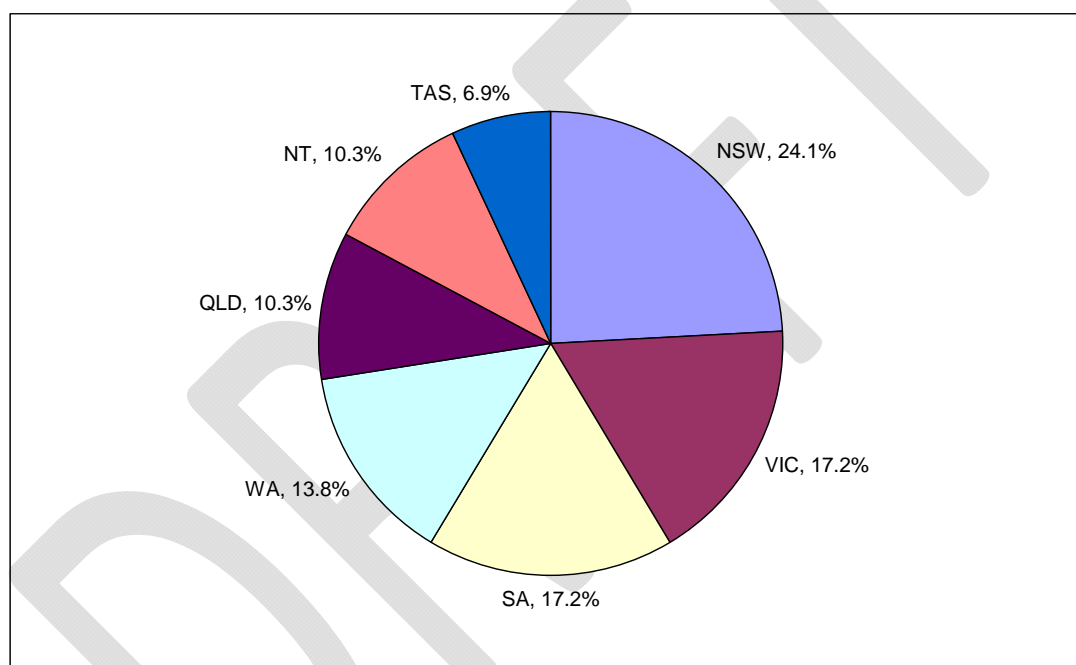
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### 5.1.2 2008/09 PROFILE

The 2008/09 SAR Excel spreadsheet provided data on **30 Projects**, from seven Australian States/Territories. Only one Project did not supply any data. This was VIC 3839.

The State/Territory with the highest number of projects was New South Wales with 7 (24.1%) of the 29 projects while the smallest number were in Tasmania with nearly 7 per cent of projects. Refer to *Figure 2* for other States/Territories' share of projects.

**Figure 2: 2007/08 DDR Projects with Data by State/Territory**



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## 5.2 CARER PROFILE

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### 5.2.1 CARER PROFILE IN 2007/08

2007/08 SAR data from 25 NRCP projects reported that **605 carers** were assisted in the 12 month period **1 July 2007 to 30 June 2008**. The numbers and characteristics of these carers are presented in *Table 8*. It can be seen that 91.1% are new carers receiving support and that a substantial proportion are drawn from groups with special needs. This involves –

- 19.5% from a CALD background
- 1.3% from an Aboriginal and/or Torres Strait Islander background

- 14.6% from a rural or remote location
- 17.0% who are financially or social disadvantaged
- 26.8% who are employed.

**Table 8: 2007/08 Carer profile**

Carer characteristic	Total	% of total
New carer receiving support	551	91.1
From a CALD background	118	19.5
From an Aboriginal and/or Torres Strait Islander background	8	1.3
From rural areas	79	13.1
From remote areas	9	1.5
Employed	162	26.8
Financially or socially disadvantaged	103	17.0
Received emergency respite	44	7.3
Total	605	100.0

#### 5.2.2 EXITS

SAR data (Part E) reported that **11** carers left the service during 2007/08. These 11 carers were from three individual projects.

#### 5.2.3 WAITING LISTS

SAR data (Part K) also reported **108** primary carers on the waiting list as at 30 June 2008. These were reported across 17 projects with the highest number of carers on the waiting list being 22 (QLD 1231) and 19 (TAS 369). Eight projects reported no clients on waiting lists.

#### 5.2.4 CARER PROFILE IN 2008/09

2008/09 SAR data from 29 NRCP projects reported that **1277 carers** were assisted in the 12 month period **1 July 2008 to 30 June 2009**. The numbers and characteristics of these carers are presented in *Table 9*.

It can be seen that the proportion who are new carers receiving support has declined from over 90 per cent in the preceding year to 54.6%, and that a substantial proportion continued to be drawn from groups with special needs – with increases in most of these groups from 2007/08-2008/09. Specifically –

- 20.3% were from a CALD background
- 3.4% were from an Aboriginal and/or Torres Strait Islander background
- 22.5% were from a rural or remote location
- 24.4% were financially or social disadvantaged
- 31.4% were employed.

**Table 9: 2008/09 Carer profile**

Carer characteristic	Total	% of total
New carer receiving support	697	54.6
From a CALD background	259	20.3
From an Aboriginal and/or Torres Strait Islander background	44	3.4
From rural areas	216	16.9
From remote areas	72	5.6
Employed	401	31.4
Financially or socially disadvantaged	311	24.4
Received emergency respite	122	9.6
Total	1277	100.0

#### 5.2.5 EXITS

SAR data (Part E) reported that **450 carers** left the service during **2008/09**. All 29 Projects reported some level of carers exiting the service.

#### 5.2.6 WAITING LISTS

SAR data (Part K) reported a total of **27** primary carers on the waiting list as at **30 June 2008**. However, these were reported across only 5 projects with the highest number of carers on a waiting list being 17 (VIC 3838). Eighteen projects reported no clients on waiting lists (with the remaining seven Projects not reporting data for this field).

### 5.3 CARE RECIPIENT PROFILE

Due to inconsistencies between the number of care recipients reported at SAR Part B.1 and in SAR Part D (see description of variation in Section 0 of this report), the care recipient profile has been analysed separately using SAR Part B.1 data and SAR Part D data.

#### 5.3.1 SAR PART D - CARE RECIPIENTS IN 2007/08

The number and characteristics of care providers was also reported at Part D of the SAR. Data from this section reported **534 care recipients over 65 years of age** and **51 care recipients under the age of 65**. This gives a total of **585 care recipients**.

*This understates the total number of care recipients reported at B.1 by 128 care recipients (refer Table 6 for breakdown by project).*

Characteristics of the **585** care recipients reported at Part D are shown in *Table 10*.



**Table 10: 2007/08 Care Recipient profile**

Care Recipient Characteristics	Total No of Care Recipients			
	Over 65	Under 65	Total	% of Total
Aboriginal and/or Torres Strait Islander background	1	0	1	0.2
With dementia	288	13	301	51.5
Dementia with challenging behaviour	108	12	120	20.5
With disability	131	29	160	27.4
With a terminal illness in need of palliative care	50	0	50	8.5
From a CALD background	56	5	61	10.4
Total	534	51	585	100.0

### 5.3.2 SAR PART D - CARE RECIPIENTS IN 2008/09

The number and characteristics of care providers was also reported at Part D of the SAR. Data from Part D of the SAR reported **1,018 care recipients over 65 years of age** and **60 care recipients under the age of 65**. This gives a total of **1,078 care recipients**.

*This understates the total number of care recipients reported at B.1 by 210 care recipients.*

Characteristics of the **1,078** care recipients reported at Part D are shown in *Table 11*.

**Table 11: 2008/09 Care Recipient profile**

Care Recipient Characteristics	Total No of Care Recipients			
	Over 65	Under 65	Total	% of Total
Aboriginal and/or Torres Strait Islander background	31	12	43	4.0
With dementia	662	24	686	63.6
Dementia with challenging behaviour	247	23	270	25.0
With disability	258	35	293	27.2
With a terminal illness in need of palliative care	135	2	137	12.7
From a CALD background	138	19	157	14.6
Total	1,018	60	1,078	100.0

## 5.4 CARER AND CARE RECIPIENT CULTURAL PROFILES

It would be expected that most carers and care recipients have a shared cultural background but this was not evident in the SAR reports.

In **2007/08** -

- Eight carers (1.3%) and only one care recipient (0.2%) were reported as being from an Aboriginal and/or Torres Strait Islander background.
- Nearly one in five carers (19.5%) were from a CALD background compared to one in ten care recipients (10.4%) being from a CALD background.

In **2008/09** there was less difference, for all Projects, with 4.0% of care recipients and 3.4% of carers being reported as being from an Aboriginal and/or Torres Strait Islander background.

However, slightly more than one in five carers (20.3%\*) were reported as being from a CALD background compared to 14.6%\* of care recipients.

Perhaps of greater benefit is to compare carer and care recipient cultural profiles on a Project basis (rather than for all projects as a whole). This analysis will also assist with identifying those Projects with a greater emphasis on the provision of care for those with special needs.

The AISR has undertaken a **preliminary** cultural profile for carers and care recipients on a Project basis to illustrate this. That analysis is provided in **Appendix III**.

*Please note that data validation errors will need to be rectified before this data can be used for all Projects.*

**\* Important note: Data from the analysis at Appendix III has identified data errors that make the total proportion of carers and care recipients for all Projects unreliable.**

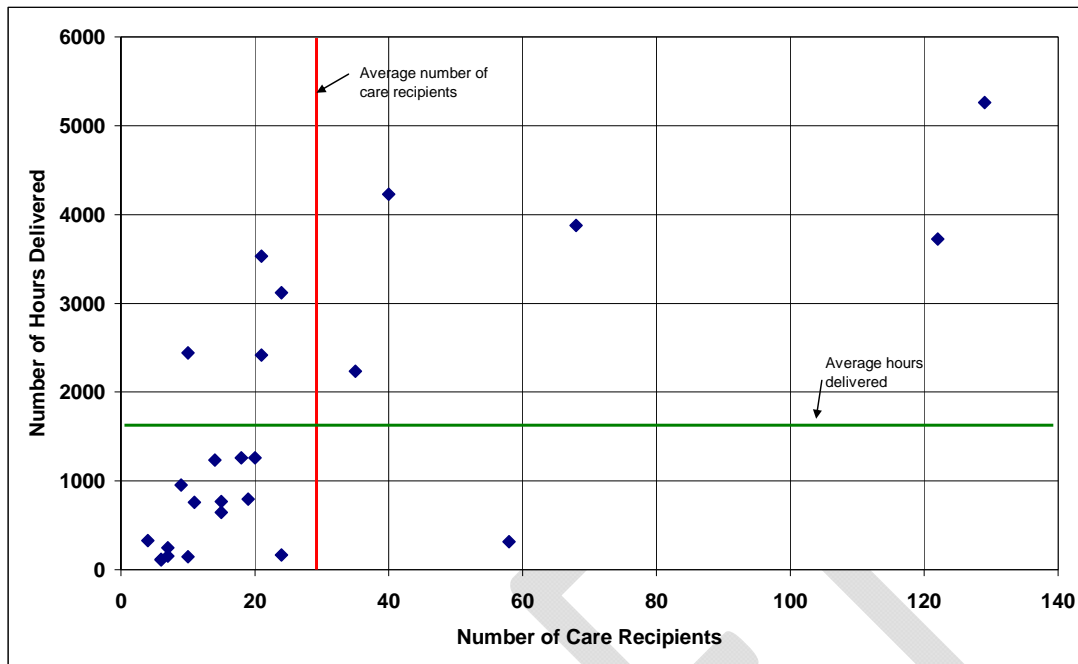
## 5.5 CARE RECIPIENTS AND HOURS DELIVERED

### 5.5.1 CARE RECIPIENTS AND HOURS DELIVERED – SAR PART B.1, 2007-2008

In 2007/08, Part B.1 of the SAR data reported that, across 25 NCRP projects, the total number of **care recipients** was **713 persons** and the total number of **hours delivered** was **40,074 hours**.

The distribution of numbers of care recipients and hours of service delivered for all 25 projects is shown in *Figure 3*.

Figure 3: 2007/2008 Numbers of Care Recipients and Hours Delivered



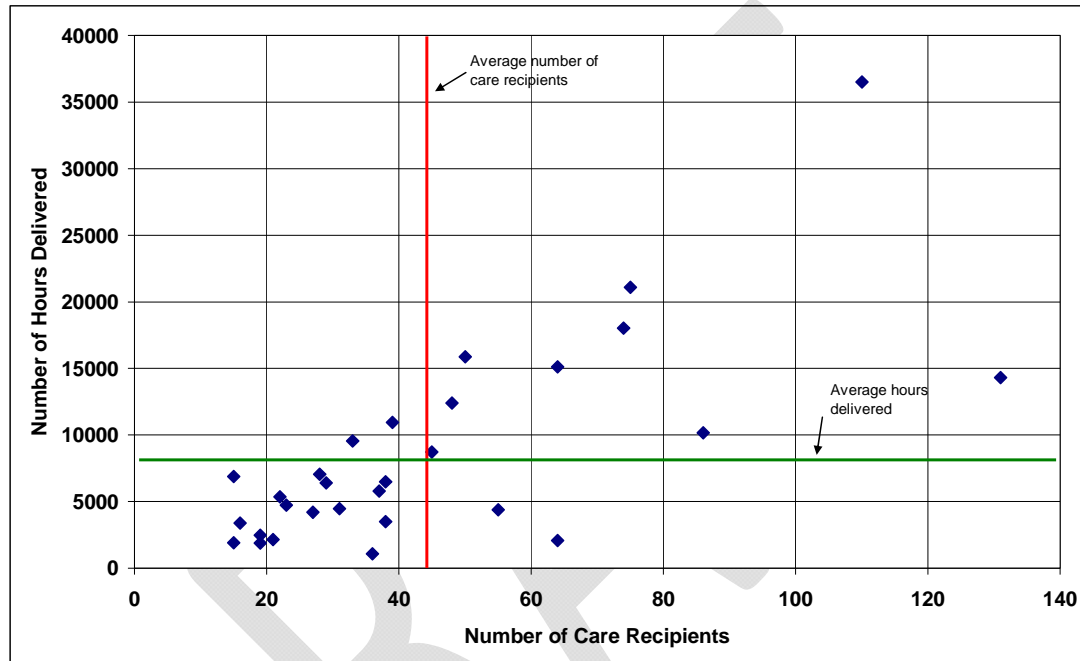
- The **average number of care recipients** per project was **28.5** (ranging from a minimum of 4 to a maximum of 129).
- The **average number of hours** delivered per project was **1,603.0 hours per project** (ranging from a minimum of 108 hours to a maximum of 5,262 hours).
- The **median number of care recipients per project** was **18.0** and
- The **median number of hours delivered** was **951 hours**.

## 5.5.2 CARE RECIPIENTS AND HOURS DELIVERED – SAR PART B.1, 2008-2009

In 2008/09, Part B.1 of the SAR data reported that, across 29 NCRP projects, the total number of **care recipients** was **1,288 persons** and the total number of **hours delivered** was **246,836 hours**.

The distribution of numbers of care recipients and hours of service delivered for all 29 projects is shown in *Figure 4*.

**Figure 4: 2008/2009 Numbers of Care Recipients and Hours Delivered**



Note: Different axis to Figure 4a due to increased numbers of care recipients and hours delivered.

- The **average number of care recipients** per project was **44.4** (ranging from a minimum of 15 to a maximum of 131).
- The **average number of hours delivered** per project was **8,511.6 hours per project** (ranging from a minimum of 1,080 hours to a maximum of 36,510 hours).
- The **median number of care recipients per project** was **37.0** and
- The **median number of hours delivered** was **6,401.0 hours**.

## 6 RECOMMENDED CHANGES TO THE SAR DATA COLLECTION

### 6.1 CHANGES TO THE MAIN DATA COLLECTION TOOL

As a general rule, table headings could be clearer and have less wordy descriptions. With regard to the table in **Part B.1**, the headings are quite detailed and it is not easy to identify what information is required. Also, the descriptive request for total information (entitled “Total Number of Individual Carers and Care Requirements”) is very difficult to comprehend. This information could be better collected in the same table.

Refer to CHART 1 for a suggested alternative for Part B.1.

The two tables at **Part D** are unnecessarily repetitive. The tables could be combined and set out as in CHART 2.

(Please note that suggested changes provided in CHARTS 1 and 2 are *indicative* of the suggested revised format of basic content only. Tables will require further review to ensure all relevant footnotes, descriptions, etc are included as necessary.)

For **Part L** “Average number of complaints received in the last six (or twelve) months”, there is no need for this to state “average” as a particular number in a particular period is being sought - i.e. it is not asking for average number of complaints per week.

**CHART 1: Suggested alternative for SAR Part B.1**

**PART B.1 Achievements**

December Report Services for 6 months: 1 July – 31 December; OR

June Report Services for 12 months: 1 July – 30 June

Project Name: \_\_\_\_\_ Project Id: \_\_\_\_\_  
 Is this an Employed Carers Initiative:  Yes  No

Service Type	Additional Info	TOTAL NUMBER OF CARE RECIPIENTS *		TOTAL NUMBER OF RESPITE HOURS		TOTAL NUMBER OF PRIMARY CARERS		Reasons for significant variations. .
		FUNDED	ACTUAL (RECEIVING SERVICE)	FUNDED	DELIVERED	FUNDED **	ACTUAL (RECEIVING SERVICE)	
Day Care – Centre based								
Daytime Respite – In-home								
Overnight respite – In-home								
Community Access – Individual								
Community Access – Group								
Host Family – Overnight								
Host-family – Day								
Overnight Community Respite Houses								
Overnight – Other								
Other:								
<b>TOTAL</b>								

Notes:

Data not required for shaded cells.

\* Total number of care recipients may not equal sum of recipients across service types as some care recipients may be included in more than one service type. Total must count individuals only once.

\*\* Total number of funded primary carers only required for June Report.

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**CHART 2: Suggested alternative for SAR Part D**

PART D: NCRP CARE RECIPIENT NUMBERS AND CHARACTERISTICS IN THIS 6/12 MONTH PERIOD			
		NUMBER OF CARE RECIPIENTS	
		OVER 65 (or over 50 if ATSI)	UNDER 65 (or under 50 if ATSI)
1	Total		
2	From Aboriginal and/or Torres Strait Islander background		
3	With dementia		
4	With dementia with challenging behaviour		
5	With disability		
6	Who were receiving palliative care		
7	From CALD background		

**6.2 CHANGES TO THE SUPPORTING DOCUMENTATION**

The “Directions and Definitions” Word document that supports the data collection instrument appears useful and is adequately presented. However, some minor directions, for *Parts I and J* for example, could be readily incorporated into the data collection instrument.

Consideration could be given to the amalgamation of these documents – so that the definitions are provided at the end of the data collection form and the directions are included within the data collection form. However, this should be considered in consultation with service providers to see what they find most useful.



## 6.3 SUMMARY OF RECOMMENDED CHANGES TO DATA COLLECTION DESIGN

- Recommendation 1:** That Parts B.1 and D of the data collection instrument be further simplified.
- Recommendation 2:** That investigation be undertaken into the differences between the total number of care recipients reported at Part B.1 and Part D (sum over 65 and under 65) and in relation to carer and care recipient cultural characteristics (CALD and ATSI background).
- Recommendation 3:** That the question at Part L “On average, how many complaints did you receive in the last six (or twelve) months?” be reworded to ask “Approximately how many complaints did you receive in the last six (or twelve) months?” Or to seek the specific number of complaints – *“How many complaints did you receive in the last six (or twelve) months?”*
- Recommendation 4:** That data validation checks are undertaken on data reported in SAR before they are accepted by the Department.
- Recommendation 5:** That consideration be given to the amalgamation of the “Directions and Definitions” within the SAR data collection instrument document – so that the definitions are provided at the end of the data collection form and the directions are included within the data collection form. This change should be made in consultation with service providers to see what they find most useful.

## 7 APPENDIX I – PROJECT SUMMARY

**Table 12: Projects providing SAR data**

State	PIMS Projects ID	Project Name
NT	237	Demo day respite (in RACF)
NT	238	Community Care Barkly
NT	239	Rocky Ridge
TAS	369	Bisdee House (Glenview)
TAS	371	Karingal Carer Support Services
WA	788	Coolibah Day Centre
WA	791	Day Respite Options
WA	792	Bethavon DDR
WA	793	Hamersley Respite House
QLD	1231	Garden City Retirement Home Respite Service
QLD	1232	Spiritus Wide Bay - Day Respite Service
QLD	1233	Bribie Island Retirement Village Carer Respite Centre
SA	1305	Benvenuti (Welcoming)
SA	1306	Time Out
SA	1307	Ross Robertson Day Respite Service
SA	1308	Perry Park Day Respite Service
SA	1309	Resthaven Marion: Hersey Cottages Respite Service
NSW	2938	ANHF Dementia Respite for Carers of SE Asian Communities
NSW	2939	Coinda Day Respite
NSW	2940	Warnervale Wellness Centre
NSW	2941	Constitution Hill Day Respite Centre
NSW	2942	Day Respite 'Wellness' Service
NSW	2943	Day Respite Goulburn
NSW	2944	Apsley Riverview Hostel
VIC	3834	Guest Day Respite Service
VIC	3835	Homestead Day Stay
VIC	3836	Lynbrook Respite Care
VIC	3837	Ave Maria Village Day Respite Program
VIC	3838	Inner East Community Health Service Day Respite - the Caring Cafe
VIC	3839	Stepping Out

*Note: "NSW 2944 Apsley Riverview Hostel" not reported in 2007/08*

## 8 APPENDIX II – SUMMARY STATISTICS

**Table 13: 2007/08 Carer and Care Recipient Profile - Summary Statistics**

	sum	count	average	median	St dev	min	max
<b>Care Recipients</b>							
Total number care recipients	713	25	28.5	18.0	33.1	4	129
Total number of hours delivered	40074	25	1603.0	951.0	1546.1	108	5262
<b>Carer</b>							
No. of primary carers assisted in the 12 month period 1/7/2007 – 30/6/2008	605	25	24.2	16.0	26.4	4	129
No. of new carers receiving support	551	25	22.0	16.0	19.7	0	82
No. from a CALD background?	118	25	4.7	3.0	5.4	0	19
No. from an Aboriginal and/or Torres Strait Islander background	8	25	0.3	0.0	1.4	0	7
No. from rural areas	79	25	3.2	0.0	5.6	0	24
No. from remote areas	9	25	0.4	0.0	1.6	0	8
No. of employed carers	162	25	6.5	3.0	7.1	0	26
No. of financially or socially disadvantaged carers	103	25	4.1	2.0	5.8	0	21
No. who received emergency respite	44	25	1.8	1.0	2.4	0	9
<b>Care recipient over 65</b>							
No. of care recipients over 65 assisted in 12 months 1/7/2007–30/6/2008	534	25	21.4	15.0	22.2	0	100
No. from an Aboriginal and/or Torres Strait Islander background	1	25	0.0	0.0	0.2	0	1
No. with dementia	288	25	11.5	8.0	10.8	1	49
No. with dementia with challenging behaviour	108	25	4.3	2.0	5.6	0	25
No. with disability	131	25	5.2	2.0	7.5	0	27
No. of people with a terminal illness in need of palliative care	50	25	2.0	0.0	4.6	0	20
No. from a CALD background	56	25	2.2	0.0	4.1	0	15
<b>Care recipient under 65</b>							
No. of care recipients under 65 assisted in 12 months 1/7/2007–30/6/2008	51	25	2.0	0.0	6.2	0	31
No. from an Aboriginal and/or Torres Strait Islander background	0	25	0.0	0.0	0.0	0	0
No. with dementia	13	25	0.5	0.0	1.3	0	6
No. with dementia with challenging behaviour	12	25	0.5	0.0	1.4	0	7
No. with disability	29	25	1.2	0.0	3.3	0	16
No. of people with a terminal illness in need of palliative care	0	25	0.0	0.0	0.0	0	0
No. from a CALD background	5	25	0.2	0.0	0.5	0	2
<b>Other</b>							
No of carers who have left the service during 07-08	11	25	0.4	0.0	1.4	0	6
Number of primary carers on waiting list at 30 June	108	25	4.3	2.0	6.0	0	22

**Table 14: 2008/09 Carer and Care Recipient Profile - Summary Statistics**

	sum	count	average	median	St dev	min	max
<b>Care Recipients</b>							
Total number care recipients	1288	29	44.4	37.0	28.6	15	131
Total number of hours delivered	246,836	29	8,511.6	6,401.0	7,555.8	1,080	36,510
<b>Carer</b>							
No. of primary carers assisted in the 12 month period	1,277	29	44.0	37.0	26.9	14	125
No. of new carers receiving support	697	29	24.0	17.0	18.3	0	82
No. from a CALD background	259	29	8.9	5.0	9.4	0	37
No. from an Aboriginal and/or Torres Strait Islander background	44	29	1.5	0.0	5.2	0	22
No. from rural areas	216	29	7.4	2.0	10.9	0	37
No. from remote areas	72	29	2.5	0.0	6.8	0	27
No. of employed carers	401	29	13.8	8.0	12.6	0	46
No. of financially or socially disadvantaged carers	311	29	10.7	6.0	15.4	0	64
No. who received emergency respite	122	29	4.2	2.0	5.6	0	21
<b>Care recipient over 65</b>							
Total No. of care recipients over 65 assisted in the 12 month period	1,018	29	35.1	34.0	25.9	0	120
No. from an Aboriginal and/or Torres Strait Islander background	31	29	1.1	0.0	3.4	0	15
No. with dementia	662	29	22.8	20.0	16.7	4	69
No. with dementia with challenging behaviour	247	29	8.5	6.0	8.4	0	35
No. with disability	258	29	8.9	5.0	12.9	0	59
No. of people with a terminal illness in need of palliative care	138	29	4.8	2.0	6.2	0	21
No. from a CALD background	135	29	4.7	1.0	9.0	0	37
<b>Care recipient under 65</b>							
Total No. of care recipients under 65 assisted in the 12 month period	60	29	2.1	2.0	2.8	0.0	11.0
No. from an Aboriginal and/or Torres Strait Islander background	12	29	0.4	0.0	1.7	0.0	6.0
No. with dementia	24	29	0.8	0.0	1.3	0.0	4.0
No. with dementia with challenging behaviour	23	29	1	0	1	0	4
No. with disability	35	29	1	0	2	0	8
No. of people with a terminal illness in need of palliative care	2	29	0.1	0.0	0.3	0.0	1.0
No. from a CALD background	19	29	0.7	0.0	1.4	0.0	6.0
<b>Other</b>							
No of carers who have left the service during the twelve month period	450	29	15.5	12.0	12.3	3.0	44.0
Number of primary carers on waiting list at 30 June	27	29	0.9	0.0	3.6	0.0	17.0

## 9 APPENDIX III – PROJECT-BASED COMPARISON OF CARER AND CARE RECIPIENT CULTURAL PROFILE

**IMPORTANT: This is a preliminary analysis.** Shaded rows indicate where Projects have data validation errors in relation to the number of CALD or ATSI Care Recipients (for example, where these numbers exceed Total Care Recipients). This also makes the totals unreliable. (Data are from Part D of Report.) Also, caution should be used when interpreting percentages where there are low numbers in a Project.

**Table 15: 2008/09 (PRELIMINARY) Comparison of Carer and Care Recipient Cultural Profile Characteristics by Project**

State	ID	Project Name	Carers					Care Recipients (As Part D)				
			Total	ATSI	CALD	%ATSI	%CALD	Total	ATSI	CALD	%ATSI	%CALD
NSW	2938	ANHF Dementia Respite for Carers of SE Asian Communities	37	0	37	0.0%	100.0%	37	0	0	0.0%	0.0%
NSW	2939	Cooinda Day Respite	19	0	0	0.0%	0.0%	19	0	0	0.0%	0.0%
NSW	2940	Warnervale Wellness Centre	86	4	20	4.7%	23.3%	86	4	1	4.7%	1.2%
NSW	2941	Constitution Hill Day Respite Centre	75	0	16	0.0%	21.3%	73	0	5	0.0%	6.8%
NSW	2942	Day Respite 'Wellness' Service	64	0	15	0.0%	23.4%	64	1	0	1.6%	0.0%
NSW	2943	Day Respite Goulburn	38	0	1	0.0%	2.6%	38	0	1	0.0%	2.6%
NSW	2944	Apsley Riverview Hostel	27	0	0	0.0%	0.0%	38	0	1	0.0%	2.6%
VIC	3834	Guest Day Respite Service	31	0	21	0.0%	67.7%	31	0	23	0.0%	74.2%
VIC	3835	Homestead Day Stay	75	0	6	0.0%	8.0%	0	0	6	#DIV/0!	#DIV/0!
VIC	3836	Lynbrook Respite Care	22	0	4	0.0%	18.2%	22	0	4	0.0%	18.2%
VIC	3837	Ave Maria Village Day Respite Program	23	0	4	0.0%	17.4%	23	0	4	0.0%	17.4%
VIC	3838	Inner East Community Health Service Day Respite	39	0	19	0.0%	48.7%	39	0	17	0.0%	43.6%
VIC	3839	Stepping Out	0	0	0	-	-	0	0	0	-	-
QLD	1231	Garden City Retirement Home Respite Service	74	0	13	0.0%	17.6%	74	0	1	0.0%	1.4%
QLD	1232	Spiritus Wide Bay - Day Respite Service	28	1	1	3.6%	3.6%	28	1	0	3.6%	0.0%
QLD	1233	Bribie Island Retirement Village Carer Respite Centre	49	0	3	0.0%	6.1%	50	0	2	0.0%	4.0%
SA	1305	Benvenuti (Welcoming)	83	0	18	0.0%	21.7%	35	0	21	0.0%	60.0%
SA	1306	Time Out	36	0	5	0.0%	13.9%	34	0	5	0.0%	14.7%
SA	1307	Ross Robertson Day Respite Service	16	0	0	0.0%	0.0%	16	0	3	0.0%	18.8%

State	ID	Project Name	Carers					Care Recipients (As Part D)				
			Total	ATSI	CALD	%ATSI	%CALD	Total	ATSI	CALD	%ATSI	%CALD
SA	1308	Perry Park Day Respite Service	48	0	11	0.0%	22.9%	48	0	9	0.0%	18.8%
SA	1309	Resthaven Marion:Hersey Cottages Respite Service	38	0	0	0.0%	0.0%	38	0	0	0.0%	0.0%
WA	788	Coolibah Day Centre	33	0	3	0.0%	9.1%	33	0	0	0.0%	0.0%
WA	791	Day Respite Options	55	0	17	0.0%	30.9%	48	0	13	0.0%	27.1%
WA	792	Bethavon DDR	15	0	2	0.0%	13.3%	15	0	2	0.0%	13.3%
WA	793	Hamersley Respite House	63	0	14	0.0%	22.2%	2	0	14	0.0%	700.0%
TAS	369	Bisdee House (Glenview)	125	0	6	0.0%	4.8%	131	0	11	0.0%	8.4%
TAS	371	Karingal Carer Support Services	21	0	0	0.0%	0.0%	21	0	2	0.0%	9.5%
NT	238	Community Care Barkly	16	16	0	100.0%	0.0%	6	15	0	250.0%	0.0%
NT	239	Rocky Ridge	27	22	22	81.5%	81.5%	29	21	8	72.4%	27.6%
NT	237	Demo day respite (in RACF)	14	1	1	7.1%	7.1%	0	1	4	#DIV/0!	#DIV/0!
		All Projects	1,277	44	259	3.4%	20.3%	1,078	43	157	4.0%	14.6%