

AUSTRALIAN INSTITUTE FOR SOCIAL RESEARCH

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

ACCOMPANYING REPORT 10: FINAL
ANALYSIS OF FINANCIAL ACCOUNTABILITY
REPORT (FAR) 2008/09 AND 2009/10

REPORT PREPARED FOR:

THE DEPARTMENT OF HEALTH AND AGEING

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

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1 INTRODUCTION

This report presents the final analysis of the FARs (Financial Accountability Reports) for 2008/09 and 2009/10, undertaken as part of the Evaluation of the *Demonstration Day Respite in Residential Care Facilities Initiative*.

Every 6 and 12 months (on a financial year basis) each participating project is required to submit a FAR to the Department of Health and Ageing (DoHA), as part of their ongoing reporting requirements. The data is then compiled by the Department in spreadsheet form. The spreadsheets for the 2008/09 and 2009/10 financial years were provided to AISR for the purpose of the Evaluation. The 2008/09 data was provided to AISR in February 2010, and the 2009/10 data was provided in late November 2010.

Initial analysis of the 2008/09 FAR data was undertaken earlier this year - see our report titled *Analysis of Financial Accountability Report data 2008/09*, dated 22 March 2010. We now present an **updated and extended analysis** using both the 2008/9 and 2009/10 data, which **supercedes** the previous analysis.

2 METHODS

2.1 SIMPLIFYING THE 2008/09 DATA

Our initial FAR analysis (March 2010) cast some doubt over the understanding of the detailed data items collected in the 2008/09 round of FAR reporting. Fortunately the FAR data collection forms were greatly simplified by the Department between 2008/09 and 2009/10, and this has allowed us to collapse the 2008/09 data into the simplified set of items collected in 2009/10.

2.2 DATA QUALITY

The simplification of the items has led to a more robust dataset for analysis, therefore we can present our results with some confidence.

In simplifying the 2008/09 dataset we were able to reconcile the surplus/deficit item with the recurrent gross surplus item. We also checked and confirmed the internal consistency of each dataset. Note however that we were unable to undertake a thorough assessment of the quality of the datasets due to the lack of a primary source to compare them against. The Department indicated that they have checked the 2009/10 spreadsheet against the paper FARs to eliminate data entry errors in that dataset. To our knowledge, this process had not been undertaken with the 2008/09 spreadsheet.

While the Department does not undertake a formal quality assurance process with the FARs, they did advise that each completed FAR should have been “signed off” by the appropriate person in each project. While we can therefore have some confidence in the integrity of the FAR data, it should be noted that there may be data quality issues of which we are unaware.

2.3 MISSING DATA

Note that data for 2009/10 was not yet available for *three projects* at the time this analysis was undertaken (end of November 2010). The report has been constructed without this data. These projects are:

- The Italian Benevolent Foundation (SA) Inc's Benvenuti service (SA #1305),
- Aged Care Services Australia St Ives Group's Day Respite service (WA #791), and
- Masonic Homes Inc's Day Respite service (NT #237).

This data is indicated by "na" (not available) in tables showing project-level data for 2009/10.

Care has been taken to avoid presenting any results which are likely to be significantly affected by this missing data.

2.4 LINKING THE FAR AND THE SAR DATA

The FAR datasets were linked with our SAR (Service Activity Report) datasets in order to extend the analysis. Particulars regarding the SAR data can be found in our report titled *Final analysis of Service Activity Reports (SARs), 2008/9 and 2009/10*, dated 14th December 2010.

2.5 COMPARATIVE NRCP DATA

The Department also provided a separate spreadsheet showing cost per carer and cost per hour for 138 NRCP Day Care projects in 2008/09. We used this data to perform some comparisons with the Demonstration Day Respite program where appropriate.

3 FINDINGS

3.1 REVENUE, EXPENDITURE AND SURPLUS/DEFICIT

3.1.1 *The program as a whole*

In 2008/09 the total revenue for the program was \$9.79m with a total expenditure of \$9.04m, resulting in a total surplus of \$0.75m. Based on the 27 projects for which 2009/10 data was available, it appears that the total revenue and total expenditure will be slightly higher in 2009/10 compared with 2008/09, however the surplus is likely to be of similar magnitude. The surplus for 2008/09 represented 7.7% of total revenue that year.

The total revenue reported for the program in each financial year mainly comprised operational revenue – 84% of total revenue. The remainder included the surplus retained from the previous financial year (12% of total revenue in 2008/09 and 10% of total revenue in 2009/10), fees collected from users of the service (3% in 2008/09 and 5% in 2009/10), and other revenue including small amounts of interest received on government funds (less than 1% of total revenue).

The total expenditure reported for the program in each financial year mainly comprised direct costs – 75% of total expenditure in 2008/09 and 71% of total expenditure in 2009/10 – the remainder being indirect costs.

3.1.2 *Individual projects*

In 2008/09 eighteen of the thirty projects reported a surplus and the remaining twelve reported a deficit. Averaged over all thirty projects, the average surplus/deficit was \$24,964.

In 2009/10 sixteen of the twenty seven projects which supplied data reported a surplus, one project reported an even balance (\$0) and ten reported a deficit. The average surplus/deficit for these 27 projects was \$14,021.

Each project's surplus/deficit for 2008/09 and 2009/10, in both dollar terms and percentage terms (i.e. as a percentage of total revenue), is presented in Table 1. This table illustrates that almost all of the projects which reported a surplus for 2008/09 also reported a surplus for 2009/10. The few exceptions involved only small amounts of surplus/deficit.

Table 1: Surplus/deficit reported by each Project, 2008/09 and 2009/10

State	ID	Organisation and Project Name	2008/09 Surplus/Deficit		2009/10 Surplus/Deficit	
			\$	% of project's total revenue	\$	% of project's total revenue
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	\$29,890	8.0%	-\$2,030	-0.5%
NSW	2939	Catholic Care of the Aged - Coinda Respite	\$42,274	36.6%	\$112,722	54.7%
NSW	2940	Catholic HealthCare - Warnervale Wellness Ctr	-\$2,294	-0.5%	-\$5,310	-1.1%
NSW	2941	Grand United (AURLS) - Constitution Hill	\$9,985	1.8%	\$36,161	6.2%
NSW	2942	Our Lady of Consolation Aged Care -DayRespite	-\$17,776	-4.7%	-\$6,647	-1.7%
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite Service	\$4,743	2.1%	\$68,113	20.3%
NSW	2943	Warrigal Care - Day Respite	\$14,480	4.5%	\$67,555	14.8%
VIC	3838	Inner East Community Health Svc - Caring Café	-\$465	-0.1%	-\$810	-0.2%
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	\$3,929	3.2%	\$4,241	3.2%
VIC	3835	Lyndoch Warrnambool - Homestead DayStay	-\$2,262	-1.0%	\$560	0.2%
VIC	3834	Manningham Centre Association - DayRespite	\$11,943	4.6%	\$91	0.0%
VIC	3837	Southern Cross Care Vic - AveMaria DayRespite	-\$11,304	-4.0%	-\$13,043	-4.5%
VIC	3836	Southern Cross Care Vic - Lynbrook Respite	\$27,207	9.9%	\$63,673	22.0%
QLD	1231	Alzheimer's Assoc of Qld - Garden City Respite	-\$1,674	-0.3%	-\$1,326	-0.2%
QLD	1233	Churches of Christ Qld - Bribie Island Respite	\$14,324	4.4%	\$7,672	2.3%
QLD	1232	Spiritus - Wide Bay (Kirami) & Bundaberg (Meilene) Day Respite Services	\$188,512	34.7%	\$28,550	5.2%
SA	1308	ACH Group Inc - Perry Park's Riverview Respite	-\$8,950	-4.4%	-\$60,947	-31.1%
SA	1307	ECH Inc - Ross Robertson Day Respite	\$132,229	41.1%	\$53,598	16.0%
SA	1305	Italian Benevolent Foundation SA – Benvenuti	\$9,030	3.0%	na	na
SA	1309	Resthaven - Hersey Cottage Respite Service	\$1	0.0%	\$0	0.0%
SA	1306	Southern Cross Care SA Inc - Time Out	\$251,571	49.1%	\$25,109	4.7%
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Eldercare	\$75,380	18.5%	na	na
WA	793	City of Swan AgedPersons Trust - MorrisonLdge	-\$19,479	-4.5%	\$10,608	2.3%
WA	788	Mandurah Retirement Village - Coolibah Centre	-\$31,085	-8.9%	-\$1,579	-0.4%
WA	792	Uniting Church Homes Inc - Bethavon Respite	-\$12,281	-10.7%	-\$3,328	-2.7%
TAS	369	Glenview Home Inc - Bisdee House Respite	\$27,735	4.9%	\$7,834	1.3%
TAS	371	Karingal Care Services - Day Respite	\$25,559	9.7%	-\$13,525	-5.0%
NT	237	Masonic Homes Inc - MHI Respite Service	-\$5,686	-3.1%	na	na
NT	238	United Church Frontier Services – Barkly / Pulkapulka Kari Day Respite, Tennant Creek	\$8	0.0%	\$153	0.1%
NT	239	United Church Frontier Services - Rocky Ridge	-\$6,614	-3.0%	\$460	0.2%

As shown in Table 1, the largest surplus reported in 2008/09 (\$251,571) was at *Southern Cross Care SA's Time Out project (SA #1306)*. This surplus was equivalent to 49.1% of the total reported revenue of that project. In 2009/10 the largest surplus occurred at *Catholic Care of the Aged - Cooina Day Respite (NSW #2939)*, and was equivalent to 54.7% of the total reported revenue of that project.

The largest deficit reported in dollar terms in 2008/09 (\$31,085) was reported by the *Mandurah Retirement Village's Coolibah Centre (WA #788)*, and was equivalent to 8.9% of the total revenue for that project. However in percentage terms this deficit was exceeded by that reported by *Uniting Church Homes Inc's Bethavon Day Respite (WA #792)*, which had a deficit equivalent to 10.7% of their revenue. In 2009/10 the largest deficit in both dollar terms and percentage terms (\$60,947, 31.1% of total revenue) occurred at the *ACH Group's Perry Park Riverview Day Respite (SA # 1308)*.

1.1 SURPLUS/DEFICIT COMPARED WITH HOURS ACTUALLY DELIVERED

To assist with interpreting the surplus/deficit information reported by each project, we combined this information with data from the Service Activity Reports (SARs) showing the *proportion of funded respite hours that were actually delivered* by each project and the *reasons given for any significant variation* between the hours funded and the hours actually delivered. This linked SAR and FAR information is presented in Table 2 through Table 15.

While this linked information does seem to shed light on possible reasons for the size of the surplus/deficit reported by some projects, such as the 2008/09 surplus reported by *Southern Cross Care SA's Time Out project (SA #1306)* (delayed rollout of that project), this is not the case for all projects. Perusal of the complete FAR and SAR data collection forms and/or any other documentation submitted to the Department by each project may be necessary to fully understand the financial data for some projects.

Table 2: Hours delivered as a proportion of hours funded (from SARs) compared with financial surplus/deficit (from FARs) for NSW projects, 2008/09

			2008/09 SAR information		2008/09 FAR information	
State	ID	Organisation & Project	Hours delivered as a % of hours funded	Reasons given for significant variation	Surplus/Deficit	Surplus/deficit as a % of Total Revenue
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	21%	Delayed start of the 4-days-per-week service (service initially commenced at two days per week); some care recipients attended for half-days or part days; cancellations.	\$29,890	8.0%
NSW	2939	Catholic Care of the Aged - Cooina Day Respite	58%	Vacancies.	\$42,274	36.6%
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	39%	Actual respite need of carers was different to that originally assumed; carers require up to 12 hours of respite but are accessing it over two days rather than one.	-\$2,294	-0.5%
NSW	2941	Grand United (AURLS) - Constitution Hill Respite	43%	High client turnover due to complex comorbidities and frail aged clients; an average of 25% cancellations.	\$9,985	1.8%
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	96%		-\$17,776	-4.7%
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite Service	27%	Client recruitment slower than anticipated (rural area, stigma); completion and therefore occupancy of day respite building was delayed until late Dec 2008 (prior to that the service ran from within the existing facility); staffing an issue (rural/remote location).	\$4,743	2.1%
NSW	2943	Warrigal Care - Day Respite	8%	Actual service delivery commenced October 2008; funded hours per day were longer than what was actually required by clients; less demand for weekends than anticipated; proposed model of 30 clients per day was an overestimate – realistic maximum found to be 15 per day.	\$14,480	4.5%

Table 3: Hours delivered as a proportion of hours funded (from SARs) compared with financial surplus/deficit (from FARs) for NSW projects, 2009/10

			2009/10 SAR information		2009/10 FAR information	
State	ID	Organisation & Project	Hours delivered as a % of hours funded	Reasons given for significant variation	Surplus/Deficit	Surplus/deficit as a % of Total Revenue
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	62%	Actual hours were less than planned due to public holidays, cancellations and care recipients attending for half-days or short days.	-\$2,030	-0.5%
NSW	2939	Catholic Care of the Aged - Cooina Day Respite	82%	Full occupancy not yet reached.	\$112,722	54.7%
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	42%	Other day centres in the area are also low on numbers.	-\$5,310	-1.1%
NSW	2941	Grand United (AURLS) - Constitution Hill Respite	61%	High turnover of clients due to complex comorbidities and frail aged clients.	\$36,161	6.2%
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	151%		-\$6,647	-1.7%
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite Service	46%	Service numbers have grown, however not significantly despite ongoing promotion of the program. Many recipients attend the program very infrequently rather than regularly. Hours delivered continue to be impacted by cancellations.	\$68,113	20.3%
NSW	2943	Warrigal Care - Day Respite	19%	Operating hours have been reduced to better meet actual client demand. Also, original estimate of how many clients could attend per day has been revised downward due to constraints on space (ie. 15-20 clients per day, not the original estimate of 30).	\$67,555	14.8%

Table 4: Hours delivered as a proportion of hours funded (from SARs) compared with financial surplus/deficit (from FARs) for VIC projects, 2008/09

			2008/09 SAR information		2008/09 FAR information	
State	ID	Organisation & Project	Hours delivered as a % of hours funded	Reasons given for significant variation	Surplus/Deficit	Surplus/deficit as a % of Total Revenue
VIC	3838	Inner East Community Health Service - Caring Café	651%	Working carers in particular require more than one day per week and also require extended hours. <i>[NB. We suspect that the total number of respite hours funded has been reported incorrectly for both 2008-9 and 2009-10.]</i>	-\$465	-0.1%
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	61%	In a pilot phase in 2008/09; closure of the program on Public and Jewish holidays and closure for 3 days due to a gastroenteritis outbreak in the facility had a significant impact on the number of respite hours delivered.	\$3,929	3.2%
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	105%		-\$2,262	-1.0%
VIC	3834	Manningham Centre Association Inc - Day Respite	50%	Still building up the client base and being recognised by the community; carers choose shorter respite days than what is offered; cancellations (illness/hospitalisation of frail high care clients); use of residential respite.	\$11,943	4.6%
VIC	3837	Southern Cross Care Victoria - Ave Maria Day Respite	108%	Often carers require more than one day of respite and book this as part of an ongoing plan – the number of hours delivered therefore exceeded funded hours.	-\$11,304	-4.0%
VIC	3836	Southern Cross Care Victoria - Lynbrook Respite Care	122%	Number of hours exceeded expectations due to a growth in number of carers seeking support.	\$27,207	9.9%

Table 5: Hours delivered as a proportion of hours funded (from SARs) compared with financial surplus/deficit (from FARs) for VIC projects, 2009/10

State	ID	Organisation & Project	2009/10 SAR information		2009/10 FAR information	
			Hours delivered as a % of hours funded	Reasons given for significant variation	Surplus/Deficit	Surplus/deficit as a % of Total Revenue
VIC	3838	Inner East Community Health Service - Caring Café	798%	<i>[NB. We suspect that the total number of respite hours funded has been reported incorrectly for both 2008-9 and 2009-10.]</i>	-\$810	-0.2%
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	100%		\$4,241	3.2%
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	120%	Operating hours have increased - now Monday to Friday.	\$560	0.2%
VIC	3834	Manningham Centre Association Inc - Day Respite	67%	High turnover of High Care care recipients; hospitalisation for longer periods due to care recipients' frailty; care recipients attending residential respite and/or going into transitional care; care recipients attending residential respite; cancellations.	\$91	0.0%
VIC	3837	Southern Cross Care Victoria - Ave Maria Day Respite	131%	Due to demand, the number of hours delivered has continued to exceed funded hours.	-\$13,043	-4.5%
VIC	3836	Southern Cross Care Victoria - Lynbrook Respite Care	152%	Number of carers seeking support has continued to exceed expectations.	\$63,673	22.0%

Table 6: Hours delivered as a proportion of hours funded (from SARs) compared with financial surplus/deficit (from FARs) for QLD projects, 2008/09

			2008/09 SAR information		2008/09 FAR information	
State	ID	Organisation & Project	Hours delivered as a % of hours funded	Reasons given for significant variation	Surplus/Deficit	Surplus/deficit as a % of Total Revenue
QLD	1231	Alzheimer's Association of Qld - Garden City Respite	99%		-\$1,674	-0.3%
QLD	1233	Churches of Christ Queensland - Bribie Island Respite	60%		\$14,324	4.4%
QLD	1232	Spiritus - Wide Bay (Kirami) & Bundaberg (Meilene) Day Respite Services	29%	"...significantly under-delivering due to an issue with the service delivery model targets set up at the beginning of the financial year."	\$188,512	34.7%

Table 7: Hours delivered as a proportion of hours funded (from SARs) compared with financial surplus/deficit (from FARs) for QLD projects, 2009/10

			2009/10 SAR information		2009/10 FAR information	
State	ID	Organisation & Project	Hours delivered as a % of hours funded	Reasons given for significant variation	Surplus/Deficit	Surplus/deficit as a % of Total Revenue
QLD	1231	Alzheimer's Association of Qld - Garden City Respite	125%	High demand.	-\$1,326	-0.2%
QLD	1233	Churches of Christ Queensland - Bribie Island Respite	62%		\$7,672	2.3%
QLD	1232	Spiritus - Wide Bay (Kirami) & Bundaberg (Meilene) Day Respite Services	43%	Significantly under-delivered in July-December 2009, but improved greatly from January 2010. It is estimated that next quarter (Jul-Sep 2010) the target will be met.	\$28,550	5.2%

Table 8: Hours delivered as a proportion of hours funded (from SARs) compared with financial surplus/deficit (from FARs) for SA projects, 2008/09

			2008/09 SAR information		2008/09 FAR information	
State	ID	Organisation & Project	Hours delivered as a % of hours funded	Reasons given for significant variation	Surplus/Deficit	Surplus/deficit as a % of Total Revenue
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	112%	Demand for service was greater than allocated hours.	-\$8,950	-4.4%
SA	1307	ECH Inc - Ross Robertson Day Respite	18%	Ten clients exited; many cancellations due to illness, hospitalisation, residential respite, etc.	\$132,229	41.1%
SA	1305	Italian Benevolent Foundation SA Inc – Benvenuti	37%	Care recipient numbers fluctuated due to admissions to permanent care; care recipients have higher care needs than anticipated requiring one-on-one care for some.	\$9,030	3.0%
SA	1309	Resthaven - Hersey Cottage Respite Service	20%	Contract reflects opening hours rather than stated anticipated respite hours; carers do not need the full range of hours available, but access parts of each day which suit their needs.	\$1	0.0%
SA	1306	Southern Cross Care SA Inc - Time Out	2%	Program rollout was delayed, however program was reaching near capacity on several days per week in by mid 2009.	\$251,571	49.1%

Table 9: Hours delivered as a proportion of hours funded (from SARs) compared with financial surplus/deficit (from FARs) for SA projects, 2009/10

			2009/10 SAR information		2009/10 FAR information	
State	ID	Organisation & Project	Hours delivered as a % of hours funded	Reasons given for significant variation	Surplus/Deficit	Surplus/deficit as a % of Total Revenue
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	94%	Clients spending half days.	-\$60,947	-31.1%
SA	1307	ECH Inc - Ross Robertson Day Respite	53%	Clients attending for shorter days than anticipated; vacant places (average 8.5 per week); cancellations (average 5 per week).	\$53,598	16.0%
SA	1305	Italian Benevolent Foundation SA Inc – Benvenuti	27%	Care recipient needs continue to increase, and several clients are needing one to one support.	na	na
SA	1309	Resthaven - Hersey Cottage Respite Service	27%	Funded hours reflect opening hours rather than actual respite hours. Carers are accessing part-days (3-4 hours) rather than full days.	\$0	0.0%
SA	1306	Southern Cross Care SA Inc - Time Out	55%	High number of people with significant challenging behaviours and/or requiring a high level of support. Therefore the prediction that we would service 16-18 people per day has not been viable - can currently assist 12-15 people per day.	\$25,109	4.7%

Table 10: Hours delivered as a proportion of hours funded (from SARs) compared with financial surplus/deficit (from FARs) for WA projects, 2008/09

			2008/09 SAR information		2008/09 FAR information	
State	ID	Organisation & Project	Hours delivered as a % of hours funded	Reasons given for significant variation	Surplus/Deficit	Surplus/deficit as a % of Total Revenue
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apts & St Ives Eldercare	43%	Little demand for early morning, late evening or Saturday respite support; a high number of service hours held up with recipients on hold over absences; staff changes.	\$75,380	18.5%
WA	793	City of Swan Aged Persons Trust - Morrison Lodge	70%	Actual client need is for on average 6-8 hours of the funded 12 hours per day.	-\$19,479	-4.5%
WA	788	Mandurah Retirement Village Inc - Coolibah Centre	22%	Weekends are an issue.	-\$31,085	-8.9%
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	190%	Emergency respite hours increased the hours delivered.	-\$12,281	-10.7%

Table 11: Hours delivered as a proportion of hours funded (from SARs) compared with financial surplus/deficit (from FARs) for WA projects, 2009/10

			2009/10 SAR information		2009/10 FAR information	
State	ID	Organisation & Project	Hours delivered as a % of hours funded	Reasons given for significant variation	Surplus/Deficit	Surplus/deficit as a % of Total Revenue
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apts & St Ives Eldercare	45%	High level care and special needs recipients (comprising 80% of all care recipients) impact on care recipient numbers. Availability of transport is also an issue. Little demand for early morning, late evening and Saturday services.	na	na
WA	793	City of Swan Aged Persons Trust - Morrison Lodge	106%		\$10,608	2.3%
WA	788	Mandurah Retirement Village Inc - Coolibah Centre	19%	Large number have exited from the service (25 carers).	-\$1,579	-0.4%
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	99%		-\$3,328	-2.7%

Table 12: Hours delivered as a proportion of hours funded (from SARs) compared with financial surplus/deficit (from FARs) for TAS projects, 2008/09

			2008/09 SAR information		2008/09 FAR information	
State	ID	Organisation & Project	Hours delivered as a % of hours funded	Reasons given for significant variation	Surplus/Deficit	Surplus/deficit as a % of Total Revenue
TAS	369	Glenview Home Inc - Bisdee House Day Respite	19%	Program was slow to start as reaching the market (carers) was much more difficult than anticipated.	\$27,735	4.9%
TAS	371	Karingal Care Services - Day Respite	37%	Stigma about attending a 'nursing home'; care recipients were transitional with varying health needs and some entering permanent care.	\$25,559	9.7%

Table 13: Hours delivered as a proportion of hours funded (from SARs) compared with financial surplus/deficit (from FARs) for TAS projects, 2009/10

			2009/10 SAR information		2009/10 FAR information	
State	ID	Organisation & Project	Hours delivered as a % of hours funded	Reasons given for significant variation	Surplus/Deficit	Surplus/deficit as a % of Total Revenue
TAS	369	Glenview Home Inc - Bisdee House Day Respite	32%		\$7,834	1.3%
TAS	371	Karingal Care Services - Day Respite	39%	The uncertainty surrounding funding for our state funded Overnight Respite centre has negatively impacted all of our programs (perceived lack of security of tenure). The program location (within RACF) negatively impacts access to the program - care recipients and/or carers are reluctant to accept the environs.	-\$13,525	-5.0%

Table 14: Hours delivered as a proportion of hours funded (from SARs) compared with financial surplus/deficit (from FARs) for NT projects, 2008/09

			2008/09 SAR information		2008/09 FAR information	
State	ID	Organisation & Project	Hours delivered as a % of hours funded	Reasons given for significant variation	Surplus/Deficit	Surplus/deficit as a % of Total Revenue
NT	237	Masonic Homes Inc - MHI Respite Service	40%	Saturday respite not utilised due mainly to transport issues; staffing issues leading to uncertainty in advertising.	-\$5,686	-3.1%
NT	238	United Church Frontier Services – Barkly / Pulkapulka Kari Day Respite, Tennant Creek	135%	All clients attended for full days and 75% were coming in seven days a week.	\$8	0.0%
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	213%	The local population is transient, some clients stay for over 12 hours; there is a great need for day respite as Rocky Ridge is the only provider of this service in town; some days they have more than our funded number of clients. <i>[NB. Note that the funded hours in 2008-9 was half that for 2009-10 - the service may have only started half way through 2008-9.]</i>	-\$6,614	-3.0%

Table 15: Hours delivered as a proportion of hours funded (from SARs) compared with financial surplus/deficit (from FARs) for NT projects, 2009/10

			2009/10 SAR information		2009/10 FAR information	
State	ID	Organisation & Project	Hours delivered as a % of hours funded	Reasons given for significant variation	Surplus/Deficit	Surplus/deficit as a % of Total Revenue
NT	237	Masonic Homes Inc - MHI Respite Service	60%		na	na
NT	238	United Church Frontier Services – Barkly / Pulkapulka Kari Day Respite, Tennant Creek	251%		\$153	0.1%
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	162%	Demand was greater than funding.	\$460	0.2%

3.2 COST PER HOUR AND PER CARER

The *cost (expenditure) per hour of respite funded*, the *cost per hour of respite actually delivered* and the *cost per carer* was calculated for the Demonstration Day Respite program as a whole and for individual projects, by combining data from Service Activity Reports (SARs) with expenditure data from the FARs.

3.2.1 THE DEMONSTRATION DAY RESPITE (DDR) PROGRAM AS A WHOLE

As Table 16 shows, the *cost per hour of respite delivered* for the program as a whole appears to have decreased between 2008/09 and 2009/10. There is potential for this to continue to reduce as projects move further towards service capacity. Note however that the costs calculated for 2009/10 are based on data for only 27 of the 30 projects, therefore the apparent decrease between the years should be viewed with caution at this stage.

Table 16: Cost per hour and per carer for the program as a whole, 2008/9 and 2009/10

Year	Cost per hour FUNDED	Cost per hour DELIVERED	Cost per CARER	No. hours delivered per carer
2008/09	\$13.54	\$35.75	\$7,161.31	200.3
2009/10 ¹	\$16.92	\$30.37	\$6,940.51	228.5

¹ Based on data for 27 projects only, as FARs for three projects were not available at the time of analysis.

3.2.2 COMPARISON WITH THE NRCP DAY CARE PROGRAM 2008/09

For comparison purposes, the Department provided the Evaluators with 2008/09 expenditure and service delivery data for 138 NRCP Day Care projects.

The cost of delivering the Demonstration Day Respite program in 2008/09 on a per hour and per carer basis was substantially higher than for the NRCP Day Care program in 2008/09 – see Table 17. However it is important to keep in mind that programs usually gain efficiencies over time. The year 2008/09 corresponded to the establishment phase for almost all of the Demonstration Day Respite (DDR) projects, and indeed some of those projects did not begin operating at all until part way through that financial year. More reliable comparisons between programs could potentially be made using data from a similar phase in the life of both programs, i.e. a certain period of time after establishment. Other factors which should also be kept in mind when examining apparent differences in program costs include the types of services offered and the characteristics of the carers and care recipients targeted by the program.

Table 17: Comparison of costs for the Demonstration Day Respite program and the NRCP Day Care program, 2008/9

Program	Cost per respite hour FUNDED	Cost per respite hour DELIVERED	Cost per carer	No. hours delivered per carer
Demonstration Day Respite program (30 projects)	\$13.54	\$35.75	\$7,161.31	200.3
NRCP Day Care program (138 projects)	na	\$17.28	\$4,152.44	240.3

It is interesting to note that the cost per respite hour *funded* for the DDR program is in the same range as the cost per respite hour *delivered* for the NRCP Day Care program. As the DDR program matures and a greater

proportion of its funded hours are actually delivered, the cost per hour of respite delivered is likely to continue to move closer to the cost per hour of respite funded, continuing the pattern already emerging in Table 16.

3.2.3 COST PER HOUR FOR EACH DDR PROJECT

While the cost per hour of respite *funded* appears to vary quite considerably across the Demonstration Day Respite (DDR) projects, the cost per hour of respite *delivered* is more consistent across projects, particularly for 2009/10 – see Table 18. For most projects the cost per hour of respite delivered in 2009/10 was within the range \$20-\$50, and had decreased compared with 2008/09, in some cases substantially.

The five projects with the *highest cost per hour of respite delivered in 2009/10* were –

- Our Lady of Consolation's Day Respite (NSW #2942) - \$121.06 per hour,
- Karingal Care Services' Day Respite (TAS #371) - \$70.14 per hour,
- Resthaven's Hersey Cottage Respite (SA #1309) - \$55.32 per hour,
- Southern Cross Care Victoria's Ave Maria Day Respite (VIC # 3837) - \$53.36 per hour, and
- ECH Inc's Ross Robertson Day Respite (SA #1307) - \$51.02 per hour.

Encouragingly, each of those five projects had actually shown a *decrease* in the cost per hour of respite delivered since 2008/09.

The five projects with the *lowest cost per hour of respite delivered in 2009/10* were –

- Grand United (Australian Unity)'s Constitution Hill Day Respite (NSW #2941) - \$17.94 per hour,
- United Church Frontier Services' Barkly/Pulkapulka Kari Day Respite (NT # 238) - \$19.27 per hour,
- Churches of Christ Qld's Bribie Island Day Respite (QLD #1233) - \$19.77 per hour,
- City of Swan Aged Persons Trust's Morrison Lodge Day Respite (WA # 793) - \$19.86 per hour, and
- Southern Cross Care SA Inc's Time Out Day Respite (SA #1306) - \$20.24 per hour.

Four of those five projects had also shown a decrease in the cost per hour of respite delivered since 2008/09.

Note that it is important to interpret these costs in the context of other information, such as reasons for any discrepancies between funded and delivered hours (see Section 1.1), other information from the SARs such as the characteristics of carers and care recipients, and changes in the operation of each service.

Table 18: Cost per hour of respite funded and per hour delivered by each Project, 2008/09 and 2009/10

State	ID	Organisation and Project Name	Cost per hour FUNDED		Cost per hour DELIVERED	
			2008/09	2009/10	2008/09	2009/10
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Comm	\$12.75	\$27.86	\$59.59	\$44.80
NSW	2939	Catholic Care of the Aged - Cooina Respite	\$17.39	\$22.12	\$29.73	\$26.90
NSW	2940	Catholic HealthCare - Warnervale Wellness Ctr	\$18.79	\$19.27	\$47.92	\$45.47
NSW	2941	Grand United (AURLS) - Constitution Hill	\$11.15	\$11.03	\$26.16	\$17.94
NSW	2942	Our Lady of Consolation Aged Care -DayRespite	\$182.46	\$182.26	\$189.48	\$121.06
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite Service	\$14.15	\$19.82	\$52.48	\$43.22
NSW	2943	Warrigal Care - Day Respite	\$3.72	\$4.70	\$47.54	\$24.68
VIC	3838	Inner East Community Health Svc - Caring Café	\$210.10	\$215.66	\$32.25	\$27.01
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	\$24.09	\$25.85	\$39.29	\$25.85
VIC	3835	Lyndoch Warrnambool - Homestead DayStay	\$28.17	\$30.56	\$26.86	\$25.50
VIC	3834	Manningham Centre Association - DayRespite	\$27.40	\$30.47	\$55.23	\$45.57
VIC	3837	Southern Cross Care Vic - AveMaria DayRespite	\$67.00	\$69.84	\$62.03	\$53.36
VIC	3836	Southern Cross Care Vic - Lynbrook Respite	\$56.39	\$51.47	\$46.17	\$33.93
QLD	1231	Alzheimer's Assoc of Qld - Garden City Respite	\$34.85	\$36.00	\$35.20	\$28.70
QLD	1233	Churches of Christ Qld - Bribie Island Respite	\$11.70	\$12.33	\$19.55	\$19.77
QLD	1232	Spiritus - Wide Bay (Kirami) & Bundaberg (Meilene) Day Respite Services	\$14.60	\$21.35	\$50.33	\$49.39
SA	1308	ACH Group Inc - Perry Park's Riverview Respite	\$19.25	\$23.27	\$17.17	\$24.69
SA	1307	ECH Inc - Ross Robertson Day Respite	\$18.25	\$27.07	\$101.40	\$51.02
SA	1305	Italian Benevolent Foundation SA – Benvenuti	\$2.93	na	\$7.96	na
SA	1309	Resthaven - Hersey Cottage Respite Service	\$15.87	\$15.12	\$79.18	\$55.32
SA	1306	Southern Cross Care SA Inc - Time Out	\$5.68	\$11.06	\$241.57	\$20.24
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Eldercare	\$33.05	na	\$76.16	na
WA	793	City of Swan AgedPersons Trust - MorrisonLdge	\$21.10	\$20.96	\$30.17	\$19.86
WA	788	Mandurah Retirement Village - Coolibah Centre	\$8.68	\$8.26	\$39.64	\$43.55
WA	792	Uniting Church Homes Inc - Bethavon Respite	\$34.99	\$34.24	\$18.46	\$34.47
TAS	369	Glenview Home Inc - Bisdee House Respite	\$7.30	\$8.09	\$37.79	\$24.95
TAS	371	Karingal Care Services - Day Respite	\$41.08	\$27.56	\$109.80	\$70.14
NT	237	Masonic Homes Inc - MHI Respite Service	\$19.18	na	\$48.24	na
NT	238	United Church Frontier Services – Barkly / Pulkapulka Kari Day Respite, Tennant Creek	\$46.18	\$48.34	\$34.10	\$19.27
NT	239	United Church Frontier Services - Rocky Ridge	\$75.51	\$41.36	\$35.39	\$25.46

3.2.4 COST PER CARER FOR EACH DDR PROJECT

The *cost of respite delivered per carer* by each project will tend to reflect the operational characteristics of each service, such as how often and for how many hours care recipients attend the service. It will also be affected by the health and disability profile of the care recipients attending the service, due to the influence this exerts on the number of care workers and nursing staff required to operate the service (and hence the number of care recipients who can attend on a given day), as well as the prevalence of cancellations and the number of exits (turnover) of clients. Therefore, to assist with interpretation, the *number of respite hours delivered per carer* (from the SARs) has been presented alongside the cost per carer in Table 19.

For most projects the cost per carer in 2009/10 was within the range \$5,000-\$10,000, and had either remained similar or decreased since 2008/09. The five projects with the *highest cost per carer in 2009/10* were –

- Southern Cross Care Victoria's Ave Maria Day Respite (VIC # 3837) - \$13,903.91 per carer, providing 260.6 hours of respite per carer,
- ECH Inc's Ross Robertson Day Respite (SA #1307) - \$11,262.04 per carer, providing 220.7 hours of respite per carer,
- United Church Frontier Services' Barkly/Pulkapulka Kari Day Respite (NT # 238) - \$10,054.20 per carer, providing a very high 521.8 hours per carer,
- Alzheimer's Association of Queensland's Garden City Respite service (QLD # 1231) - \$9,928.33 per carer, providing 345.9 hours per carer, and
- Mandurah Retirement Village's Coolibah Centre Day Respite service (WA #788) - \$9,499.92 per carer, providing 218.2 hours per carer.

The five projects with the *lowest cost per carer in 2009/10* were –

- Lyndoch Warrnambool Inc's Homestead Day Stay (VIC #3835) - \$2,444.70 per carer, providing only 95.9 hours per carer,
- Glenview Home Inc's Bisdee House Respite (TAS #369) - \$3,607.14 per carer, providing 144.6 hours per carer,
- Catholic Care of the Aged's Coinda Respite (NSW #2939) - \$4,658.20 per carer, providing 173.2 hours per carer,
- Jewish Care Victoria's Stepping Out Day Respite (VIC #3839) - \$5,278.63 per carer, providing 204.2 hours per carer, and
- Southern Cross Care SA Inc's Time Out Day respite (SA #1306) - \$6,042.83 per carer, providing 298.5 hours per carer.

Table 19: Cost per carer and number of respite hours delivered per carer, by Project, 2008/09 and 2009/10

State	ID	Organisation and Project Name	Cost per carer		No. hours delivered per carer	
			2008/09	2009/10	2008/09	2009/10
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities	\$9,301.19	\$8,747.40	156.1	195.3
NSW	2939	Catholic Care of the Aged - Cooina Respite	\$3,855.53	\$4,658.20	129.7	173.2
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	\$5,662.13	\$7,695.54	118.2	169.2
NSW	2941	Grand United (AURLS) - Constitution Hill	\$7,356.16	\$7,376.11	281.2	411.2
NSW	2942	Our Lady of Consolation Aged Care –Day Respite	\$6,157.94	\$6,056.75	32.5	50.0
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite Service	\$8,136.22	\$9,225.48	155.0	213.5
NSW	2943	Warrigal Care - Day Respite	\$8,106.00	\$7,089.96	170.5	287.2
VIC	3838	Inner East Community Health Svc - Caring Café	\$9,050.26	\$8,425.86	280.6	311.9
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	\$4,258.71	\$5,278.63	108.4	204.2
VIC	3835	Lyndoch Warrnambool - Homestead Day Stay	\$3,125.44	\$2,444.70	116.3	95.9
VIC	3834	Manningham Centre Association – Day Respite	\$7,956.26	\$8,308.73	144.1	182.3
VIC	3837	Southern Cross Care Vic - AveMaria Day Respite	\$12,758.87	\$13,903.91	205.7	260.6
VIC	3836	Southern Cross Care Vic - Lynbrook Respite	\$11,227.55	\$7,514.93	243.2	221.5
QLD	1231	Alzheimer's Assoc of Qld - Garden City Respite	\$8,572.31	\$9,928.33	243.5	345.9
QLD	1233	Churches of Christ Qld - Bribie Island Respite	\$6,331.49	\$6,541.68	323.8	330.9
QLD	1232	Spiritus - Wide Bay (Kirami) & Bundaberg (Meilene) Day Respite Services	\$12,690.64	\$9,280.02	252.1	187.9
SA	1308	ACH Group Inc - Perry Park's Riverview Respite	\$4,432.48	\$6,123.05	258.1	248.0
SA	1307	ECH Inc - Ross Robertson Day Respite	\$11,864.19	\$11,262.04	117.0	220.7
SA	1305	Italian Benevolent Foundation SA – Benvenuti	\$8,301.46	na	1043.1	647.0
SA	1309	Resthaven - Hersey Cottage Respite Service	\$7,296.63	\$7,770.62	92.2	140.5
SA	1306	Southern Cross Care SA Inc - Time Out	\$7,247.00	\$6,042.83	30.0	298.5
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Eldercare	\$6,056.76	na	79.5	101.5
WA	793	City of Swan AgedPersons Trust - MorrisonLdge	\$7,234.24	\$8,232.56	239.8	414.5
WA	788	Mandurah Retirement Village - Coolibah Centre	\$11,485.79	\$9,499.92	289.8	218.2
WA	792	Uniting Church Homes Inc - Bethavon Respite	\$8,491.20	\$8,901.71	459.9	258.2
TAS	369	Glenview Home Inc - Bisdee House Respite	\$4,323.51	\$3,607.14	114.4	144.6
TAS	371	Karingal Care Services - Day Respite	\$11,267.71	\$8,340.59	102.6	118.9
NT	237	Masonic Homes Inc - MHI Respite Service	\$9,133.52	na	189.3	260.5
NT	238	United Church Frontier Services – Barkly / Pulkapulka Kari Day Respite, Tennant Creek	\$10,290.50	\$10,054.20	301.8	521.8
NT	239	United Church Frontier Services - Rocky Ridge	\$8,390.52	\$7,754.88	237.1	304.6

A good example of the impact that particular operational characteristics can have on the cost of respite delivered per carer, and the cost of respite delivered per hour, is the Barkly/Pulkapulka Kari service run by

United Church Frontier Services at Tennant Creek (NT #238). This service operates 7 days per week, provides respite for up to 12 hours per day, and most care recipients attend each day. This results in a very high number of respite hours being delivered per carer (521.8 hours per carer) and consequently a high cost per carer (\$10,054.20 per carer) – see Table 19. In addition, this service has delivered more than its funded hours (e.g. see Section 1.1), and hence has a low cost per respite hour delivered (\$19.27), as shown previously in Table 18.

This example highlights the need to take *all available information* into account when making decisions regarding the continuation of programs and individual projects.