

AUSTRALIAN INSTITUTE FOR SOCIAL RESEARCH

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

ACCOMPANYING REPORT 8: FINAL SITE DATA COLLECTION REPORT – OPERATIONAL CHANGES IN 2010

REPORT PREPARED FOR:

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

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1 EXECUTIVE SUMMARY

This report presents results from the second (final) round of site data collection for the Evaluation of the *Demonstration Day Respite in Residential Care Facilities Initiative*.

METHOD

This data collection involved the Coordinator/Manager at each DDR site completing an online form which sought information about any *operational changes* that had occurred in the day respite service during 2010. The online form consisted of 25 simple questions about whether various aspects of the DDR service had changed in 2010. As well as providing categories to indicate the direction of any change, each question had space for the respondent to supply details about the change, such as the reasons why it had occurred.

The results provide up to date information about each individual site across the areas of general operations, service delivery and resources. It complements the detailed information that was collected in the first round, as reported in *Analysis of Site Data for the period 1 July 2009 to 31 December 2009*, dated 4th August 2010. Feedback was obtained from **all of the 31 sites** participating in the *Demonstration Day Respite in Residential Care Facilities Initiative*.

This second round of site data collection also provided the sites with a final opportunity to offer any additional information that they considered to be important for the Evaluation. Therefore, in addition to gaining an overview of all changes that had occurred in 2010, we have also presented all of the qualitative information provided by the sites, so that the complete picture is available for every individual site. This may provide useful contextual information when considering the differential performance of projects evident from the Service Activity Reports (SARs) and Financial Accountability Reports (FARs).

FINDINGS RELATING TO CHANGES IN THE GENERAL OPERATIONS OF DDR SERVICES

OPERATING HOURS

Most of the sites (23 sites, 74.2%) *had not changed* their operating hours and/or days since the end of 2009. Of the eight sites which had made a change, seven had *increased* their hours/days and one had *decreased* its hours/days. Reasons given for changes to operating hours indicate that these were in response to changing client needs.

SPECIALIST FOCUS

All but three of the sites had maintained the *same specialist focus* in 2010. Two of the three sites which had made a change indicated that they had moved towards *greater specialisation* centring on care recipients with dementia, including clients with high level dementia. The only service which indicated *reduced specialisation* had begun to accept care recipients who did *not* have dementia.

INCLUSION/EXCLUSION CRITERIA

None of the sites reported a change in the inclusion/exclusion criteria for entry to their program.

ASSESSMENT PROCESSES

Changes to assessment processes were described by nine of the sites (29.0%). These changes mostly involved undertaking a more detailed assessment of the *care recipient* in terms of their health and medical status, behavioural profile, social needs and activity preferences. Some of the sites had made changes directed toward increasing the focus on the *carer*, such as highlighting their goals for respite and providing them with additional information about other services and resources at the time of assessment.

CARE PLANNING PRACTICES

Changes to practices regarding Care Plans, including reviews of those plans, had occurred at around half of the sites (15 sites, 48.4%). Many of those sites reported that the *scope* of the Care Plans had been broadened to give a more comprehensive view of both the carer's and care recipient's goals and needs.

REFERRAL SOURCES

Nearly half of the sites (45.2%) reported some change in how potential clients heard about, or were referred to, the day respite program. Changes in marketing and promotion strategies had led to increased word-of-mouth in the general community and increased awareness among local health care providers. In addition, some sites had fostered greater linkage with local, state wide and national agencies, such as local Carer Respite committees, and Commonwealth agencies such as the Carer Respite and Carelink Centre.

VACANCIES

Around half of the sites (51.6%) reported that they had *fewer vacant places now* compared with December 2009. The reduction in vacancies at those sites was the result of an increase in demand from existing clients and/or an increase in the total number of clients attending the service.

The twelve sites (38.7%) which reported *no change* in the number of vacant places generally indicated that they had been, and still were, running at near capacity.

WAITING LISTS

Almost all of the sites (83.9%) reported that they had around the *same number of people on their waiting list* compared to December 2009. Three sites reported that they had a *longer waiting list* now compared with December 2009, indicating an increase in unmet demand for those services. Two sites reported that they had a *shorter waiting list* now due at least in part to care recipients exiting the service (passing away or entering residential care).

The information provided by the sites regarding their waiting lists is consistent with the details they provided regarding changes in their number of vacant places.

FEES CHARGED FOR DAY RESPITE

The majority of sites (77.4%) reported *no change* to the fees they charged for the day respite service. Six sites reported that they had *increased* their fee (these appear to be minimal and were attributed to higher catering and transportation costs, as well as a rise in the general costs of operation), while one site reported that their fee had *decreased*.

TRANSPORT OFFERED

Around a third of the sites (35.5%) reported a change in the transport service they offered to care recipients attending day respite – usually in increased demand for transport service, and in some instances, indicating that this had been addressed. Responses also illustrated that adequate transportation is an ongoing issue for some sites, and that the types of transport offered and the extent to which each type of transport is used may continue to change over time according to both client requirements and centre limitations.

FEES FOR TRANSPORT

The two sites based in Tasmania were the only sites which reported a change in the fees they charged to transport care recipients to and from the day respite service. All other sites offering transport indicated either that they had never charged a fee, or that their transport fees had remained about the same.

TYPES OF ACTIVITIES OFFERED TO CARE RECIPIENTS

A majority of sites (71.0%) reported a change in the types of activities they offered to care recipients attending their service. Many sites described a *broadening of activities* relative to what was previously offered. There had also been attempts to develop a *more appropriate suite of activities* for particular client groups. Some sites had made changes directed towards increasing care recipients' *engagement with the local community*.

AMOUNT OF TIME SPENT ON ACTIVITIES

Eleven of the 31 sites (35.5%) reported an *increase* in the total amount of time that was spent on activities in their program. Increases in the number and types of activities offered, as well as efforts to promote smaller group sizes and individualised attention, had led to an increase in the overall amount of time that care recipients spent engaged in activities while attending DDR services. The remaining 20 sites indicated that the total amount of time spent on activities had remained *about the same* as last year.

OTHER SERVICES OFFERED TO DAY RESPITE CLIENTS

Thirteen of the sites (41.9%) reported that there had been a change in the range of other services offered to their clients. These sites described a wide range of service changes designed to meet the specific needs of both the carers and the care recipients involved with the DDR service. Changes which focused on *carers* included an increase in carer education and referral services, a streamlining of respite booking systems, the introduction of overnight respite, and the provision of personal care services. New services for *care recipients* included occupational therapy, art therapy and music therapy.

FINDINGS RELATING TO CHANGES IN DDR SERVICE DELIVERY

NUMBER OF GENERAL ENQUIRIES

Around three quarters of participating sites (74.2%) reported an *increase* in the number of general enquiries received from the public. Much of this was attributed to an increase in community awareness

through marketing, promotion, networking and word of mouth. Many sites indicated that they had built a strong reputation in the community.

NUMBER OF APPLICANTS

The number of people **applying** to use the DDR service had *increased* in 2010 for twenty of the 31 sites (64.5%), while the remaining sites indicated that the number of applications had remained steady.

The reasons given by sites for their increase in applicants were essentially the same reasons given for the increase they reported in the number of general enquiries they received about their service. It is clear that in most cases an increase in enquiries had led directly to an increase in applicants. This indicates that the promotional information and/or referrals which generated those initial enquiries were appropriate and effective, and that enquiries were well-handled by the sites.

PROFILE OF APPLICANTS

The sites were also asked to indicate whether the profile of the carers/care recipients applying to the day respite program had changed in 2010, for example, the age, gender, language/culture, care needs, location or personal circumstances of these applicants.

Ten of the 31 sites (21.3%) reported that there *had been a change* in the profile of their applicants. At five of those sites, this had mainly involved increased applications involving care recipients with more complex and high care needs, including individuals with dementia, behavioural issues or mental illness. At four sites there had been an increase in applications from culturally and linguistically diverse backgrounds. A few sites had also noticed a change in the age profile of applicants, and an increase in applications from carers in crisis or experiencing financial disadvantage.

CLIENTS USING THE DDR SERVICE

Sites were also asked to indicate whether the profile of the carers and care recipients **using** their service had changed in 2010.

Twelve sites (38.7%) reported that there *had been a change* in the profile of the carers and care recipients using their service. These changes reflected the characteristics of recent applicants such as an increasing trend towards high care clients and those from culturally and linguistically diverse backgrounds. A number of sites also noted an increase in the number of carers presenting with stress or struggling with their own health.

APPLICANTS REJECTED

In 2010, three quarters of the sites (77.4%) were rejecting *around the same percentage of applicants* as they had in 2009. Six sites (19.4%) reported a *decrease* in the percentage of applications rejected. This was mostly attributed to a decrease in inappropriate referrals. Only one site reported an *increase* in the rejection rate – because it had changed its criteria to exclude younger applicants and applicants without a carer.

The **reason** most commonly cited for rejecting applicants was an inability to accommodate care recipients with *complex and high level care needs*. The eleven sites (35.5%) which specified this reason had rejected

potential clients due to behavioural issues (e.g. severe aggression and excessive wandering), mobility issues (severe enough to require two staff to move or lift the care recipient), and other health issues which necessitated one-on-one support.

The second most common reason, cited by nine sites (29.0%), was a *failure to meet the inclusion criteria* for the service. Applicants had been excluded due to the age of the care recipient (too young), or due to their geographic location (i.e. living outside of the defined service area).

Other reasons given for rejecting applicants included transport issues, an inability of the service to meet the specific days or times requested by the carer, and the availability of a more appropriate service option for the carer and/or care recipient.

SERVICE USAGE PATTERNS

Eighteen sites (58.1%) had noticed a change towards *increasing use*, with carers using more days per week or more hours per day. There had also been increased demand at some sites for greater flexibility in, or extension to, the hours of day respite offered. The declining health of the carer or care recipient was one driver of those needs.

REASONS FOR EXIT

The reasons leading to exit from the service were reported to have remained *relatively unchanged* in 2010 for most of the sites.

Of the 7 sites (22.6%) which did report a change, *increasing care needs leading to entry to permanent residential care* appeared to have become an even more common outcome for care recipients. Some sites had also noticed an increase in the number of clients who passed away.

FINDINGS RELATING TO CHANGES IN DDR STAFFING AND RESOURCES

STAFF EMPLOYED BY THE DDR SERVICE

Approximately a third of all sites (35.5%) reported changes in the number and/or types of staff employed by their service. Almost all of those changes had involved an *increase* in staff numbers, driven by an increase in overall demand for the service as well as a greater need to address the high level care needs of attendees.

AMOUNT OF UNFUNDED SUPPORT PROVIDED BY OTHER STAFF WITHIN THE RACF

Eight sites (25.8%) reported a change in the amount of unfunded support that was provided to the DDR service by other staff within the Residential Aged Care Facility (RACF). These changes involved additional support from RACF-funded staff from a range of disciplines/services, such as clinical staff, managerial staff, occupational therapists, mobility assessors, information technology staff, activity/lifestyle officers and maintenance staff.

OTHER RESOURCES

The sites were also asked to indicate any changes which had occurred in other resources, such as financial, accommodation and equipment resources, provided by the Residential Aged Care Facility (RACF) towards the operation of the DDR service. Thirteen sites (41.9%) reported changes in these areas, mainly involving the *provision of additional infrastructure* to better meet the high care needs of care recipients attending the service. For example, RACFs had funded the establishment of secure fencing to ensure the safety of clients with dementia, the development of gardens and outdoor areas, and the construction of purpose-built bathroom facilities. The purchase or sharing of furniture and equipment had also occurred.

A number of sites also indicated that there had generally been *greater cooperation* during 2010 between the day respite service and the Residential Aged Care Facility as a whole, which had manifested in a greater sharing of resources and a more streamlined transition from day care to permanent residential care.

OTHER INFORMATION RELEVANT TO THE EVALUATION

The sites were given a final opportunity to describe any other changes that had occurred in their DDR service during 2010, and to provide any other information that they considered relevant to the Evaluation. Details appear in Table 25.

There appeared to be a general attitude across these organisations which embraced quality, safety and continuous improvement in service delivery. Upskilling staff with the required competencies was an ongoing focus for some sites.

Overall there were positive feelings expressed by the sites regarding the role of their DDR service within the local community. A number of the sites mentioned the advantages associated with locating a day respite service within a RACF, such as the easing of clients' transition to residential care, and the sharing of staff resources. Coordinators/Managers took pride in the responsiveness of their service to the unique needs and demands of carers and care recipients, and there had clearly been significant efforts made in collaborating with other community care services in the local area.

2 INTRODUCTION

This report presents results from the second (final) round of site data collection for the Evaluation of the *Demonstration Day Respite in Residential Care Facilities Initiative*.

This final round of data collection involved the Coordinator/Manager at each DDR site completing an online form which sought information about any *operational changes* that had occurred in the day respite service during 2010.

The results provide up to date information about each individual site across the areas of general operations, service delivery and resources. It complements the detailed information that was collected in the first round, as reported in *Analysis of Site Data for the period 1 July 2009 to 31 December 2009*, dated 4th August 2010.

This second round of site data collection also provided the sites with a final opportunity to offer any additional information that they considered to be important for the Evaluation. Therefore, in addition to gaining an overview of all changes that had occurred in 2010, we have also presented all of the qualitative information provided by the sites, so that the complete picture is available for every individual site. This may provide useful contextual information when considering the differential performance of projects evident from the Service Activity Reports (SARs) and Financial Accountability Reports (FARs).

3 METHOD

3.1 DESIGN

The concept of a simplified version of the original site-based data collection, focussing on *changes* which had occurred since the end of the previous collection period (31 December 2009), was discussed and endorsed at a meeting with the Department at the end of June 2010. An online form was then designed to cover the areas of information collected in the first round.

An online form was considered to be the most efficient means for collecting the information from the 31 sites, and also the best method for minimising respondent burden.

The online form consisted of 25 simple questions about whether various aspects of the DDR service had changed in 2010. As well as providing categories to indicate the direction of any change, each question had space for the respondent to supply details about the change, such as the reasons why it had occurred. The online form is supplied in the Appendix of this report – see Section 5.

3.2 COLLECTION

After confirming that our contact list was up to date and advising the DDR Coordinator/Managers of the upcoming data collection, each contact was sent a link to the online form along with instructions for completing the form. The collection commenced on 27th September 2010, and the sites were initially given until 11th October (two weeks) to participate.

A general reminder was sent to sites on 8th October, at which time only half of the sites had participated, and the closing date was extended to 15th October. A final reminder was sent on 21st October to the three sites which still had not participated. These sites were then followed up by telephone where necessary. The final response was received on 3rd November 2010.

This collection therefore contains information from **all of the 31 sites** participating in the *Demonstration Day Respite in Residential Care Facilities Initiative*.

3.3 ANALYSIS

Data validation and analysis was undertaken primarily using statistical software (PASW Statistics V17.0). The data for each question was examined in detail to identify any inconsistencies between the category chosen by the respondent and the direction of change indicated by their comments. Only a small number of inconsistencies were found – these were determined to be errors made inadvertently by the respondent when choosing a category, and were amended accordingly.

The quantitative (categorical) data and the qualitative information (comments) were summarised in order to report on trends across all projects. In addition, we compiled all of the information submitted for each question so that the changes reported by each *individual site*, and the reasons they gave for those changes, could be fully inspected and understood. All of the qualitative information provided by the sites is therefore presented verbatim in tables within this report.

4.1 CHANGES IN GENERAL OPERATIONS

4.1.1 OPERATING HOURS

Most of the sites (23 sites, 74.2%) *had not changed* their operating hours and/or days since the end of 2009. Of the eight sites which had made a change, seven had *increased* their hours/days and one had *decreased* its hours/days. Looking at the reasons given by those sites, it appears that changes to operating hours were driven by the needs of clients.

- ⇒ Sites whose operating hours had *increased* reported that they had attempted to accommodate the needs of carers as much as possible, for example offering weekend respite and late afternoon respite for occasions when carers had special outings or work commitments.
- ⇒ The one site which reported a *decrease* in operating hours, *Catholic HealthCare's Warnervale Wellness Centre (NSW #2940)*, indicated that there was no longer a demand for long-day respite, as the carers who had previously used their full 7am to 7pm service had exited the program.
- ⇒ Those sites whose operating hours had *remained the same* reported that their clients were happy with the existing operating hours. However a couple of those sites reported a low level of service utilisation in the very early morning and early evening. One site attributed this to the fact that those hours "[do] not suit the high level of care needs to prepare so early in the morning and evenings".

Full details of the changes reported by each site are presented in Table 1. The comments made by each site are presented verbatim.

Table 1: Change in operating days and/or hours, by Site

State	ID	Organisation and Project Name	Change	Comment
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	No change	
NSW	2939	Catholic Care of the Aged - Coinda Day Respite	No change	
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	Decreased	Clients who were using 7am to 7pm have exited and we have not been asked to provide longer day respite for new carers at this point.
NSW	2941	Grand United (AURLS) - Constitution Hill Day Respite	No change	
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	No change	
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite	No change	
NSW	2943	Warrigal Care - Day Respite	No change	
VIC	3838	Inner East Community Health Service - Caring Café	Increased	Our operating days are Monday to Friday excluding public holidays. We assist carers on Saturdays and Sundays when they have special outings, functions or work commitments and they have needed care for their loved one. Our operating hours are flexible to meet the needs of our carers. Starting from as early as 7.30am and usually until 6.30pm but we have assisted carers when they have needed later hours due to work commitments and functions. Clients that stay for dinner and their Taxi's are late it can be as late as 8.30pm. Clients join the residents of SEPH for breakfast at 7.30am and have dinner with them. Clients are familiar with all the staff from SEPH and Caring Cafe and when they stay for dinner and go home by Taxi the staff at SEPH look after the client. On weekends when clients come for day respite the staff of SEPH care for them.
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	No change	
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	Increased	Increasing requests for day respite on weekend days. We are not funded to provide this but accommodated carers need if able.
VIC	3834	Manningham Centre Association – Day Respite	No change	
VIC	3837	Southern Cross Care Victoria – Ave Maria Day Respite	No change	
VIC	3836	Southern Cross Care Victoria - Lynbrook Day Respite	No change	
QLD	1231	Alzheimer's Association of Queensland - Garden City Day Respite	No change	We continue to offer the service 7 days a week
QLD	1233	Churches of Christ Queensland - Bribie Island Day Respite	No change	

State	ID	Organisation and Project Name	Change	Comment
QLD	1232	Spiritus - Bundaberg (Meilene) Day Respite	Increased	Due to the increased of care recipients and their needs. Operating on Sundays and have extended the hours in the afternoons.
QLD	1232	Spiritus - Wide Bay (Kiramii) Day Respite	Increased	have introduced Sundays and have also extended the staff hours to accommodate clients'/carers' needs.
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	No change	
SA	1307	ECH Inc - Ross Robertson Day Respite	No change	
SA	1305	Italian Benevolent Foundation SA – Benvenuti Day Respite	Increased	Due to the high level needs of clients that attend the program and local community awareness
SA	1309	Resthaven - Hersey Cottage Day Respite	No change	In line with Project Service Agreement, we have tried to encourage Carers to utilise the service across all hours of operation (8 am-7pm). This has not been taken up by Carers for a variety of reasons, including it does not suit the high level of care needs to prepare so early in the morning and in the evenings. number of participants in the program increases dramatically during the main part of the day eg 9am - 4 pm.
SA	1306	Southern Cross Care SA Inc - Time Out	No change	Operating days and hours have remained the same but carers rarely access 8-9 17-18.
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Eldercare Day Respite	No change	
WA	793	City of Swan Aged Persons Trust – Morrison Lodge Day Respite	Increased	Hours have increased due to primary carers requiring more free time.
WA	788	Mandurah Retirement Village - Coolibah Centre Day Respite	No change	
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	No change	
TAS	369	Glenview Home Inc - Bisdee House Day Respite	No change	
TAS	371	Karingal Care Services - Day Respite	No change	Clients and carers reported they are happy with existing times/days especially the weekends
NT	237	Masonic Homes Inc - MHI Day Respite Service	No change	
NT	238	United Church Frontier Services – Barkly / Pulkapulka Kari Respite, Tennant Creek	Increased	Clients needing more hours.
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	No change	

4.1.2 SPECIALIST FOCUS

All but three of the sites had maintained the *same specialist focus* in 2010.

- ⇒ Two of the three sites which had made a change indicated that they had moved towards *greater specialisation* centring on care recipients with dementia, including clients with high level dementia. These sites were the *Churches of Christ Qld's Bribie Island Day Respite service (QLD #1233)* and the service run by *Aged Care Services Australia St Ives Group (WA #791)*.
- ⇒ The only service which indicated *reduced specialisation* was *Karingal Care Services' Day Respite service (TAS #371)*. In 2010 they had begun to accept care recipients who did *not* have dementia.

The information provided by the three sites which reported a change is shown in Table 2.

Table 2: Change in specialist focus, by Site¹

State	ID	Organisation and Project Name	Change (Y/N)	Comment
QLD	1233	Churches of Christ Queensland - Bribie Island Day Respite	Yes	Increased number of persons with dementia and families in crisis
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Eldercare Day Respite	Yes	opening of a memory support unit in one of the facilities has resulted in an increase in the ability to accommodate recipients with high level dementia
TAS	371	Karingal Care Services - Day Respite	Yes	program opened to carers in general rather than restricted to those caring for someone with dementia

¹ Includes only those sites which reported a change.

4.1.3 INCLUSION/EXCLUSION CRITERIA

None of the sites reported a change in the inclusion/exclusion criteria for entry to their program.

4.1.4 ASSESSMENT PROCESSES

Changes to assessment processes were described by nine of the sites (29.0%) – see Table 3.

These changes mostly involved undertaking a more detailed assessment of the *care recipient* in terms of their health and medical status, behavioural profile, social needs and activity preferences. Some of the sites had made changes directed toward increasing the focus on the *carer*, such as highlighting their goals for respite and providing them with additional information about other services and resources at the time of assessment.

Table 3: Change in assessment processes, by Site

State	ID	Organisation and Project Name	Change (Y/N)	Comment
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Comm's	No	
NSW	2939	Catholic Care of the Aged - Cooina Day Respite	Yes	Organisational processes are reviewed regularly but have also identified staff require further basic clinical information on diagnosis etc to ensure holistic care and appropriate clinical intervention if become unwell on the day.
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	Yes	Increased focus on the carer and their goals for respite. Increased focus on the social profile of the carer and the care recipient.
NSW	2941	Grand United (AURLS) - Constitution Hill Day Respite	Yes	We have reviewed the process and improved it. eg: ensuring we give information on complaints, advocacy,
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	No	
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite	No	
NSW	2943	Warrigal Care - Day Respite	Yes	We have added more questions for clients with dementia including behaviour management strategies.
VIC	3838	Inner East Community Health Service - Caring Café	No	
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	No	
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	No	
VIC	3834	Manningham Centre Association – Day Respite	Yes	Improved information kit for Carers offering much more information (tick list) to relevant services at time of assessment which is helping carers find their way through the pathways of Aged care. (Currently working with NRCP Eastern to develop an appropriate Information kit for Carers). Access to any information in 'Resource folder'. Carers and care recipients offered an introductory orientation and/or tour of nursing home. Photo album of program shown to potential carers (activities, staff etc) Bush fire kits / emergency management plans given to Carers Encouraging Carers to attend Friendship group and educational sessions
VIC	3837	Southern Cross Care Victoria – Ave Maria Day Respite	No	
VIC	3836	Southern Cross Care Victoria - Lynbrook Day Respite	No	
QLD	1231	Alzheimer's Association of Queensland - Garden City	Yes	The Occupational Therapy team has redeveloped the AAQ assessment tools to be more comprehensive yet concise to allow for ease of reading the information for staff. There have been positive reports from the staff in regards to these changes. The OT continues to conduct a home visit assessment and then the Manager follows up with a Centre Visit.
QLD	1233	Churches of Christ Queensland - Bribie Island Day Respite	No	
QLD	1232	Spiritus - Bundaberg (Meilene) Day Respite	No	

State	ID	Organisation and Project Name	Change (Y/N)	Comment
QLD	1232	Spiritus - Wide Bay (Kirami) Day Respite	No	
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	No	
SA	1307	ECH Inc - Ross Robertson Day Respite	No	
SA	1305	Italian Benevolent Foundation SA – Benvenuti Day Respite	Yes	New assessment forms were developed to collect more information and the respite clients re medical and medications
SA	1309	Resthaven - Hersey Cottage Day Respite	No	
SA	1306	Southern Cross Care SA Inc - Time Out	Yes	Reviewed Assessment processes and outcome data to better meet the evolving needs of Carer's and Client's.
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Respite	Yes	Increase in assessment being completed at the facility. This enables the onsite activities staff to fully participate in the assessment process of both carer and recipient.
WA	793	City of Swan Aged Persons Trust – Morrison Lodge Day Respite	No	
WA	788	Mandurah Retirement Village - Coolibah Centre Day Respite	No	
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	No	
TAS	369	Glenview Home Inc - Bisdee House Day Respite	No	
TAS	371	Karingal Care Services - Day Respite	No	
NT	237	Masonic Homes Inc - MHI Day Respite Service	No	
NT	238	United Church Frontier Services – Barkly/Pulkapulka Kari	No	
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	No	

4.1.5 CARE PLANNING PRACTICES

Changes to practices regarding Care Plans, including reviews of those plans, had occurred at around half of the sites (15 sites, 48.4%). Many of those sites reported that the *scope* of the Care Plans had been broadened to give a more comprehensive view of both the carer's and care recipient's goals and needs. Some sites reported they are now *reviewing* the Care Plans more frequently to enable better tracking of changes in the functional status of the care recipient and to ensure that the plan remains applicable and relevant to both the carer and the care recipient. See Table 4 for details.

Table 4: Change in practices regarding Care Plans, by Site

State	ID	Organisation and Project Name	Change (Y/N)	Comment
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Comm's	No	
NSW	2939	Catholic Care of the Aged - Cooina Day Respite	Yes	Organisational processes reviewed regularly but staff have identified that clients conditions are deteriorating in a shorter period and therefore care plan and program need reviewing more often eg decline in cognition / dementia
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	Yes	Again increased focus on the carer and ensuring they have a care plan as well as the care recipient.
NSW	2941	Grand United (AURLS) - Constitution Hill Day Respite	No	
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	No	
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite	No	
NSW	2943	Warrigal Care - Day Respite	No	
VIC	3838	Inner East Community Health Service - Caring Café	Yes	We are in the process of going paperless and starting to use the program <i>Manad</i> . Careplans for the carer and client are reviewed approximately 3 monthly, but some carers and clients have ongoing changing needs and changes are made as the need arises.
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	No	
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	No	
VIC	3834	Manningham Centre Association – Day Respite	Yes	Including a 'profile' of each care recipient. Creating a 'life story' for care recipients with the help of family. Relevant Cultural information for files Charting of care recipients weight (3 monthly), one C/R weekly. Changes to care planes done immediately, reviews now done 6 monthly for care recipients and yearly for clients.
VIC	3837	Southern Cross Care Victoria – Ave Maria Day Respite	No	
VIC	3836	Southern Cross Care Victoria - Lynbrook Day Respite	Yes	Changes are there is a care plan for the Carers as well as the care recipient.
QLD	1231	Alzheimer's Association of Queensland - Garden City	Yes	Due to the Assessment Tool being modified the format of the Care Plan has changed to really focus on goals that are representative and achievable for the individual involved.
QLD	1233	Churches of Christ Queensland - Bribie Island Day Respite	No	
QLD	1232	Spiritus - Bundaberg (Meilene) Day Respite	No	
QLD	1232	Spiritus - Wide Bay (Kirami) Day Respite	Yes	include Task Plans, Home/Access Risk Assessment for Client Transport from Home to Other venue
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	Yes	Always updating record Daily Activity Records and review at program staff meetings. Now included in Plan of Care – behaviour management assessments, bowel charts to address specific needs. Meetings with other service providers regarding shared care recipients.
SA	1307	ECH Inc - Ross Robertson Day Respite	No	

State	ID	Organisation and Project Name	Change (Y/N)	Comment
SA	1305	Italian Benevolent Foundation SA – Benvenuti Day Respite	Yes	We review care plans every 12 months or when necessary and also update functional status at this time
SA	1309	Resthaven - Hersey Cottage Day Respite	No	
SA	1306	Southern Cross Care SA Inc - Time Out	Yes	Reviewed Activity Care Plans to ensure they remain person centred and applicable to the needs of the client and carer.
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Respite	Yes	Care plans have been renamed "support plans" to reflect capacity building of care recipients and their carers.
WA	793	City of Swan Aged Persons Trust – Morrison Lodge Day Respite	No	
WA	788	Mandurah Retirement Village - Coolibah Centre Day Respite	No	
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	No	
TAS	369	Glenview Home Inc - Bisdee House Day Respite	Yes	Schedule of review implemented.
TAS	371	Karingal Care Services - Day Respite	Yes	More reviews have occurred through telephone consultation with the carer as they find it difficult to set time aside for face-to-face. Regular telephone contact has enabled any difficulties/concerns to be detected early
NT	237	Masonic Homes Inc - MHI Day Respite Service	No	
NT	238	United Church Frontier Services – Barkly/Pulkapulka Kari	Yes	In our care plans we now have a client planned response attachment.
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	Yes	Care plans now include compulsory Planned Response for emergencies.

4.1.6 REFERRAL SOURCES

Nearly half of the sites (14 sites, 45.2%) reported some change in how potential clients heard about, or were referred to, the day respite program. Changes in marketing and promotion strategies had led to increased word-of-mouth in the general community and increased awareness among local health care providers. In addition, some sites had fostered greater linkage with local, state wide and national agencies, such as local Carer Respite committees, organisations such as Ozcare and Tascare, and Commonwealth agencies such as the Carer Respite and Carelink Centre. Details are provided in Table 5.

Table 5: Change in how potential clients heard about or were referred to the service, by Site

State	ID	Organisation and Project Name	Change (Y/N)	Comment
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Comm's	No	
NSW	2939	Catholic Care of the Aged - Cooina Day Respite	Yes	Promotion of program through local rural Market and Craft Day on weekend at show ground. Education Information sessions, letter box drops, professionally printed information brochures and promotional items eg. balloons magnets, water bottles and environmental bags.
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	Yes	We advertise in the newspaper, have been writing editorials for the newspaper, promoting the service at fairs and public events. We also are included on the Central Coast Carer Respite Options website.
NSW	2941	Grand United (AURLS) - Constitution Hill Day Respite	Yes	Many referrals now from word of mouth and Commonwealth Carelink Centre, since we registered with them.
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	No	
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite	No	
NSW	2943	Warrigal Care - Day Respite	Yes	More (different) service providers are making referrals.
VIC	3838	Inner East Community Health Service - Caring Café	No	
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	No	
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	No	
VIC	3834	Manningham Centre Association – Day Respite	Yes	More referral from - Peter James and local Manningham Services
VIC	3837	Southern Cross Care Victoria – Ave Maria Day Respite	No	
VIC	3836	Southern Cross Care Victoria - Lynbrook Day Respite	Yes	Representation on Southern Respite committees, broadens opportunity to promote & network services.
QLD	1231	Alzheimer's Association of Queensland - Garden City	Yes	We did some newspaper advertising in this period and this did promote some more referrals. Otherwise most referrals are still the same sources as last time.
QLD	1233	Churches of Christ Queensland - Bribie Island Day Respite	Yes	Increased word of mouth
QLD	1232	Spiritus - Bundaberg (Meilene) Day Respite	Yes	We now communicate with other services in the community eg, Ozcare, Acat, CCR&CL, The hospitals and doctors and other health providers.
QLD	1232	Spiritus - Wide Bay (Kirami) Day Respite	Yes	Communicate with other services, Ozcare, CCR&CL, attend monthly ACAT meetings, and flyers distributed to local businesses.
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	No	
SA	1307	ECH Inc - Ross Robertson Day Respite	Yes	Referrals are mostly from Carer Support Service and ACAT
SA	1305	Italian Benevolent Foundation SA – Benvenuti Day Respite	No	
SA	1309	Resthaven - Hersey Cottage Day Respite	No	

State	ID	Organisation and Project Name	Change (Y/N)	Comment
SA	1306	Southern Cross Care SA Inc - Time Out	Yes	Marketing and word of mouth have increased referrals from a broader range of both self referrals and other agencies.
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Respite	No	
WA	793	City of Swan Aged Persons Trust – Morrison Lodge Day Respite	No	
WA	788	Mandurah Retirement Village - Coolibah Centre Day Respite	No	
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	No	
TAS	369	Glenview Home Inc - Bisdee House Day Respite	No	
TAS	371	Karingal Care Services - Day Respite	Yes	TasCare point (a centralised reporting system for HACC services) has resulted in additional referrals into this NRCP program.
NT	237	Masonic Homes Inc - MHI Day Respite Service	Yes	Community Service Noticeboards used
NT	238	United Church Frontier Services – Barkly/Pulkapulka Kari	No	
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	No	

4.1.7 VACANCIES

Around half of the sites (16 sites, 51.6%) reported that they had *fewer vacant places now* compared with December 2009. The reduction in vacancies at those sites was the result of an increase in demand from existing clients and/or an increase in the total number of clients attending the service. One site (*Spiritus' Wide Bay (Kirami) Day Respite service, QLD # 1232*) reported that the number of day respite attendances had tripled for their service compared with the same time last year.

- ⇒ Three sites reported a *small increase in the number of vacant places*, due to former clients either passing away or entering residential care.
- ⇒ The twelve sites (38.7%) which reported *no change* in the number of vacant places generally indicated that they had been, and still were, running at near capacity.

The detailed information presented in Table 6, along with information on waiting lists (see Section 4.1.8), provides additional context for the sites' Service Activity Reports (SARs) and Financial Accountability Reports (FARs) and may assist in projecting the likely level of unused capacity in the program over the 20010/11 financial year.

Table 6: Change in the number of vacant places, by Site

State	ID	Organisation and Project Name	Change	Comment
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	Fewer vacancies now	All the vacant places are filled up and there is a waiting list now.
NSW	2939	Catholic Care of the Aged - Coinda Day Respite	About the same	
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	About the same	Day respites centres in the areas all experience lower numbers...better planning needs to take place to ensure there is not duplication of services and that resources are directed where gaps are present.
NSW	2941	Grand United (AURLS) - Constitution Hill Day Respite	About the same	
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	About the same	There are no vacancies.
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite	Fewer vacancies now	
NSW	2943	Warrigal Care - Day Respite	Fewer vacancies now	Client numbers have increased.
VIC	3838	Inner East Community Health Service - Caring Café	Fewer vacancies now	The program has consistently grown and we meet our targets. There are usually at least 2 carer vacant places.
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	About the same	The program has capacity for 10 clients and has consistently run on 9 clients.
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	Fewer vacancies now	
VIC	3834	Manningham Centre Association – Day Respite	Fewer vacancies now	More referrals from service providers.
VIC	3837	Southern Cross Care Victoria – Ave Maria Day Respite	Fewer vacancies now	
VIC	3836	Southern Cross Care Victoria - Lynbrook Day Respite	Fewer vacancies now	
QLD	1231	Alzheimer's Association of Queensland - Garden City Day Respite	More vacancies now	At the time of last report i.e. December 2009 we were over delivering in our hours due to high demand. Currently the numbers have dropped a little due to a number of people passing away and going into residential care.
QLD	1233	Churches of Christ Queensland - Bribie Island Day Respite	Fewer vacancies now	the number of clients has remain steady but the demand for increased hours has steadily increased, while most hours required remain in the 8.30- 16.30 time zone
QLD	1232	Spiritus - Bundaberg (Meilene) Day Respite	Fewer vacancies now	Due to the increased number of care recipients on the program.
QLD	1232	Spiritus - Wide Bay (Kirami) Day Respite	Fewer vacancies now	Number of attendances have tripled since last year's report.

State	ID	Organisation and Project Name	Change	Comment
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	Fewer vacancies now	
SA	1307	ECH Inc - Ross Robertson Day Respite	More vacancies now	Average vacant bookings per week has risen to 11, 2 more than 2009 average. 9 regular clients have left, 8 regular clients have started since Dec 2009
SA	1305	Italian Benevolent Foundation SA – Benvenuti Day Respite	About the same	same
SA	1309	Resthaven - Hersey Cottage Day Respite	About the same	vacancies usually filled quickly
SA	1306	Southern Cross Care SA Inc - Time Out	Fewer vacancies now	
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Eldercare Day Respite	About the same	
WA	793	City of Swan Aged Persons Trust – Morrison Lodge Day Respite	Fewer vacancies now	
WA	788	Mandurah Retirement Village - Coolibah Centre Day Respite	About the same	
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	About the same	
TAS	369	Glenview Home Inc - Bisdee House Day Respite	About the same	Despite a substantial increase in clients attending Bisdee, Bisdee has a large capacity and is still able to meet any requests.
TAS	371	Karingal Care Services - Day Respite	Fewer vacancies now	We have continued an intensive advertising campaign for the program. The insecurity and adverse publicity around another program (cottage type overnight respite) has settled. Many in the community thought that Orana had closed completely. Word is now getting out into the community that we are still operational and referrals have increase during the last month.
NT	237	Masonic Homes Inc - MHI Day Respite Service	Fewer vacancies now	
NT	238	United Church Frontier Services – Barkly /Pulkaulkka Kari Respite, Tennant Creek	About the same	
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	More vacancies now	This is due to several deaths in the last 3 months. We are actively looking to fill these places.

4.1.8 WAITING LISTS

Almost all of the sites (26 sites, 83.9%) reported that they had around the *same number of people on their waiting list* compared to December 2009. Nine of those sites explained that they *did not have a waiting list* then or now. This was due either to unused capacity in their service (i.e. vacancies), or to client demand matching capacity.

- ⇒ Three sites reported that they had a *longer waiting list* now compared with December 2009, indicating an increase in unmet demand for those services. These sites were the *Australian Nursing Home Foundation's So Wai service (NSW #2938)*, *Lyndoch Warrnambool Inc's Homestead Day Stay (VIC #3835)* and *Southern Cross Care Victoria's Lynbrook Day Respite service (VIC #3836)*.
- ⇒ Two sites reported that they had a *shorter waiting list* now due at least in part to care recipients exiting the service (passing away or entering residential care).

The information provided by the sites regarding their waiting lists is compiled in Table 7, and is consistent with the details they provided regarding changes in their number of vacant places (see Section 4.1.7).

Table 7: Change in waiting lists, by Site

State	ID	Organisation and Project Name	Change	Comment
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	Longer waiting list	There are 7 people waiting for the Monday program, 5 people for Wednesday, 5 for Friday and one person for Saturday.
NSW	2939	Catholic Care of the Aged - Coinda Day Respite	About the same	
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	About the same	We do not have a waiting list
NSW	2941	Grand United (AURLS) - Constitution Hill Day Respite	About the same	
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	About the same	
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite	About the same	
NSW	2943	Warrigal Care - Day Respite	About the same	
VIC	3838	Inner East Community Health Service - Caring Café	About the same	We have never had a waiting list and still do not.
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	About the same	Nil on waiting list - usually at least 1 vacant place available. However I will make a presentation to ACAS on 11/11/10 and hope this will result in building a wait list.
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	Longer waiting list	
VIC	3834	Manningham Centre Association – Day Respite	About the same	Currently none on waiting list
VIC	3837	Southern Cross Care Victoria – Ave Maria Day Respite	About the same	
VIC	3836	Southern Cross Care Victoria - Lynbrook Day Respite	Longer waiting list	
QLD	1231	Alzheimer's Association of Queensland - Garden City Day Respite	Shorter waiting list	As stated above we have had a number of clients exit the program due to residential care and passing away since December 09.
QLD	1233	Churches of Christ Queensland - Bribie Island Day Respite	About the same	

State	ID	Organisation and Project Name	Change	Comment
QLD	1232	Spiritus - Bundaberg (Meilene) Day Respite	About the same	We have no waiting list.
QLD	1232	Spiritus - Wide Bay (Kirami) Day Respite	Shorter waiting list	No waiting list now.
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	About the same	We have had to be aware of client numbers due to the fact that we are only funded for 5 care recipients per day and have had a greater demand for more services at the day program.
SA	1307	ECH Inc - Ross Robertson Day Respite	About the same	
SA	1305	Italian Benevolent Foundation SA – Benvenuti Day Respite	About the same	currently no waiting list
SA	1309	Resthaven - Hersey Cottage Day Respite	About the same	quick turnover of people on list (see also comment vacancies)
SA	1306	Southern Cross Care SA Inc - Time Out	About the same	Carers who have requested additional days are on the Wait List, as all days are at capacity.
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Eldercare Day Respite	About the same	
WA	793	City of Swan Aged Persons Trust – Morrison Lodge Day Respite	About the same	The waiting list consists of primary carers that would like to put there care recipients name down but they are not ready to enter the service as yet.
WA	788	Mandurah Retirement Village - Coolibah Centre Day Respite	About the same	
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	About the same	
TAS	369	Glenview Home Inc - Bisdee House Day Respite	About the same	Bisdee does not have a waiting list, Bisdee has a large capacity and is able to meet all requests for respite.
TAS	371	Karingal Care Services - Day Respite	About the same	
NT	237	Masonic Homes Inc - MHI Day Respite Service	About the same	
NT	238	United Church Frontier Services – Barkly /Pulkaulkka Kari Respite, Tennant Creek	About the same	
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	About the same	We do not have a waiting list

4.1.9 FEES CHARGED FOR DAY RESPITE

The vast majority of sites (24 sites, 77.4%) reported *no change* to the fees they charged for the day respite service. Six sites reported that they had *increased* their fee, and one site reported that their fee had *decreased*.

⇒ For the six sites which had *increased* their fee for day respite, it appeared that these increases had been minimal, apart from one site which had introduced a fee for the first time in January 2010 (*Churches of Christ Qld's Bribie Island Day Respite service, QLD #1233*). Increased fees were

attributed to higher catering and transportation costs, as well as a rise in the general costs of operation.

⇒ One site, *Karingal Care Services' Day Respite service (TAS #371)*, reported a *decrease* in the fees they charged for day respite, due to the introduction of fee waivers for 50% of their clients.

Full details of the changes reported by each site are presented in Table 8. Information regarding fees for *transport* appears in Section 4.1.11.

Table 8: Change in fees charged for day respite, by Site

State	ID	Organisation and Project Name	Change	Comment
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	About the same	
NSW	2939	Catholic Care of the Aged - Cooina Day Respite	About the same	
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	Increased	Increased costs to run the centre, provide meals etc...general costs Fee increased from \$15 to \$18 per day
NSW	2941	Grand United (AURLS) - Constitution Hill Day Respite	Increased	Increased to reflect increase of costs to operate service.
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	About the same	
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite	About the same	
NSW	2943	Warrigal Care - Day Respite	About the same	
VIC	3838	Inner East Community Health Service - Caring Café	About the same	The fees have stayed the same. We have at least a third of our clients who do not pay any fees. Our program also covers the cost of Taxi fees for our disadvantaged clients.
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	About the same	
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	Increased	Fees have slightly increased due to the increasing number of clients that are not eligible for a taxi card (subsidised fare) and the increased catering costs.
VIC	3834	Manningham Centre Association – Day Respite	About the same	
VIC	3837	Southern Cross Care Victoria – Ave Maria Day Respite	About the same	
VIC	3836	Southern Cross Care Victoria - Lynbrook Day Respite	About the same	
QLD	1231	Alzheimer's Association of Queensland - Garden City Day Respite	About the same	
QLD	1233	Churches of Christ Queensland - Bribie Island Day Respite	Increased	Fees were introduced in January 2010
QLD	1232	Spiritus - Bundaberg (Meilene) Day Respite	About the same	No changes to the fees, there is only the \$10 contribution fee.

State	ID	Organisation and Project Name	Change	Comment
QLD	1232	Spiritus - Wide Bay (Kirami) Day Respite	About the same	
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	About the same	
SA	1307	ECH Inc - Ross Robertson Day Respite	About the same	
SA	1305	Italian Benevolent Foundation SA – Benvenuti Day Respite	About the same	
SA	1309	Resthaven - Hersey Cottage Day Respite	Increased	from \$2.50/hour to \$2.75/hour
SA	1306	Southern Cross Care SA Inc - Time Out	About the same	
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Eldercare Day Respite	About the same	
WA	793	City of Swan Aged Persons Trust – Morrison Lodge Day Respite	About the same	It is reinforced that fees are a donation and we are receiving an average of \$10.00
WA	788	Mandurah Retirement Village - Coolibah Centre Day Respite	About the same	
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	About the same	
TAS	369	Glenview Home Inc - Bisdee House Day Respite	Increased	Small increase to daily, weekly and transport fees
TAS	371	Karingal Care Services - Day Respite	Decreased	Fee waivers have been implemented for 50% of clients/carers
NT	237	Masonic Homes Inc - MHI Day Respite Service	About the same	
NT	238	United Church Frontier Services – Barkly /Pulkapulka Kari Respite, Tennant Creek	About the same	
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	About the same	

4.1.10 TRANSPORT OFFERED

Around a third of the sites (11 sites, 35.5%) reported a change in the transport service they offered to care recipients attending day respite – usually in increased demand for transport service, and in some instances, indicating that this had been addressed.

Responses also illustrated that adequate transportation is an ongoing issue for some sites, and that the types of transport offered and the extent to which each type of transport is used may continue to change over time according to both client requirements and centre limitations – see Table 9.

Table 9: Change in transport offered, by Site

State	ID	Organisation and Project Name	Change (Yes/No/ n/a ¹)	Comment
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	No	
NSW	2939	Catholic Care of the Aged - Coinda Day Respite	n/a	
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	No	
NSW	2941	Grand United (AURLS) - Constitution Hill Day Respite	No	
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	No	
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite	No	
NSW	2943	Warrigal Care - Day Respite	No	
VIC	3838	Inner East Community Health Service - Caring Café	Yes	We collect clients within Richmond and parts of Boroondarra using wheelchair bus and cars and we use Taxis and have used Maxi Taxis to collect several clients at once that lived close together.
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	No	
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	Yes	We use both taxi transportation and our service providing a pick up and drop off service to clients who live in more rural/ remote areas - for these clients it is cost ineffective to use taxi transport.
VIC	3834	Manningham Centre Association – Day Respite	Yes	Clients unable to drive due to loss of licence, frailty etc., and care recipient afraid to use taxis, staff provide transport
VIC	3837	Southern Cross Care Victoria – Ave Maria Day Respite	No	
VIC	3836	Southern Cross Care Victoria - Lynbrook Day Respite	n/a	
QLD	1231	Alzheimer's Association of Queensland - Garden City Day Respite	Yes	Transport continues to be an issue. With only one funded vehicle it does make it difficult to offer pick up/drop off services to clients and carers in addition to implementing the program with activities often taking place in the community also.
QLD	1233	Churches of Christ Queensland - Bribie Island Day Respite	Yes	We assess the person's mobility and ability to transfer more critically
QLD	1232	Spiritus - Bundaberg (Meilene) Day Respite	Yes	We now offer a pick up and take home service and also a paid taxi fee if required.
QLD	1232	Spiritus - Wide Bay (Kirami) Day Respite	Yes	Now offer client pick up and take home by carer request. Using our NRCP car and taxi if required.

State	ID	Organisation and Project Name	Change (Yes/No/ n/a ¹)	Comment
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	Yes	Program staff only do minimal transporting in/out of program. Referring programs have been providing transport and families have been encouraged to be more active in this role.
SA	1307	ECH Inc - Ross Robertson Day Respite	No	
SA	1305	Italian Benevolent Foundation SA – Benvenuti Day Respite	No	
SA	1309	Resthaven - Hersey Cottage Day Respite	No	
SA	1306	Southern Cross Care SA Inc - Time Out	No	
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Eldercare Day Respite	No	
WA	793	City of Swan Aged Persons Trust – Morrison Lodge Day Respite	Yes	The percentage of clients needing transport has increased from Dec09. New clients have requested transport both ways.
WA	788	Mandurah Retirement Village - Coolibah Centre Day Respite	No	
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	n/a	
TAS	369	Glenview Home Inc - Bisdee House Day Respite	Yes	Due to the cost of taxis there has been a decrease in the area for client pick up when Bisdee bus is full. Transport prioritised on carer need.
TAS	371	Karingal Care Services - Day Respite	No	
NT	237	Masonic Homes Inc - MHI Day Respite Service	Yes	Due to other, allied services, transport no longer being able to assist a larger number of attendees are being transported by MH Home Support Workers under NRCP funding.
NT	238	United Church Frontier Services – Barkly / Pulkapulkka Kari Respite, Tennant Creek	No	
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	No	

1 Not applicable – for sites which reported that they have never offered transport.

4.1.11 FEES FOR TRANSPORT

The two sites based in Tasmania were the only sites which reported a change in the fees they charged to transport care recipients to and from the day respite service. *Glenview Home's Bisdee House (TAS #369)* reported a small increase in transport fees, and *Karingal Care Services (TAS #371)* had granted fee reductions or fee waivers to approximately half of their clients in 2010 due to financial constraints facing those clients. All other sites offering transport indicated either that they had never charged a fee, or that their transport fees had remained about the same – see Table 10.

Table 10: Change in fees charged for transport to and from the day respite service, by Site

State	ID	Organisation and Project Name	Change	Comment
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	About the same	
NSW	2939	Catholic Care of the Aged - Coinda Day Respite	n/a ¹	
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	About the same	
NSW	2941	Grand United (AURLS) - Constitution Hill Day Respite	About the same	
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	About the same	
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite	About the same	
NSW	2943	Warrigal Care - Day Respite	About the same	
VIC	3838	Inner East Community Health Service - Caring Café	About the same	Clients do not pay extra to be collected by staff, clients using Taxis either pay for the Taxi fare both ways or they pay for one way and the program covers the cost of one way or the program covers the cost both ways. When we have clients sharing the Taxis the program covers the cost of the fare or it is split between the number of clients.
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	About the same	
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	About the same	
VIC	3834	Manningham Centre Association – Day Respite	About the same	Varies slightly due to Care recipients being transported by maxitaxis at all times
VIC	3837	Southern Cross Care Victoria – Ave Maria Day Respite	About the same	
VIC	3836	Southern Cross Care Victoria - Lynbrook Day Respite	n/a ¹	
QLD	1231	Alzheimer's Association of Queensland - Garden City Day Respite	About the same	
QLD	1233	Churches of Christ Queensland - Bribie Island Day Respite	About the same	
QLD	1232	Spiritus - Bundaberg (Meilene) Day Respite	About the same	There is no transport fee as this is part of the funding.
QLD	1232	Spiritus - Wide Bay (Kirami) Day Respite	About the same	No charge to the client/carer, fees are part of the program.
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	About the same	We have never had a specific charge for transport.
SA	1307	ECH Inc - Ross Robertson Day Respite	About the same	
SA	1305	Italian Benevolent Foundation SA – Benvenuti Day Respite	About the same	

State	ID	Organisation and Project Name	Change	Comment
SA	1309	Resthaven - Hersey Cottage Day Respite	About the same	no fee charged for transport. continue to provide transport one way in accordance with Service Agreement
SA	1306	Southern Cross Care SA Inc - Time Out	About the same	No charge.
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Eldercare Day Respite	About the same	
WA	793	City of Swan Aged Persons Trust – Morrison Lodge Day Respite	About the same	Transport fees are included in their daily donation
WA	788	Mandurah Retirement Village - Coolibah Centre Day Respite	About the same	
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	About the same	
TAS	369	Glenview Home Inc - Bisdee House Day Respite	Increased	Small increase
TAS	371	Karingal Care Services - Day Respite	Decreased	financial disadvantage for approximately 50% of clients/carers has necessitated fee waiver and/or fee reductions for individuals
NT	237	Masonic Homes Inc - MHI Day Respite Service	About the same	Currently set at \$5 each way.
NT	238	United Church Frontier Services – Barkly / Pulkapulka Kari Respite, Tennant Creek	About the same	
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	About the same	

1 Not applicable – for sites which reported that they do not currently offer transport.

4.1.12 TYPES OF ACTIVITIES OFFERED TO CARE RECIPIENTS

A majority of sites (22 sites, 71.0%) reported a change in the types of activities they offered to care recipients attending their service. Many sites described a *broadening of activities* relative to what was previously offered. There had also been attempts to develop a *more appropriate suite of activities* for particular client groups. Some sites had made changes directed towards increasing care recipients' *engagement with the local community*. For full details see Table 11.

Table 11: Change in the types of activities offered to care recipients, by Site

State	ID	Organisation and Project Name	Change (Y/N)	Comment
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	Yes	We have festival celebrations including the Chinese New Year, Dragon Boat and Moon Festival.
NSW	2939	Catholic Care of the Aged - Cooina Day Respite	Yes	Recipients using service now have increased dementia which greatly impacts on program eg more specific and individual programming to meet these clients needs
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	Yes	Increased musical awareness and participation, community connections with school groups, knitting group and gardening group has been established. Care Recipients participate in craft making and donate to charities ie: beanies, scarfs and blankets donated to homeless women and children.
NSW	2941	Grand United (AURLS) - Constitution Hill Day Respite	No	
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	No	
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite	Yes	Activities added to the program: Charity knitting and crochet group; Gardening group; Pet therapy
NSW	2943	Warrigal Care - Day Respite	Yes	We have regular musical entertainment at the Centre alternate Tues and Thurs with singing and dancing. We have a garden area with raised garden beds and outdoor table and chairs. Clients tend the garden beds, have barbeques and enjoy activities outside. We have visits to local cafes for morning tea.
VIC	3838	Inner East Community Health Service - Caring Café	Yes	Our residents and clients have benefitted, we have increased the number of bus outings to 2 a week and small group outings happen at least once a week to an art gallery, gardens or shopping and coffee, art classes once a week with a qualified artist and we have art and music therapy once a week, live music has been increased to twice a month, chocolate making class once a week, a beauty therapist comes once a week and does nail care and facial for residents and clients. Clients and residents also benefit from more 1:1 time with staff. All our activities include clients and residents doing the activities together.
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	Yes	The shift has been away from craft activities to a focus on interactive activities such as games, walks, garden activities etc. This has occurred due to two reasons: 1) the level of dementia in the group is very high and most clients were not cognitively able to manage craft activities without 1:1 support; 2) Most clients had never been "craft oriented" previously. We also now have regular music sessions twice-weekly with a professional piano player. Clients sing, dance, listen etc. Clients also participate in concerts & other activities on offer that come up sporadically, i.e. cooking, music, singing grps.

State	ID	Organisation and Project Name	Change (Y/N)	Comment
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	Yes	Our overall day respite group activities run the same however we are offering specific activity groups to ie painting, out and about social groups, men's group etc
VIC	3834	Manningham Centre Association – Day Respite	Yes	Cooking (more variety due to purchase of small oven). Crosswords, Word games and Suduko (projected onto large screen). Use of Multi Sensory Room when clients are anxious. Dog visits and dog parade. Regular entertainment with residents. More physical games offered as clientele has changed. Regular manicures for all clients. Gardening and bird watching (lorikeets to new bird feeders). Saturday afternoon at the movies with the movies (on large screen with special afternoon tea)
VIC	3837	Southern Cross Care Victoria – Ave Maria Day Respite	No	
VIC	3836	Southern Cross Care Victoria - Lynbrook Day Respite	No	
QLD	1231	Alzheimer's Association of Queensland - Garden City Day Respite	Yes	Clients and Carers have benefited from a diverse range of activities including fishing trips, tiger moth flights, Outback Spectacular shows and many more. This is in line with our philosophy of care and keeping our clients engaged in their roles and interests.
QLD	1233	Churches of Christ Queensland - Bribie Island Day Respite	Yes	Activity program has adapted to meet the needs of the people with more advanced dementia symptoms, specifically men, developing a Men's Club program with more structured and relevant/purposeful activities like a working bee, doing maintenance working sanding and oiling garden furniture etc, model making and more competitive sports program along with the usual program with a social emphasis including life histories storytelling, BBQ's and outings.
QLD	1232	Spiritus - Bundaberg (Meilene) Day Respite	Yes	We have now introduced more outings, entertainment, and individual focused activities to suit the care recipient. Special events and pamper days for the carer each month and provide "Support Group Meetings" for the carer also.
QLD	1232	Spiritus - Wide Bay (Kirami) Day Respite	Yes	More outings and scenic drives, entertainment and individual programs.
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	Yes	Day program facilitates an interlinking program to include residential residents. More focus placed on person centred approach. Reduced meals out in community due to lack of funding. Intergenerational visits with youth at risk and young unmarried mother returned to school.
SA	1307	ECH Inc - Ross Robertson Day Respite	No	
SA	1305	Italian Benevolent Foundation SA – Benvenuti Day Respite	Yes	Have developed new activity calendars to offer more choices of activities to clients that attend the program

State	ID	Organisation and Project Name	Change (Y/N)	Comment
SA	1309	Resthaven - Hersey Cottage Day Respite	Yes	Reflections' Art group, exercise - <i>Easy Moves for Active Ageing</i> , gardening in a raised garden trolley, collaborative art project "Hersey Hands", reminiscence book, other one-off activities to meet individual participants interests
SA	1306	Southern Cross Care SA Inc - Time Out	Yes	Broader range of activities offered (eg Men's Activities)
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Respite	No	
WA	793	City of Swan Aged Persons Trust – Morrison Lodge Day Respite	Yes	Raised garden beds for planting of annuals and vegetables, fruit trees are also placed around the garden area in large containers.
WA	788	Mandurah Retirement Village - Coolibah Centre Day Respite	No	
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	No	
TAS	369	Glenview Home Inc - Bisdee House Day Respite	Yes	Clubs have changed in response to client request and Men's Shed has expanded and now operates 5 days a week.
TAS	371	Karingal Care Services - Day Respite	Yes	An increase in community engagement - counter meals, cafe afternoon teas, country drives etc. Also an increase in the integration with Residential facility activities. In the last 6 months it seems that staff and management of the Residential aged care facility have embraced the program and become aware of the advantages of the integration which is therefore able to happen more effectively
NT	237	Masonic Homes Inc - MHI Day Respite Service	No	
NT	238	United Church Frontier Services – Barkly / Pulkapulka Kari	Yes	We have a lot more of bus trips and the distance has increased to surrounding communities.
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	Yes	Endeavouring to include more culturally and user friendly arts & crafts in program. By this I mean items that clients can give as gifts or keep for personal use.

4.1.13 AMOUNT OF TIME SPENT ON ACTIVITIES

Eleven of the 31 sites (35.5%) reported an *increase* in the total amount of time that was spent on activities in their program. Increases in the number and types of activities offered, as well as efforts to promote smaller group sizes and individualised attention, had led to an increase in the overall amount of time that care recipients spent engaged in activities while attending DDR services – see Table 12 for details. The remaining 20 sites indicated that the total amount of time spent on activities had remained *about the same* as last year.

Table 12: Change in the amount of time spent on activities, by Site

State	ID	Organisation and Project Name	Change	Comment
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	About the same	
NSW	2939	Catholic Care of the Aged - Coinda Day Respite	About the same	
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	About the same	
NSW	2941	Grand United (AURLS) - Constitution Hill Day Respite	About the same	
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	About the same	
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite	About the same	
NSW	2943	Warrigal Care - Day Respite	About the same	
VIC	3838	Inner East Community Health Service - Caring Café	More time	Activities start as soon as the first client arrives and residents who wish to will come over to join in. We have more than one activity happening at any one time. ie: while exercise program is happening those who do not wish to exercise might go for a walk or have a game of scrabble, puzzles depending on what the person/people like to do. After lunch when most residents have a rest, clients and residents are engaged in 1:1 activities or small group activities of craft, board games, social conversation, nail care, some have a rest in recliner chair. Daily at 2pm a large group activity happens ie: live music, happy hour, guest speakers and more residents will then join in the activity. We are still able to have other activities happening for clients that do not like the main activity.
VIC	3839	Jewish Care Victoria - Stepping Out	More time	We have new music sessions etc on offer.
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	More time	More smaller group activities offered
VIC	3834	Manningham Centre Association – Day Respite	More time	Movies and Crosswords (approx 3.5 hours weekly) of activity added to Saturday program, giving residents of the N/H an opportunity to attend a weekend program which they wouldn't have as leisure and lifestyle staff do not work on weekends.
VIC	3837	Southern Cross Care Victoria – Ave Maria Day Respite	About the same	
VIC	3836	Southern Cross Care Victoria - Lynbrook Day Respite	About the same	
QLD	1231	Alzheimer's Association of Queensland - Garden City Day Respite	About the same	
QLD	1233	Churches of Christ Queensland - Bribie Island Day Respite	More time	We have changed our approach to activities recognising all activities of daily living are Lifestyle activities - even morning tea for example - and giving more attention to the client's participation in every part of the day

State	ID	Organisation and Project Name	Change	Comment
QLD	1232	Spiritus - Bundaberg (Meilene) Day Respite	More time	More time is spent with the care recipients individually and in small groups to promote their stimulation and social interaction.
QLD	1232	Spiritus - Wide Bay (Kirami) Day Respite	More time	To keep the recipients stimulated and have more social interaction.
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	About the same	
SA	1307	ECH Inc - Ross Robertson Day Respite	About the same	
SA	1305	Italian Benevolent Foundation SA – Benvenuti Day Respite	More time	Due to the increase of activities offered more time is spent on a daily basis with activities
SA	1309	Resthaven - Hersey Cottage Day Respite	More time	
SA	1306	Southern Cross Care SA Inc - Time Out	About the same	
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Eldercare Day Respite	About the same	
WA	793	City of Swan Aged Persons Trust – Morrison Lodge Day Respite	About the same	
WA	788	Mandurah Retirement Village - Coolibah Centre Day Respite	About the same	
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	About the same	
TAS	369	Glenview Home Inc - Bisdee House Day Respite	About the same	
TAS	371	Karingal Care Services - Day Respite	About the same	
NT	237	Masonic Homes Inc - MHI Day Respite Service	About the same	
NT	238	United Church Frontier Services – Barkly / Pulkapulkka Kari Respite, Tennant Crk	More time	
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	More time	

4.1.14 OTHER SERVICES OFFERED TO DAY RESPITE CLIENTS

Thirteen of the sites (41.9%) reported that there had been a change in the range of other services offered to their clients. These sites described a wide range of service changes designed to meet the specific needs of both the carers and the care recipients involved with the DDR service. Changes which focused on *carers* included an increase in carer education and referral services, a streamlining of respite booking systems, the introduction of overnight respite, and the provision of personal care services. New services for *care recipients* included occupational therapy, art therapy and music therapy. Full details are presented in Table 13.

Table 13: Change in the range of other services offered to clients, by Site

State	ID	Organisation and Project Name	Change (Y/N)	Comment
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Comm's	Yes	The OT assesses clients' mobility, recommends walking aids and exercises tailored to clients' needs, and lead the group of day care clients to do physical exercise.
NSW	2939	Catholic Care of the Aged - Cooina Day Respite	Yes	More information brochures available to be accessed by staff when they identify carer issues. Education for carers increased.
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	Yes	Hairdresser, hand and foot masseuse, live musicians attend regularly, pet therapy. Activities provided tend to flow better and engage care recipient which has resulted in increased active participation. Focus more on the carer and providing them with general support, ensuring respite is flexible and offer them outings.
NSW	2941	Grand United (AURLS) - Constitution Hill Day Respite	No	
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	No	
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite	No	
NSW	2943	Warrigal Care - Day Respite	Yes	We have provided transport to doctor's appointments when on the day a client is attending Day Respite.
VIC	3838	Inner East Community Health Service - Caring Café	Yes	Other services since December 2009 have been beauty therapist and art and music therapy.
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	No	
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	No	
VIC	3834	Manningham Centre Association – Day Respite	Yes	Change of Manager (Previous Manager from the Nursing Home). Now under the PAG Mgr who also manages a NRCP program (overnight). Resi respite now booked directly thru the Manningham Centre, making it easier for clients to access. Easier now especially for emergency use of residential respite. Overnight respite at Grevillea Motel. Exercise programs available through the Rehab Services
VIC	3837	Southern Cross Care Victoria – Ave Maria Day Respite	No	
VIC	3836	Southern Cross Care Victoria - Lynbrook Day Respite	No	
QLD	1231	Alzheimer's Association of Queensland - Garden City	No	
QLD	1233	Churches of Christ Queensland - Bribie Island Day Respite	Yes	We have had an increased request for flexible hours, allowing carer/client's short notice changes.
QLD	1232	Spiritus - Bundaberg (Meilene) Day Respite	No	
QLD	1232	Spiritus - Wide Bay (Kirami) Day Respite	Yes	Now offer clients to attend the "support group" meetings monthly, Clients special outings, pamper days, and other events.
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	Yes	Overnight respite currently funded by carer support increase in sporting activities due to younger clients with early onset dementia.
SA	1307	ECH Inc - Ross Robertson Day Respite	No	

State	ID	Organisation and Project Name	Change (Y/N)	Comment
SA	1305	Italian Benevolent Foundation SA – Benvenuti Day Respite	No	
SA	1309	Resthaven - Hersey Cottage Day Respite	Yes	Client centred service created to meet individual needs of clients with younger-onset dementia. eg one participant was once a church minister, and believes he is a staff member when he comes to Hersey. Staff treat him like a co-worker (providing appropriate tasks/paperwork (kit has been set up specifically for him with newsletters, etc), inclusive conversations on safe topics, etc). The outcome is that the person is content to stay in respite for the day 'with the knowledge that he is assisting' in the caring role.
SA	1306	Southern Cross Care SA Inc - Time Out	Yes	Both Referrals to Southern Cross Care, Alzheimer's Australia SA and external agencies have increased for both carer and Client.
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Respite	No	
WA	793	City of Swan Aged Persons Trust – Morrison Lodge Day Respite	No	
WA	788	Mandurah Retirement Village - Coolibah Centre Day Respite	No	
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	No	
TAS	369	Glenview Home Inc - Bisdee House Day Respite	No	
TAS	371	Karingal Care Services - Day Respite	Yes	We have been able to offer the carers massage vouchers to pamper themselves while the care-recipient is engaged with program activities. Have also offered some carers meals vouchers so that they are able to enjoy an outing while the care-recipient is at the service
NT	237	Masonic Homes Inc - MHI Day Respite Service	No	
NT	238	United Church Frontier Services – Barkly/Pulkapulka Kari	No	
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	Yes	We are now more involved in outside excursions and attempt to include our Aged Care Home residents for greater personal interaction.

4.2 CHANGES IN SERVICE DELIVERY

4.2.1 NUMBER OF GENERAL ENQUIRIES

Around three quarters of participating sites (23 sites, 74.2%) reported an *increase* in the number of general enquiries received from the public. Much of this was attributed to an increase in community awareness through marketing, promotion, networking and word of mouth. Many sites indicated that they had built a strong reputation in the community. For full details see Table 14.

Table 14: Change in the number of general enquiries received from the public, by Site

State	ID	Organisation and Project Name	Change	Comment
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	Increased	More enquiries came from friends of existing carers, volunteers and service providers.
NSW	2939	Catholic Care of the Aged - Coinda Day Respite	Increased	
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	About the same	
NSW	2941	Grand United (AURLS) - Constitution Hill Day Respite	Increased	Increased due to word of mouth, and our marketing of the service.
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	Increased	Reputation and success of the service has increased the number of enquiries.
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite	Increased	
NSW	2943	Warrigal Care - Day Respite	Increased	Service is better known in the community. New service brochure.
VIC	3838	Inner East Community Health Service - Caring Café	Increased	
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	About the same	
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	Increased	
VIC	3834	Manningham Centre Association – Day Respite	Increased	A shift in Community awareness as they are becoming more aware of a program for the frailer aged with high care needs previously not offered anywhere.
VIC	3837	Southern Cross Care Victoria – Ave Maria Day Respite	Increased	
VIC	3836	Southern Cross Care Victoria - Lynbrook Day Respite	Increased	
QLD	1231	Alzheimer's Association of Queensland - Garden City Day Respite	About the same	
QLD	1233	Churches of Christ Queensland - Bribie Island Day Respite	Increased	Many inquires are from elderly people living alone wanting social access.
QLD	1232	Spiritus - Bundaberg (Meilene) Day Respite	Increased	Due to the community awareness from above answer.
QLD	1232	Spiritus - Wide Bay (Kiramii) Day Respite	Increased	A lot more feedback and inquiries, which results in new clients/recipients.
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	Increased	
SA	1307	ECH Inc - Ross Robertson Day Respite	Increased	Have already received 3 more enquiries in the 9 months of 2010 than in the 12 months of 2009.
SA	1305	Italian Benevolent Foundation SA – Benvenuti Day Respite	Increased	due to more community awareness
SA	1309	Resthaven - Hersey Cottage Day Respite	Increased	strong networking and stability within the community and aged care industry has given the program a high profile
SA	1306	Southern Cross Care SA Inc - Time Out	Increased	Marketing and word of mouth have increased enquiries.
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Eldercare Day Respite	About the same	

State	ID	Organisation and Project Name	Change	Comment
WA	793	City of Swan Aged Persons Trust – Morrison Lodge Day Respite	About the same	Word of mouth from existing clients and our residential aged care facility
WA	788	Mandurah Retirement Village - Coolibah Centre Day Respite	About the same	
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	About the same	
TAS	369	Glenview Home Inc - Bisdee House Day Respite	Increased	Word of mouth, Bisdee becoming established and well known in the community
TAS	371	Karingal Care Services - Day Respite	Increased	slight increase as per previous comments about insecurity of overnight respite program and also the introduction of TasCare Point
NT	237	Masonic Homes Inc - MHI Day Respite Service	Increased	
NT	238	United Church Frontier Services – Barkly / Pulkapulka Kari Respite, Tennant Creek	About the same	
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	Increased	

4.2.2 NUMBER OF APPLICANTS TO THE DAY RESPITE SERVICE

The number of people **applying** to use the day respite service had *increased* in 2010 for twenty of the 31 sites (64.5%), while the remaining sites indicated that the number of applications had remained steady.

The reasons given by sites for their increase in applicants were essentially the same reasons given for the increase they reported in the number of general enquiries they received about their service. It is clear that in most cases an increase in enquiries had led directly to an increase in applicants. This indicates that the promotional information and/or referrals which generated those initial enquiries were appropriate and effective, and that enquiries were well-handled by the sites. For example, two sites mentioned that all, or nearly all, of those who had made an enquiry about their service had subsequently applied for and entered the DDR service. See Table 15 for details about each site.

Table 15: Change in the number of applicants, by Site

State	ID	Organisation and Project Name	Change	Comment
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	Increased	
NSW	2939	Catholic Care of the Aged - Cooina Day Respite	Increased	
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	About the same	95% of those who enquire and visit the centre become regular clients.
NSW	2941	Grand United (AURLS) - Constitution Hill Day Respite	About the same	
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	Increased	As per change in enquiries.
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite	Increased	
NSW	2943	Warrigal Care - Day Respite	Increased	Service is better known in the community. More service providers recommending it.

State	ID	Organisation and Project Name	Change	Comment
VIC	3838	Inner East Community Health Service - Caring Café	Increased	
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	About the same	
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	Increased	
VIC	3834	Manningham Centre Association – Day Respite	Increased	People making more direct contact after seeing brochures in Doctor's surgery or Meals on Wheels etc.
VIC	3837	Southern Cross Care Victoria – Ave Maria Day Respite	Increased	
VIC	3836	Southern Cross Care Victoria - Lynbrook Day Respite	Increased	All enquiries have led to applications
QLD	1231	Alzheimer's Association of Queensland - Garden City Day Respite	Increased	Further promotion
QLD	1233	Churches of Christ Queensland - Bribie Island Day Respite	About the same	
QLD	1232	Spiritus - Bundaberg (Meilene) Day Respite	Increased	As per change in enquiries.
QLD	1232	Spiritus - Wide Bay (Kirami) Day Respite	Increased	Increased by a third, compared to last year.
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	Increased	
SA	1307	ECH Inc - Ross Robertson Day Respite	Increased	More interviews so far this year
SA	1305	Italian Benevolent Foundation SA – Benvenuti Day Respite	Increased	as per change in enquiries
SA	1309	Resthaven - Hersey Cottage Day Respite	About the same	
SA	1306	Southern Cross Care SA Inc - Time Out	Increased	
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Eldercare Day Respite	About the same	
WA	793	City of Swan Aged Persons Trust – Morrison Lodge Day Respite	About the same	
WA	788	Mandurah Retirement Village - Coolibah Centre Day Respite	About the same	
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	About the same	
TAS	369	Glenview Home Inc - Bisdee House Day Respite	Increased	
TAS	371	Karingal Care Services - Day Respite	Increased	As previous question
NT	237	Masonic Homes Inc - MHI Day Respite Service	Increased	
NT	238	United Church Frontier Services – Barkly / Pulkapulka Kari Respite, Tennant Creek	About the same	
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	About the same	

4.2.3 PROFILE OF APPLICANTS TO THE DAY RESPITE SERVICE

The sites were also asked to indicate whether the profile of the carers/care recipients **applying** to the day respite program had changed in 2010, for example, the age, gender, language/culture, care needs, location or personal circumstances of these applicants.

Ten of the 31 sites (21.3%) reported that there *had been a change* in the profile of their applicants. At five of those sites, the change in profile had mainly involved increased applications involving care recipients with more complex and high care needs, including individuals with dementia, behavioural issues or mental illness. At four sites there had been an increase in applications from carers/care recipients from culturally and linguistically diverse backgrounds. A few sites had also noticed a change in the age profile of applicants, and an increase in applications from carers in crisis or experiencing financial disadvantage. Full details are shown in Table 16.

Table 16: Change in the profile of applicants, by Site

State	ID	Organisation and Project Name	Change (Y/N)	Comment
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	No	
NSW	2939	Catholic Care of the Aged - Cooina Day Respite	Yes	Partners / spouses are older
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	Yes	Increased number of carers caring for people with dementia
NSW	2941	Grand United (AURLS) - Constitution Hill Day Respite	No	
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	No	
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite	No	
NSW	2943	Warrigal Care - Day Respite	Yes	Three have a mental illness. One is of Aboriginal background.
VIC	3838	Inner East Community Health Service - Caring Café	Yes	We have had more Greek and Italian carers/ care recipients applying or being referred this year. Clients have been more frail and with greater care needs.
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	No	
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	No	
VIC	3834	Manningham Centre Association – Day Respite	Yes	Carers appear to be younger. Financially disadvantaged. CALD background
VIC	3837	Southern Cross Care Victoria – Ave Maria Day Respite	No	
VIC	3836	Southern Cross Care Victoria - Lynbrook Day Respite	Yes	We are receiving application for care recipient with complex care needs including complex behavioural management.
QLD	1231	Alzheimer's Association of Queensland - Garden City Day Respite	No	
QLD	1233	Churches of Christ Queensland - Bribie Island Day Respite	Yes	Increased language /cultural diversity and more stressed or crisis level personal circumstance

State	ID	Organisation and Project Name	Change (Y/N)	Comment
QLD	1232	Spiritus - Bundaberg (Meilene) Day Respite	No	
QLD	1232	Spiritus - Wide Bay (Kiramii) Day Respite	No	
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	Yes	An increase in care recipients with more physical needs, such as, Parkinson's
SA	1307	ECH Inc - Ross Robertson Day Respite	No	
SA	1305	Italian Benevolent Foundation SA – Benvenuti Day Respite	No	
SA	1309	Resthaven - Hersey Cottage Day Respite	No	
SA	1306	Southern Cross Care SA Inc - Time Out	No	
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Respite	Yes	Care recipients with more high care needs eg wheelchair dependent, toileting programme.
WA	793	City of Swan Aged Persons Trust – Morrison Lodge Day Respite	No	
WA	788	Mandurah Retirement Village - Coolibah Centre Day Respite	No	
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	No	
TAS	369	Glenview Home Inc - Bisdee House Day Respite	Yes	More older carers (of adult children with disabilities under 65) are requesting the service. We are able to refer them to other appropriate services and ensure they receive respite.
TAS	371	Karingal Care Services - Day Respite	No	
NT	237	Masonic Homes Inc - MHI Day Respite Service	No	
NT	238	United Church Frontier Services – Barkly / Pulkapulka Kari Respite, Tennant Creek	No	
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	No	

4.2.4 PROFILE OF CLIENTS USING THE SERVICE

Sites were also asked to indicate whether the profile of the carers and care recipients **using** their service had changed in 2010, for example, their age, gender, language/culture, care needs, location or personal circumstances.

Twelve sites (38.7%) reported that there *had been a change* in the profile of the carers and care recipients using their service. These changes reflected the characteristics of recent applicants (as detailed in Section 4.2.3), such as an increasing trend towards high care clients and those from culturally and linguistically diverse backgrounds. A number of sites also noted an increase in the number of carers presenting with stress or struggling with their own health. See Table 17 for full details.

Table 17: Change in the profile of clients using the day respite service, by Site

State	ID	Organisation and Project Name	Change (Y/N)	Comment
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	Yes	One carer entered into full-time workforce, 3 clients admitted into nursing home.
NSW	2939	Catholic Care of the Aged - Cooinda Day Respite	Yes	Recipients older and care needs increasing eg assistance with mobility, continence and toileting needs increasing, clinical observations eg Blood Pressure and Pulse as per carer and medical officer requests due to increasing frailty and multi diagnosis. Some carers are older and becoming more tired with increasing care needs of recipient
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	Yes	Increased dementia , carer stress
NSW	2941	Grand United (AURLS) - Constitution Hill Day Respite	No	
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	No	
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite	No	
NSW	2943	Warrigal Care - Day Respite	Yes	Two have a mental illness. One is of Aboriginal background.
VIC	3838	Inner East Community Health Service - Caring Café	Yes	We have a higher ratio of Greek and Italian carers and care recipients with higher care needs. We also have more male care recipients. Carers have been more stressed and with health issues of their own.
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	Yes	Care needs have increased as some clients' dementia increases.
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	No	
VIC	3834	Manningham Centre Association – Day Respite	Yes	Carers appear to be younger. Financial disadvantaged CALD background
VIC	3837	Southern Cross Care Victoria – Ave Maria Day Respite	No	
VIC	3836	Southern Cross Care Victoria - Lynbrook Day Respite	No	
QLD	1231	Alzheimer's Association of Queensland - Garden City Day Respite	No	
QLD	1233	Churches of Christ Queensland - Bribie Island Day Respite	Yes	as per profile of applicants
QLD	1232	Spiritus - Bundaberg (Meilene) Day Respite	No	
QLD	1232	Spiritus - Wide Bay (Kirami) Day Respite	No	
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	Yes	Younger onset dementia, higher care needs, challenging behaviours and care recipients living alone in the community (carers live close by)
SA	1307	ECH Inc - Ross Robertson Day Respite	No	
SA	1305	Italian Benevolent Foundation SA – Benvenuti Day Respite	Yes	Care needs have increased

State	ID	Organisation and Project Name	Change (Y/N)	Comment
SA	1309	Resthaven - Hersey Cottage Day Respite	No	
SA	1306	Southern Cross Care SA Inc - Time Out	No	
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Respite	Yes	as above, increase number of carers presenting with carer stress. Clients presenting with increased behaviours of concern.
WA	793	City of Swan Aged Persons Trust – Morrison Lodge Day Respite	No	
WA	788	Mandurah Retirement Village - Coolibah Centre Day Respite	No	
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	No	
TAS	369	Glenview Home Inc - Bisdee House Day Respite	Yes	More carers using Bisdee are using it to enable them to continue to work
TAS	371	Karingal Care Services - Day Respite	No	
NT	237	Masonic Homes Inc - MHI Day Respite Service	No	
NT	238	United Church Frontier Services – Barkly / Pulkapulka Kari Respite, Tennant Creek	No	
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	No	

4.2.5 APPLICANTS REJECTED

Percentage of applicants rejected

In 2010, three quarters of the sites (24 sites, 77.4%) were rejecting *around the same percentage of applicants* as they had in 2009. It appears that the inclusion/exclusion criteria for those services had either been clear and well-publicised since the establishment of the service, or alternatively were exercised in a flexible manner.

- ⇒ Six sites (19.4%) reported a *decrease* in the percentage of applications rejected. This was mostly attributed to a decrease in inappropriate referrals.
- ⇒ Only one site reported an *increase* in the rejection rate – the *Churches of Christ Bribie Island Day Respite service (QLD #1233)*. This service had changed its criteria to exclude younger applicants and applicants without a carer.

Full details regarding changes in the rejection rate of applicants are shown in Table 18.

Common reasons given for rejecting applicants

The sites were also asked to outline the most common reasons that applicants were rejected by their service. These reasons are listed in Table 19.

The reason most commonly cited for rejecting applicants was an inability to accommodate care recipients with *complex and high level care needs*. The eleven sites (35.5%) which specified this reason had rejected

potential clients due to behavioural issues (e.g. severe aggression and excessive wandering), mobility issues (severe enough to require two staff to move or lift the care recipient), and other health issues which necessitated one-on-one support.

The second most common reason, cited by nine sites (29.0%), was a *failure to meet the inclusion criteria* for the service. Applicants had been excluded due to the age of the care recipient (too young), or due to their geographic location (i.e. living outside of the defined service area).

Other reasons given for rejecting applicants included transport issues, an inability of the service to meet the specific days or times requested by the carer, and the availability of a more appropriate service option for the carer and/or care recipient.

Table 18: Change in the percentage of applicants rejected, by Site

State	ID	Organisation and Project Name	Change	Comment
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	Decreased	
NSW	2939	Catholic Care of the Aged - Coinda Day Respite	Decreased	
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	About the same	We have not declined anyone since 2009
NSW	2941	Grand United (AURLS) - Constitution Hill Day Respite	About the same	
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	About the same	
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite	About the same	
NSW	2943	Warrigal Care - Day Respite	Decreased	No clients rejected since 2009. Service providers clear on criteria.
VIC	3838	Inner East Community Health Service - Caring Café	About the same	We have not had to reject any applicants, those making the referrals are making appropriate referrals who meet the criteria.
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	About the same	
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	About the same	
VIC	3834	Manningham Centre Association – Day Respite	About the same	
VIC	3837	Southern Cross Care Victoria – Ave Maria Day Respite	About the same	
VIC	3836	Southern Cross Care Victoria - Lynbrook Day Respite	About the same	
QLD	1231	Alzheimer's Association of Queensland - Garden City Day Respite	About the same	We reject very few applicants.
QLD	1233	Churches of Christ Queensland - Bribie Island Day Respite	Increased	Again the applicants too young or living alone who do not have a carer
QLD	1232	Spiritus - Bundaberg (Meilene) Day Respite	About the same	Only have ever rejected one care recipient due to being abusive and physically aggressive.
QLD	1232	Spiritus - Wide Bay (Kirami) Day Respite	About the same	Clients/recipients are appropriately assessed on admission, no-one has been rejected.

State	ID	Organisation and Project Name	Change	Comment
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	About the same	We do not reject any clients/care recipients as we are a high care program and this includes persons with dementia and challenging behaviours, also palliative care.
SA	1307	ECH Inc - Ross Robertson Day Respite	About the same	
SA	1305	Italian Benevolent Foundation SA – Benvenuti Day Respite	Decreased	no one is refused services at this stage
SA	1309	Resthaven - Hersey Cottage Day Respite	Decreased	General knowledge of the service provided has increased so inappropriate referrals has decreased.
SA	1306	Southern Cross Care SA Inc - Time Out	About the same	
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Eldercare Day Respite	About the same	
WA	793	City of Swan Aged Persons Trust – Morrison Lodge Day Respite	About the same	Our entry criteria are very flexible and we trial new clients before we refuse entry.
WA	788	Mandurah Retirement Village - Coolibah Centre Day Respite	About the same	
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	About the same	
TAS	369	Glenview Home Inc - Bisdee House Day Respite	About the same	
TAS	371	Karingal Care Services - Day Respite	About the same	
NT	237	Masonic Homes Inc - MHI Day Respite Service	About the same	
NT	238	United Church Frontier Services – Barkly / Pulkapulka Kari Respite, Tennant Creek	Decreased	
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	About the same	We are unable to accept young clients because it is an age inappropriate service.

Table 19: Common reasons for rejecting applications, by Site

State	ID	Organisation and Project Name	Comment
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	Complex and high level care needs with challenging behaviours, and out of service areas where transport cannot be arranged.
NSW	2939	Catholic Care of the Aged - Coinda Day Respite	Specific day not available
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	Not applicable
NSW	2941	Grand United (AURLS) - Constitution Hill Day Respite	We are not able to meet their high needs: eg, clients requiring one to one support due to their challenging behaviours
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	1. Carers not looking for this model of respite 2. Age of care recipient (i.e., too young).
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite	No applicants have been rejected for the program since December 2009.
NSW	2943	Warrigal Care - Day Respite	Too young.
VIC	3838	Inner East Community Health Service - Caring Café	
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	I have not rejected anyone - most applicants are suitable, however I give the prospective carer and client the option of spending a half-day with the program before they decide on committing to the program. Those who decide not to commit do so because they find the high percentage of dementia clients too challenging. Surprising the number of people with dementia who are in denial about their condition.
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	Care needs are too high, mobility issues and potential risk of falls,
VIC	3834	Manningham Centre Association – Day Respite	If applicants are higher functioning Excessive absconding and wandering - (have since secured the room)
VIC	3837	Southern Cross Care Victoria – Ave Maria Day Respite	Client exhibited severe aggressive behaviours placing other residents and staff at risk
VIC	3836	Southern Cross Care Victoria - Lynbrook Day Respite	Where the individual care needs exceed the provision of care the Facility can offer.
QLD	1231	Alzheimer's Association of Queensland - Garden City Day Respite	Not meeting the criteria of our funding agreement i.e. frail aged, person with dementia or not being in the right geographical area.
QLD	1233	Churches of Christ Queensland - Bribie Island Day Respite	As above
QLD	1232	Spiritus - Bundaberg (Meilene) Day Respite	Have never had to reject any care recipient, only had this one issue.
QLD	1232	Spiritus - Wide Bay (Kirami) Day Respite	If a recipient was causing risk to other recipients or staff, and had no interventions to accommodate the recipient.
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	
SA	1307	ECH Inc - Ross Robertson Day Respite	Under the age of 65. They are referred to other services
SA	1305	Italian Benevolent Foundation SA – Benvenuti Day Respite	NA
SA	1309	Resthaven - Hersey Cottage Day Respite	too high care needs eg 2 person lift, medical requirements inappropriate, equipment required

State	ID	Organisation and Project Name	Comment
SA	1306	Southern Cross Care SA Inc - Time Out	Clients requiring 2 or more staff for transferring (and or specialised equipment).
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Eldercare Day Respite	Clients that live outside the LGAs that this pilot covers.
WA	793	City of Swan Aged Persons Trust – Morrison Lodge Day Respite	The main reason for refusing entry would be due to behaviour that causes a disturbance and risk to other clients
WA	788	Mandurah Retirement Village - Coolibah Centre Day Respite	Haven't rejected anyone
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	Distance to travel to attend, greater than 40 k round trip
TAS	369	Glenview Home Inc - Bisdee House Day Respite	Younger people (below 65) with disabilities that are not age specific
TAS	371	Karingal Care Services - Day Respite	We have not had to reject any applicants recently. However some applicants have rejected the program due to them being uncomfortable with the Residential Aged Care facility environment - they express that they feel they are being groomed for permanent placement
NT	237	Masonic Homes Inc - MHI Day Respite Service	The only reason that an attendee was rejected was behavioural. This gentleman was a wanderer which was not appropriate in the RACF- i.e. going into residents' rooms, offices. A lot of individual time was required to distract client and return him to program which was affecting the service delivered to other participants.
NT	238	United Church Frontier Services – Barkly / Pulkapulka Kari Respite, Tennant Crk	If they are too young usually in the teens and younger.
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	Clients do not meet the age criteria.

4.2.6 SERVICE USAGE PATTERNS

Sites were asked to describe any changes in the ways that carers and care recipients used the day respite service, such as how often and how regularly they used the service. Eighteen sites (58.1%) had noticed a change towards *increasing use*, with carers using more days per week or more hours per day. There had also been increased demand at some sites for greater flexibility in, or extension to, the hours of day respite offered. The declining health of the carer or care recipient was one driver of those needs. Table 20 provides full details.

Table 20: Change in service usage patterns, by Site

State	ID	Organisation and Project Name	Change (Y/N)	Comment
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	Yes	Two clients increase the days of services from one day to two days.
NSW	2939	Catholic Care of the Aged - Cooinda Day Respite	Yes	Carers more aware of extended services and the ability to use other days if they have medical or other appointments.
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	No	
NSW	2941	Grand United (AURLS) - Constitution Hill Day Respite	No	
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	No	
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite	Yes	Participation has increased for some clients.
NSW	2943	Warrigal Care - Day Respite	No	
VIC	3838	Inner East Community Health Service - Caring Café	Yes	The Greek and Italian carers have felt they have failed their loved one by placing them in day respite and will only accept one day to start with but after a couple of visits and they see that their loved one is happy with us they will ask for up to 3 days of respite so they can sleep, and attend to their own health issues.
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	Yes	Three care recipients who previously attended for half-days now attend whole days.
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	Yes	Yes they expect us to be flexible to meet their needs, hours of operation etc
VIC	3834	Manningham Centre Association – Day Respite	Yes	Carers requesting all 3 days of respite. Have extended some care recipients to 3 days as Carers health declining. Frequently Carers requesting additional days especially earlier in the week. More flexible hours allowing Carers not to hurry back
VIC	3837	Southern Cross Care Victoria – Ave Maria Day Respite	No	
VIC	3836	Southern Cross Care Victoria - Lynbrook Day Respite	No	
QLD	1231	Alzheimer's Association of Queensland - Garden City Day Respite	Yes	There have been a number of carers who have asked to increase their usage of the service due to their carer burden, circumstances and the success and happiness of the client who attends.
QLD	1233	Churches of Christ Queensland - Bribie Island Day Respite	Yes	Increased number of days per week- which equals levels of stress from care recipient's higher needs
QLD	1232	Spiritus - Bundaberg (Meilene) Day Respite	Yes	Some carers and care recipients have increased their days of attendances.
QLD	1232	Spiritus - Wide Bay (Kirami) Day Respite	Yes	Some have increased the days of their attendance.
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	No	
SA	1307	ECH Inc - Ross Robertson Day Respite	Yes	Clients are starting to use the service on Saturdays more so the carers can play bowls.

State	ID	Organisation and Project Name	Change (Y/N)	Comment
SA	1305	Italian Benevolent Foundation SA – Benvenuti Day Respite	Yes	Carers use the service regularly and extended hours
SA	1309	Resthaven - Hersey Cottage Day Respite	No	
SA	1306	Southern Cross Care SA Inc - Time Out	No	
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Respite	Yes	Increased frequency of attendance by care recipients to 2 days weekly from one day.
WA	793	City of Swan Aged Persons Trust – Morrison Lodge Day Respite	Yes	For longer hours
WA	788	Mandurah Retirement Village - Coolibah Centre Day Respite	No	
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	No	
TAS	369	Glenview Home Inc - Bisdee House Day Respite	Yes	More carers using Bisdee are using it to enable them to continue to work
TAS	371	Karingal Care Services - Day Respite	Yes	Two clients/carers have not wanted to participate in the program fully but have valued the community outings and the emotional support
NT	237	Masonic Homes Inc - MHI Day Respite Service	No	
NT	238	United Church Frontier Services – Barkly / Pulkapulkka Kari Respite, Tennant Creek	No	
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	Yes	The carer recipients are now staying longer eg 6.5 hours per day of attendance.

4.2.7 REASONS FOR EXIT

The reasons leading to exit from the service were reported to have remained *relatively unchanged* in 2010 for most of the sites.

Of the 7 sites (22.6%) which did report a change (see Table 21), *increasing care needs leading to entry to permanent residential care* appeared to have become an even more common outcome for care recipients. Some sites had also noticed an increase in the number of clients who passed away.

Table 21: Change in reasons for exit, by Site

State	ID	Organisation and Project Name	Change (Y/N)	Comment
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	No	
NSW	2939	Catholic Care of the Aged - Cooina Day Respite	Yes	Those exiting are going straight into permanent residential aged care
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	No	
NSW	2941	Grand United (AURLS) - Constitution Hill Day Respite	No	
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	No	
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite	No	
NSW	2943	Warrigal Care - Day Respite	Yes	Three clients with dementia progressed to a level we could no longer manage. After informing the families they all transitioned to residential care. Two were palliative and left when not well enough to continue to come to the service. Both died soon after.
VIC	3838	Inner East Community Health Service - Caring Café	Yes	Clients exit from the program because they go into permanent residential care, most of the clients have gone into high level care whereas last year clients went into low care and more clients have passed away.
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	No	
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	No	
VIC	3834	Manningham Centre Association – Day Respite	Yes	Entered an Aged Care facility Death
VIC	3837	Southern Cross Care Victoria – Ave Maria Day Respite	No	
VIC	3836	Southern Cross Care Victoria - Lynbrook Day Respite	No	
QLD	1231	Alzheimer's Association of Queensland - Garden City Day Respite	No	
QLD	1233	Churches of Christ Queensland - Bribie Island Day Respite	Yes	Quicker turnover into permanent care
QLD	1232	Spiritus - Bundaberg (Meilene) Day Respite	No	
QLD	1232	Spiritus - Wide Bay (Kirami) Day Respite	No	
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	Yes	More have become unwell and gone into hospital and deceased.
SA	1307	ECH Inc - Ross Robertson Day Respite	Yes	Most clients have become residents at Ross Robertson Memorial Care Centre
SA	1305	Italian Benevolent Foundation SA – Benvenuti Day Respite	No	
SA	1309	Resthaven - Hersey Cottage Day Respite	No	
SA	1306	Southern Cross Care SA Inc - Time Out	No	

State	ID	Organisation and Project Name	Change (Y/N)	Comment
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Respite	No	
WA	793	City of Swan Aged Persons Trust – Morrison Lodge Day Respite	No	
WA	788	Mandurah Retirement Village - Coolibah Centre Day Respite	No	
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	No	
TAS	369	Glenview Home Inc - Bisdee House Day Respite	No	
TAS	371	Karingal Care Services - Day Respite	No	
NT	237	Masonic Homes Inc - MHI Day Respite Service	No	
NT	238	United Church Frontier Services – Barkly / Pulkapulkka Kari Respite, Tennant Creek	No	
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	No	

4.3 CHANGES IN STAFFING AND RESOURCES

4.3.1 STAFF EMPLOYED BY THE DAY RESPITE SERVICE

Approximately a third of all sites (11 sites, 35.5%) reported changes in the number and/or types of staff employed by their service. Almost all of those changes had involved an *increase* in staff numbers, driven by an increase in overall demand for the service as well as a greater need to address the high level care needs of attendees – see Table 22. The only sites reporting a *decrease* in staffing were *Catholic HealthCare’s Warnervale Wellness Centre (NSW #2940)*, which no longer had RN resources dedicated to its day respite service, and *ACH Group Inc’s Perry Park Riverview Day Respite (SA #1308)*, which had experienced a slight reduction in staffing due to funding changes.

Table 22: Change in the staffing of the day respite service, by Site

State	ID	Organisation and Project Name	Change (Y/N)	Comment
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	No	
NSW	2939	Catholic Care of the Aged - Cooina Day Respite	Yes	CSE x 1 increased 5 hours per week
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	Yes	We no longer have an RN working within the centre however we have access to RN's through the residential facility.
NSW	2941	Grand United (AURLS) - Constitution Hill Day Respite	No	
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	No	
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite	No	
NSW	2943	Warrigal Care - Day Respite	Yes	We have increased staff to eight. However in total the same number of hours are being worked.
VIC	3838	Inner East Community Health Service - Caring Café	Yes	We have employed a team leader and Intake worker and we now have at least 3 personal care workers (cert 3) every day that work from 9.00am to 5.00pm. Some of the personal care staff also do shifts in SEPH therefore they know the clients and residents. This works really well when clients come in on weekends and stay late of an evening they know the staff and the staff know them. There are now 2 part time kitchen hands that assist in the preparation of the meals in the residential facility and do the dishes in the caring cafe. We have up to 2 International students from Cambridge International College doing their community work placement hours. The students assist in facilitating activities. This is ongoing so that as students complete their hours another student starts.
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	No	
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	No	
VIC	3834	Manningham Centre Association – Day Respite	No	
VIC	3837	Southern Cross Care Victoria – Ave Maria Day Respite	No	
VIC	3836	Southern Cross Care Victoria - Lynbrook Day Respite	No	
QLD	1231	Alzheimer's Association of Queensland - Garden City Day Respite	Yes	We have a 4 day a week Activities Coordinator and recently changed the management structure to link in more with the Residential Care facility so we have a Director of Care overseeing the services with a Coordinator overseeing the day to day management and reporting to the DOC.
QLD	1233	Churches of Christ Queensland - Bribie Island Day Respite	No	
QLD	1232	Spiritus - Bundaberg (Meilene) Day Respite	Yes	Due to the increase of care recipients.

State	ID	Organisation and Project Name	Change (Y/N)	Comment
QLD	1232	Spiritus - Wide Bay (Kirami) Day Respite	Yes	We have had to increase the number of staff to accommodate the recipients needs
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	Yes	One of our full time staff has been required to take a day off/or transfer to another program for one day per week due to lack of funding and the relief staff on half day a week when we have a challenging care recipient has had her shift cancelled.
SA	1307	ECH Inc - Ross Robertson Day Respite	No	
SA	1305	Italian Benevolent Foundation SA – Benvenuti Day Respite	Yes	increased due to high level needs
SA	1309	Resthaven - Hersey Cottage Day Respite	No	
SA	1306	Southern Cross Care SA Inc - Time Out	No	
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Respite	No	
WA	793	City of Swan Aged Persons Trust – Morrison Lodge Day Respite	Yes	We are employing staff that are flexible with hours and have the clients' needs as priority.
WA	788	Mandurah Retirement Village - Coolibah Centre Day Respite	No	
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	No	
TAS	369	Glenview Home Inc - Bisdee House Day Respite	No	
TAS	371	Karingal Care Services - Day Respite	No	
NT	237	Masonic Homes Inc - MHI Day Respite Service	No	
NT	238	United Church Frontier Services – Barkly / Pulkapulka Kari Respite, Tennant Creek	No	
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	Yes	We now have Perm Part time Activities Officer, PPT Support Worker Monday & Friday, Perm Co-ordinator and Day Respite SW when required on busy days.

4.3.2 AMOUNT OF UNFUNDED SUPPORT PROVIDED BY OTHER STAFF WITHIN THE RACF

Eight sites (25.8%) reported a change in the amount of unfunded support that was provided to the DDR service by other staff within the Residential Aged Care Facility (RACF). These changes involved additional support from RACF-funded staff from a range of disciplines/services, such as clinical staff, managerial staff, occupational therapists, mobility assessors, information technology staff, activity/lifestyle officers and maintenance staff. For details of the changes at each site, see Table 23.

Table 23: Change in the amount of unfunded support provided by other staff within the RACF, by Site

State	ID	Organisation and Project Name	Change (Y/N)	Comment
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	No	
NSW	2939	Catholic Care of the Aged - Cooina Day Respite	Yes	Emotional support to carers by other care staff
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	Yes	Increased cooperation with staff within the residential - shared activities, shared knowledge and training
NSW	2941	Grand United (AURLS) - Constitution Hill Day Respite	No	
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	No	
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite	No	
NSW	2943	Warrigal Care - Day Respite	Yes	The mobility officer is doing more client assessments for safe entry and exit off the bus.
VIC	3838	Inner East Community Health Service - Caring Café	Yes	The support from the lifestyle staff at SEPH has meant the activities calendar incorporates the interests of the residents and clients that attend the Caring cafe every day. Large group activities are facilitated by experienced and qualified staff. The maintenance staff have repaired equipment and made changes to the environment ie painting, repairs
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	Yes	We have a regular volunteer for 2-5 hours both days. It helps to set up activities and to assist carers to go on walks with clients in the garden etc.
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	No	
VIC	3834	Manningham Centre Association – Day Respite	No	
VIC	3837	Southern Cross Care Victoria – Ave Maria Day Respite	No	
VIC	3836	Southern Cross Care Victoria - Lynbrook Day Respite	No	
QLD	1231	Alzheimer's Association of Queensland - Garden City Day Respite	No	
QLD	1233	Churches of Christ Queensland - Bribie Island Day Respite	Yes	More cooperation from clinical staff
QLD	1232	Spiritus - Bundaberg (Meilene) Day Respite	No	
QLD	1232	Spiritus - Wide Bay (Kirami) Day Respite	No	
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	No	
SA	1307	ECH Inc - Ross Robertson Day Respite	No	
SA	1305	Italian Benevolent Foundation SA – Benvenuti Day Respite	No	
SA	1309	Resthaven - Hersey Cottage Day Respite	No	

State	ID	Organisation and Project Name	Change (Y/N)	Comment
SA	1306	Southern Cross Care SA Inc - Time Out	Yes	Additional management, Occupational Therapist, Information Technology, Maintenance as required.
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Respite	No	
WA	793	City of Swan Aged Persons Trust – Morrison Lodge Day Respite	No	
WA	788	Mandurah Retirement Village - Coolibah Centre Day Respite	No	
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	No	
TAS	369	Glenview Home Inc - Bisdee House Day Respite	No	
TAS	371	Karingal Care Services - Day Respite	No	
NT	237	Masonic Homes Inc - MHI Day Respite Service	No	
NT	238	United Church Frontier Services – Barkly / Pulkapulka Kari Respite, Tennant Creek	No	
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	Yes	Use of laundry facilities, and maintenance on needs basis.

4.3.3 CHANGES IN OTHER RESOURCES

The sites were also asked to indicate any changes which had occurred in other resources, such as financial, accommodation and equipment resources, provided by the Residential Aged Care Facility (RACF) towards the operation of the DDR service. Thirteen sites (41.9%) reported changes in these areas, mainly involving the *provision of additional infrastructure* to better meet the high care needs of care recipients attending the service. For example, RACFs had funded the establishment of secure fencing to ensure the safety of clients with dementia, the development of gardens and outdoor areas, and the construction of purpose-built bathroom facilities. The purchase or sharing of furniture and equipment had also occurred.

A number of sites also indicated that there had generally been *greater cooperation* during 2010 between the day respite service and the Residential Aged Care Facility as a whole, which had manifested in a greater sharing of resources and a more streamlined transition from day care to permanent residential care. Sites where the sharing of resources had been reduced, e.g. *Jewish Care Victoria's Stepping Out service (VIC #3839)*, described difficulties caused by this change in arrangements.

For further details regarding these changes, see Table 24.

Table 24: Change in other resources provided by the RACF towards the operation of the day respite service, by Site

State	ID	Organisation and Project Name	Change (Y/N)	Comment
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Comms	No	
NSW	2939	Catholic Care of the Aged - Cooina Day Respite	No	
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	No	
NSW	2941	Grand United (AURLS) - Constitution Hill Day Respite	No	
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	No	
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite	No	
NSW	2943	Warrigal Care - Day Respite	Yes	We have fenced an area off the external side doors to our room and established a garden/outdoor area.
VIC	3838	Inner East Community Health Service - Caring Café	Yes	To accommodate the changing needs of clients we have manipulated the environment to have a quiet room for resting, Drs visits, beauty therapy. We used excess furniture from the residential facility (chairs, tables, bookcases, activities equipment). We have used their standing machine, portable ramp (wheelchair access), continuous oxygen machine we use the RACF's wheelchair access bus and car for collecting clients. The medication mgmt system was adopted to manage our clients' medication. The <i>Manad</i> system purchased for the resi is being used to write care plans, progress notes, monitor activity involvement and attendance.
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	Yes	Have shared equipment with the Resi facility activity group until recently – it has now moved to another location in the building. This has made it difficult for us to access equipment, resulting in us recommending purchase of extra equipment for our own use.
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	No	
VIC	3834	Manningham Centre Association – Day Respite	Yes	Care recipients from day respite program have 'Priority' when circumstances change and a Nursing Home is required. (as C/Rs familiar to Nursing Home environment)
VIC	3837	Southern Cross Care Victoria – Ave Maria Day Respite	No	
VIC	3836	Southern Cross Care Victoria - Lynbrook Day Respite	Yes	There has been a purpose built disabled bathroom to support 2 clients whose home facilities are not adequate to meet their needs.
QLD	1231	Alzheimer's Association of Queensland - Garden City Day Respite	Yes	Whilst no changes have been made yet we are currently exploring options such as laundry being done at the Residential Care facility rather than the centre and meals being brought over at dinner time. This has not been implemented as yet. Also it was decided for safety reasons to install a secure fence around the centre. Clients still have access to the Residential Care facility however this is facilitated by staff now due to safety concerns for those clients that wander.

State	ID	Organisation and Project Name	Change (Y/N)	Comment
QLD	1233	Churches of Christ Queensland - Bribie Island Day Respite	Yes	Greater recognition of the day respite program being itself, a valuable resource and integral part of our greater service so therefore responding by making their resources more freely available with more cooperation and flow between services
QLD	1232	Spiritus - Bundaberg (Meilene) Day Respite	No	
QLD	1232	Spiritus - Wide Bay (Kirami) Day Respite	No	
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	Yes	We continue to pay rent to the residential facility for the day program. There has been an improvement in the day program being able to transition care recipients into residential respite. Day program staff continue to be required to carry out the following tasks such as clean venue daily, cook, personal care and facilitate individuals.
SA	1307	ECH Inc - Ross Robertson Day Respite	No	
SA	1305	Italian Benevolent Foundation SA – Benvenuti Day Respite	No	
SA	1309	Resthaven - Hersey Cottage Day Respite	No	
SA	1306	Southern Cross Care SA Inc - Time Out	Yes	Additional resources predominantly the building and grounds, Food supplies, stationary etc.
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Respite	Yes	Access to memory support unit as previously stated.
WA	793	City of Swan Aged Persons Trust – Morrison Lodge Day Respite	Yes	Facilities are used by Day Respite clients at our Residential Aged Care facility.
WA	788	Mandurah Retirement Village - Coolibah Centre Day Respite	No	
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	Yes	The purchase of new equipment and furniture
TAS	369	Glenview Home Inc - Bisdee House Day Respite	No	
TAS	371	Karingal Care Services - Day Respite	Yes	As this program is now managed offsite by Baptcare Orana the changes have not technically been provided by the RACF. However, one-off funding during the previous six months has enabled increased community participation due to providing meals vouchers and access passes which would normally have been prohibitive costs.
NT	237	Masonic Homes Inc - MHI Day Respite Service	No	
NT	238	United Church Frontier Services – Barkly / Pulkapulka Kari Respite, Tennant Creek	No	
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	No	

4.4 OTHER INFORMATION RELEVANT TO THE EVALUATION

The sites were given a final opportunity to describe any other changes that had occurred in their DDR service during 2010, and to provide any other information that they considered relevant to the Evaluation. These details are compiled together in Table 25. Sites which did not provide any additional information have been omitted from that table.

Specific changes which had occurred in 2010 but which had not been reported previously included improvements in sites' wheelchair accessibility, the purchase of additional furniture, and the establishment of carer support groups.

In terms of more general comments, overall there were positive feelings expressed by the sites regarding the role of their DDR service within the local community. Coordinators/Managers took pride in the responsiveness of their service to the unique needs and demands of carers and care recipients, and there had clearly been significant efforts made in collaborating with other community care services in the local area.

There appeared to be a general attitude across these organisations which embraced quality, safety and continuous improvement in service delivery. A few of the sites had even undertaken or commissioned their own internal surveys and evaluations, which reportedly had shown that clients were satisfied with the DDR service but had some suggestions for improvement.

A number of the sites mentioned the advantages associated with locating a day respite service within a RACF, such as the easing of clients' transition to residential care, and the sharing of staff resources.

Upskilling staff with the required competencies was an ongoing focus for some sites. Professional development activities offered to staff included training in managing conditions such as dementia, challenging behaviours, medication management, and other specific health issues or emergencies. Training in Montessori principles was also mentioned.

Some sites mentioned barriers to the effective running of the DDR service, such as high rates of cancellations and the lack of special equipment such as hoists. Access due to distance and transport difficulties was also a barrier for some clients, particularly those living in rural areas.

Table 25: Other changes and additional information which Sites considered to be relevant to the Evaluation

State	ID	Organisation and Project Name	Comment
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	The service was widely promoted to the public through information sessions on dementia, newspaper articles and Chinese radio channels, and through word-of-mouth of carers. Referrals were received from service providers and ACATs as the service was promoted through regional network meetings. This resulted in the increase in number of clients to fill up all the vacancies and a waiting list. Coordinator and workers attended external trainings and conference on dementia to keep the knowledge and skills update. ANHF has established partnership with the Australian-Korean Welfare Association (AKWA), to provide half day dementia respite day care service for the Korean community in So Wai Centre starting November 2009. There are 6 clients using the service at the moment. ANHF provides full support and mentor the Korean worker at the setting up process and implementation of programs. Totally there are 19 volunteers involve in the daily operation of respite day care. They received proper training on dementia and are closely supervised by coordinator and workers.
NSW	2939	Catholic Care of the Aged - Cooinda Day Respite	With ongoing promotion we would hope to be able to have 100% places filled in the next two months and review places per week in 2011 if statistical data identifies increase in number of carer/ recipients wishing to access service in this rural area.
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	We have renovated a bathroom to accommodation clients who have personal care needs and who have mobility issues...this was funded by NRCP one off funds. We have installed an external wheelchair accessible gardening table. We believe that our centre can be used as a model of best practice for the delivery of person centred care. Our facility and resources are of an exceptional standard and offer carers and care recipient the best possible care at all times. Our staff are supported in key areas of learning and development to ensure high standard of service delivery.
NSW	2941	Grand United (AURLS) - Constitution Hill Day Respite	We have an increased number of Younger Onset Dementia clients being referred.
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	We contracted our own independent evaluation of the service by Elton Consulting. This was completed in November 2009. We have sent copies to both the Department of Health and Ageing and yourselves. We strongly recommend that you review this evaluation and incorporate the findings as much as possible in your own final report. <i>(Note from Evaluators: Done)</i>
NSW	2943	Warrigal Care - Day Respite	We are grateful for the opportunity to offer this service in our community. A recent client survey indicates clients are very happy with the activities. They especially commented on the caring and respectful approach of the staff. We are very proud of the service we provide and of the personal development and achievements of the clients witnessed over time.

State	ID	Organisation and Project Name	Comment
VIC	3838	Inner East Community Health Service - Caring Café	<p>Other changes we will be making to the environment is remodelling the toilets to be more functional for clients and including a shower. We bought 4 reclining chairs for clients to rest in at any time of the day, they can do this in the quiet room or in the sitting area.</p> <p>More carers have used the overnight residential respite once they have seen how their loved one has settled into the day respite program. Carers have requested a Saturday or Sunday when they have had commitments knowing their loved one will be cared for in a familiar environment with staff who know them. Carers often request more respite hours once the client has settled into the routine of attending and we have been able to accommodate. Our hours of delivery are flexible to meet the needs of individual carers and clients, this is shown in the numbers of respite hours we provide monthly which is on average 1,100hours of centre based respite. Residents and Clients have socially benefitted from the program new friendships have developed, a larger variety of different activities and outings are offered to both residents and clients.</p>
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	<p>High Care recipients attending the program have increased. Behaviours in some clients have decreased resulting in extra care needs and impacts on carers' workloads.</p>
VIC	3834	Manningham Centre Association – Day Respite	<p>Carers find 'Friendship' group extremely valuable. (Quote from carer: Interacting with other carers with similar problems, providing emotional support with problems they are facing. The program is a source of valuable information. Sharing ideas; the training sessions on various topics (which Carers request) really beneficial.</p> <p>Carers continually state "they wouldn't be able to manage full time caring for their loved one, if they didn't have a break; as there are no places for clients with 'high care, complex needs who still live in the community. Quarterly NEWSLETTER keeping carers and nursing home staff up to date with news of program</p>
QLD	1231	Alzheimer's Association of Queensland - Garden City Day Respite	<p>The centre is very successful in providing positive outcomes for clients. The co-location of the Centre with the Residential Care facility has provided a unique model that has clear advantages of other services we operate i.e. access to an RN or EEN has provided a flexible and responsive service for those that require medication or medical attention beyond the level of an AIN or Respite Assistant for instance those clients who are insulin dependent. The sharing of other resources such as activity programs and events has provided positive outcomes for both sites. It is an innovative and well received service within the community. We receive a lot of positive feedback from both the clients themselves and their carers.</p>
QLD	1233	Churches of Christ Queensland - Bribie Island Day Respite	<p>The carers/clients are becoming to see the day respite program in the context of the whole residential facility.</p> <p>I feel, the Day Respite In residential Program is a natural fit for a residential setting providing a friendly front door to the facility and a more client focussed and holistic care model which facilitates a measured, nearly case managed and carefully supported transition through the levels of care preventing the usual resource costly crisis driven admission into residential care.</p>

State	ID	Organisation and Project Name	Comment
QLD	1232	Spiritus - Bundaberg (Meilene) Day Respite	Feedback from the carers show how the transition, from day respite to residential respite(couple of weeks stay in a facility) to permanent placement, has just made this so much easier for the carer and the recipient. The familiar environment and staff makes their life less stressful during this hard time in their life.
QLD	1232	Spiritus - Wide Bay (Kirami) Day Respite	The NRCP Program has been a wonderful transition for the client/recipients process towards permanent placement in a RACF. Provides them with a sense of reassurance and support. And making this time less stressful, and also the familiar faces of staff and others. As there is a shortage of Day Respite Centres available in the Wide Bay.
SA	1307	ECH Inc - Ross Robertson Day Respite	Staff have become trained further in Dementia care due to increased numbers of clients with Dementia Absences has continued to affect the statistics, as these spaces are booked but clients cancel due to being in Hospital, residential respite or they just don't feel well. Average cancellations for 2009 were 21.5 per month. So far this year we are averaging 20 client cancellation per month.
SA	1309	Resthaven - Hersey Cottage Day Respite	Staff are matched to clients on certain days to ensure that appropriate supervision for individual needs is met. Some clients needs one to one intense supervision and support. Training has been targeted to the specific needs of participants eg dementia and challenging behaviours, medication management, swallowing and choking management, leisure and lifestyle workshops.
SA	1306	Southern Cross Care SA Inc - Time Out	Focus Groups for Carers where feedback has indicated that the program is meeting Carer and Client needs. This feedback has been used to further enhance the service. Myrtle Cottage also invited Dr Cameron Camp (Director of Research & Product Development, Hearthstone Alzheimer's Care) to spend some time with the staff and clients reviewing the application of Montessori Principles. Feedback was positive with some suggestions around incorporating intergenerational activities.
WA	793	City of Swan Aged Persons Trust – Morrison Lodge Day Respite	Our service continues to be well received and we are providing a service that supports the primary carer in maintaining the care recipient at home.
TAS	371	Karingal Care Services - Day Respite	A greater level of acceptance by RACF staff has fostered a far more positive environment with greater integration. For those clients who have had to exit the program and go into permanent care or who have required RACF respite the transition has been so much easier as where possible they have selected this RACF where they are already somewhat familiar with staff and residents as well as the environment. Therefore once clients/carers are engaged with the program and overcome the barrier of being in a RACF they are able to appreciate the benefits further along in their journey as needs increase
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	The number of Dr appointments and Centrelink enquiries that the care recipients need have increased. Day Respite staff have met this need. This in effect demonstrates that clients are being care for in a more responsible manner and the Carers are being offered a respite from responsibility of meeting these needs. The Day Respite Service needs a car-mounted wheelchair/passenger hoist. This would enable us to cater for more client outings/services. This would save time and limit the amount of injuries that may occur to staff and clients.

Evaluation of the Demonstration Day Respite Program: Changes to your service in 2010

Introduction

This online form is designed to collect information from the Coordinators/Managers of programs participating in the *Demonstration Day Respite in Residential Aged Care Facilities Initiative* regarding any **changes that have occurred in their day respite program since the end of 2009**.

Your participation is very important. It will allow the Evaluation Team to use up-to-date information about your service when drawing conclusions about the program.

There are a total of **25 questions** for you to answer about how your day respite program has changed during 2010, compared to how it was operating at the end of December 2009. You will need to allow yourself around **15 minutes** to complete the form, depending on the length of your answers.

This online form is **secure and encrypted**. You will need to **complete the form in one sitting**, as for security reasons you will be unable to edit your form again later.

If you require further information or assistance, please email Naomi Guiver at the Australian Institute for Social Research at naomi.guiver@adelaide.edu.au.

To begin using the form, please click on the "Next" button below.

Your location

In which State/Territory is your day respite service located?

- NSW
- Vic
- Qld
- SA
- WA
- Tas
- NT

NOTE: The sequencing (skip logic) which takes users from this page to their State-specific page is embedded within the online code and therefore cannot be seen here.

Depending on the State selected on the previous page, each respondent is skipped to the relevant State-specific page, as follows.

Facilities in NSW

Which day respite program are you reporting on? (Please select one)

- Australian Nursing Home Foundation - Dementia Day Respite for Carers of SE Asian Communities (So Wai) (Burwood NSW)
- Catholic Care of the Aged - Coinda Day Respite (Singleton NSW)
- Catholic HealthCare - Warnervale Wellness Centre Day Respite (Hamlyn Terrace NSW)
- Grand United Property Trust (AURLS) - Constitution Hill Wellness and Respite Day Care Centre (Northmead NSW)
- Our Lady of Consolation Aged Care Services - Day Respite Wellness Service (Rooty Hill NSW)
- Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite (Walcha NSW)
- Warrigal Care - Day Respite (Goulburn NSW)

Facilities in Vic

Which day respite program are you reporting on? (Please select one)

- Inner East Community Health Service - Day Respite, The Caring Café / Sir Eric Pearce House (Richmond VIC)
- Jewish Care Victoria - Stepping Out Day Respite (Melbourne VIC)
- Lyndoch Warrnambool Inc - Homestead Day Stay Respite (Warrnambool VIC)
- Manningham Centre Association Inc - Guest Day Respite Service (Doncaster VIC)
- Southern Cross Care Victoria - Ave Maria Village Day Respite Program (Shepparton VIC)
- Southern Cross Care Victoria - Lynbrook Respite Care (Lynbrook VIC)

Facilities in Qld

Which day respite program are you reporting on? (Please select one)

- Alzheimer's Association of Qld - Garden City Retirement Home Day Respite Service (Upper Mount Gravatt QLD)
- Churches of Christ Queensland - Bribie Island Retirement Village Day Respite Program (Bongaree QLD)
- Spiritus - Wide Bay (Kirami) & Bundaberg (Meilene) Day Respite Services (Point Vernon and Bundaberg QLD)

Facilities in SA

Which day respite program are you reporting on? (Please select one)

- ACH Group Inc - Perry Park Day Respite Service (Port Noarlunga SA)
- ECH Inc - Ross Robertson Day Respite Service (Victor Harbor SA)
- Italian Benevolent Foundation SA Inc - Benvenuti Day Respite Service (Renown Park SA)
- Resthaven - Hersey Cottage Day Respite Service (Marion SA)
- Southern Cross Care SA Inc - Time Out Day Respite (Myrtle Bank SA)

Facilities in WA

Which day respite program are you reporting on? (Please select one)

- Aged Care Services Australia Inc, St Ives Group - St Ives Eldercare Day Respite Options (Myaree WA)
- City of Swan Aged Persons Trust Inc - Morrison Lodge's Hamersley House Day Respite Service (Midland WA)
- Mandurah Retirement Village Inc - Coolibah Day Centre (Mandurah WA)
- Uniting Church Homes Inc - Bethavon Day Respite (Northam WA)

Facilities in Tas

Which day respite program are you reporting on? (*Please select one*)

- Glenview Home Inc - Bisdee House Day Respite Centre (Glenorchy TAS)
- Karingal Care Services - Carer Support Day Respite Service (Devonport TAS)

Facilities in NT

Which day respite program are you reporting on? (*Please select one*)

- Masonic Homes Inc - Day Respite (Tiwi NT)
- United Church Frontier Services - Community Care Barkly (Pulkapulka Kari) Day Respite (Tennant Creek NT)
- United Church Frontier Services - Rocky Ridge Day Respite (Katherine NT)

General operations

The following questions ask about any general changes that have occurred this year in how your day respite service operates. You may need to *scroll down* to see all of the questions.

1. How have the operating days and/or hours of your day respite service changed since December 2009?

- Operating days/hours have *increased*
- Operating days/hours have remained about the same
- Operating days/hours have *decreased*

Comments (e.g. reasons for any change):

2. Has the specialist focus of your day respite service changed since December 2009?

- No
- Yes (please specify what the changes have been)

3. Have there been any changes in the inclusion/exclusion criteria for entry to your program?

- No
- Yes (please specify what the changes have been)

4. How have the fees charged to clients for day respite changed since December 2009?

- The fees have *increased*
- The fees are about the same
- The fees have *decreased*

Comments (e.g. reasons for any change)

Transport offered to day respite clients

5. Have there been any changes in the transport offered to clients of the day respite service?

- Not applicable (we have never offered transport)
- No change
- Yes, there have been changes (please specify what the changes have been)

6. How have the fees for transport changed since December 2009?

- Not applicable (we do not currently offer transport)
- The fees have *increased*
- The fees are about the same
- The fees have *decreased*

Comments (e.g. reasons for any change)

Activities and services offered

7. Have there been any changes in the types of activities offered to day respite care recipients?

- No
- Yes (please specify what the changes have been)

8. How has the total amount of time spent on activities changed for day respite care recipients?

- We now spend *more* time on activities
- The time spent on activities is about the same
- We now spend *less* time on activities

Comments (e.g. reasons for any change)

9. Have there been any changes in the range of other services offered to clients of the day respite service?

- No
- Yes (please specify what the changes have been)

Assessments and Care Plans

10. Have there been any changes to your assessment processes?

No

Yes (please specify what the changes have been)

11. Have there been any changes to your practices regarding Care Plans, including reviews of care?

No

Yes (please specify what the changes have been)

Vacancies and waiting list

12. How has the number of vacant places in the program changed since December 2009?

- There are *fewer* vacant places now
- There is about the same number of vacant places
- There are *more* vacant places now

Comments (e.g. reasons for any change)

13. How has the waiting list for the program changed since December 2009?

- There are *fewer* people on the waiting list now
- There is about the same number on the waiting list
- There are *more* people on the waiting list now

Comments (e.g. reasons for any change)

Enquiries and applicants

14. Have there been any changes in how potential clients hear about, or are referred to, your program?

- No
- Yes (please specify what the changes have been)

15. How has the number of general enquiries received from the public about the day respite program changed since 2009?

- The number of enquiries has *increased*
- The number of enquiries is about the same
- The number of enquiries has *decreased*

Comments (e.g. reasons for any change)

16. How has the number of people applying to use the day respite service changed since 2009?

- The number of applicants has *increased*
- The number of applicants is about the same
- The number of applicants has *decreased*

Comments (e.g. reasons for any change)

17. Of all the people who apply to use the day respite service, how has the percentage of applicants that are rejected (e.g. due to not meeting the entry criteria) changed since 2009?

- The percentage of applicants that we reject has *decreased*
- We reject about the same percentage of applicants
- The percentage of applicants that we reject has *increased*

Comments (e.g. reasons for any change)

18. What are the most common reasons that applicants are rejected?

Profile of applicants and consumers

19. Has the profile of the carers/care recipients who apply to your day respite program changed this year?
(e.g. age, gender, language/culture, care needs, location, personal circumstances)

- No
- Yes (please specify what the changes have been)

20. Has the profile of the carers/care recipients who use your day respite program changed this year?
(e.g. age, gender, language/culture, care needs, location, personal circumstances)

- No
- Yes (please specify what the changes have been)

21. Overall, have the ways that carers/care recipients use the day respite service changed this year?
(e.g. how often and how regularly they use the service)

- No
- Yes (please specify what the changes have been)

22. Have the reasons that clients exit the service changed this year?

- No
- Yes (please specify what the changes have been)

Staffing and resources

23. Have there been any changes in the number and types of staff employed by the day respite service?

No

Yes (please specify what the changes have been)

24. Have there been any changes in the amount of unfunded support provided to the day respite service by other staff within the Residential Aged Care Facility?

No

Yes (please specify what the changes have been)

25. To the best of your knowledge, have there been any changes to the resources (e.g. financial, accommodation, equipment) provided by the Residential Aged Care Facility towards the operation of the day respite service?

No

Yes (please specify what the changes have been)

Other changes and comments

Please list any other changes to your day respite service that you think may be relevant for the Evaluation:

If there are any other comments you wish to make, please use the space below

Thank you for taking the time to complete this form.

Your participation will help us to gain an up to date picture of the day respite services across Australia.

If you would like any further information about this collection or the evaluation,
please email Naomi Guiver at naomi.guiver@adelaide.edu.au.