

AUSTRALIAN INSTITUTE FOR SOCIAL RESEARCH

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

ACCOMPANYING REPORT 9: FINAL ANALYSIS OF SERVICE
ACTIVITY REPORTS (SARs), 2008/09 AND 2009/10

REPORT PREPARED FOR:

THE DEPARTMENT OF HEALTH AND AGEING
RESPITE FOR CARERS SECTION, OFFICE FOR AN AGEING AUSTRALIA,
AGEING AND AGED CARE DIVISION

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1 INTRODUCTION

This report presents the final analysis of SARs (Service Activities Reports) for 2008/09 and 2009/10, undertaken for the Evaluation of the Demonstration Day Respite in Residential Care Facilities Initiative. Every 6 and 12 months (financial years) each participating project is required to submit a SAR to the Department of Health and Ageing (DoHA), as part of their ongoing reporting requirements. The data presented in this report comes from two sources:

- a) Spreadsheets containing the main SARs items for each financial year, compiled by DoHA and forwarded to us. We received the 2008/09 spreadsheet in February 2010, and the 2009/10 spreadsheet in October 2010.
- b) The actual paper forms submitted by each project for 2008/09 and 2009/10. These were provided to us gradually by DoHA throughout the months of July to November 2010.

The paper forms served a two-fold purpose in this analysis – a source against which we could **validate and correct** any apparent inconsistencies in the data, and a source from which we could **extract additional items** of interest to the Evaluation.

2 METHODS

2.1 DATA VALIDATION AND AMENDMENT

The issue of data inconsistencies and missing data had been highlighted in our previous analysis of 2007/08 and 2008/09 SARs (see Report titled *Analysis of Services Activities Report (SAR) data – 2007/08 and 2008/09*, dated 22 March 2010). These data quality problems had reduced the reliability of the results from that previous analysis. Therefore we sought the opportunity to undertake data validation as part of our *final* SAR analysis, in order to produce results of sufficient reliability to guide DoHA's decision making processes.

The data validation process involved using the paper forms to identify and correct errors in the 2008/09 and 2009/10 data. Initial checking revealed a wide range of both systematic and one-off data entry errors and omissions as well as form-completion errors. Therefore we undertook to validate *every entry* in the DoHA spreadsheets.

This process revealed the 2008/09 data for fifteen projects contained at least one error, and the 2009/10 data for eighteen projects contained at least one error. For many of the projects affected, the data contained multiple errors. If not revised, analysis of this data would have led to misleading results across most domains of the SAR, including key items of interest such as the number of respite hours delivered, the number of carers and care recipients receiving a service, and the demographic profile of care recipients.

This report presents a *revised* analysis of the 2008/09 data using our amended version of that dataset, as well as an analysis of the amended 2009/10 data and comparisons between the two financial years. Therefore this analysis **supercedes** the previous analysis reported in the report *Analysis of Services Activities Report (SAR) data – 2007/08 and 2008/09*, dated 22 March 2010.

Data for 2007/08 was *not* revised due to the lack of availability of those paper forms, and the fact that most projects did not operate for that full financial year.

Despite our considerable efforts in validating the data, note that the accuracy of the SAR information could only be guaranteed 100% if it were possible to confirm that the paper forms provided to us contained a true representation of service activity in 2008/09 and 2009/10. This would only be achievable via an extensive audit of the actual administrative data kept in-house by each project. Therefore it should be noted that **there may well be other errors in the data of which we are unaware**. However our corrected datasets are much more internally consistent than the original datasets, and relate well to our other sources of data, so we can have some confidence in the results. The results from this analysis are as reliable as we are able to achieve with the information made available to us.

2.2 EXTRACTION OF ADDITIONAL ITEMS

There are many fields in the SARs which are not entered into the Department's spreadsheets. Naturally, the Department only enters what they consider to be the *main* SAR data items. Therefore much of the information provided by the Day Respite Demonstration projects via their SARs is not readily accessible for analysis.

In order to obtain additional information of importance to the Evaluation, we identified additional SARs items of interest and entered that data from the paper forms for 2008/09 and 2009/10. Those additional items are outlined below.

Firstly, two items regarding **funding** were entered from Part B of the SARs in response to interest from the Department regarding actual delivery of respite hours versus funded respite hours –

Part B: Achievements

Total number of respite hours <i>funded</i>
Reasons for significant variations in delivery from funding agreement (text field)

Seven items regarding **exits** were entered to provide a key source of information regarding exit destinations (the other sources being the Evaluation's Site Data Round 1 and the Client Pathways Survey) –

Part E: Service Exit

No. admitted to full time residential care – High care
No. admitted to full time residential care – Low care
No. referred to another service provider
No. moved from area
No. deceased
No. who exited for other reasons
Other reasons (text field)

Finally, four items from the **complaints** section were entered to provide another source of information about the number and types of complaints made by day respite clients (the other sources being our Surveys of Carers, Care Workers and Coordinators/Managers undertaken in 2009) –

Part L: Complaints
Types of complaints made (text field)
No. of complaints received in the last 12 months
Percentage of complaints which relate to systemic issues
No. of complaints relating to systemic issues that have been <i>resolved</i> in the last 12 months.

After the data was entered from the SARs forms it was validated by another member of the Evaluation team and finalised for analysis.

3.1 SERVICE DELIVERY

3.1.1 TOTAL NUMBER OF CARERS, CARE RECIPIENTS AND HOURS

According to the SARs, the total number of *primary carers* assisted by the Demonstration Day Respite program rose from 1,262 in 2008/09 to 1,427 in 2009/10, an increase of 13.1%.

Similarly, the total number of *care recipients* who attended a day respite service increased by 14.6% from 1,246 in 2008/09 to 1,428 in 2009/10.

Reflecting the increased client base, the total number of *respite hours delivered* increased from 252,788 in 2008/09 to 338,302 in 2009/10, an increase of 33.8%.

3.1.2 LEVEL OF SERVICE DELIVERY IN 2009/10, BY PROJECT

In order to gain a picture of the current level of service delivery for each project, two main items of information are relevant – the number of *hours of respite* that the project delivered in 2009/10, and the total number of *care recipients* who received a service from the project in 2009/10.

The relative size of each project in terms of *respite hours delivered in 2009/10* is shown in Table 1, and the relative size of each project in terms of the number of *care recipients who received a service in 2009/10* is shown in Table 2.

In terms of *respite hours delivered*, the top three projects each provided more than 25,000 hours of respite in 2009/10 –

- *Grand United (AURLS) Constitution Hill Respite (NSW #2941)*,
- *Italian Benevolent Foundation SA's Benvenuti program (SA #1305)*, and
- *Southern Cross Care SA's Time Out program (SA #1306)*.

Together the respite hours delivered by those three projects comprised nearly a quarter (24%) of all respite hours delivered under the Initiative in 2009/10.

These projects were followed closely by *Glenview Home Inc's Bisdee House Day Respite program (TAS #369)*, *Alzheimer's Association of Qld's Garden City Respite (QLD #1231)* and *City of Swan Aged Persons Trust's Morrison Lodge service (WA #793)*, which each delivered more than 22,000 hours of respite in 2009/10.

The top three projects in terms of the *number of care recipients receiving a service* were –

- *Glenview Home's Bisdee House Day Respite (Tas #369)*,
- *Lyndoch Warrnambool Inc's Homestead Day Stay program (Vic #3835)*, and
- *Southern Cross Care SA's Time Out program (SA #1306)*.

Each of those projects provided a service to more than 80 care recipients in 2009/10, and together they accounted for 25% of all care recipients receiving a service through the Initiative.

Other fairly large projects in terms of number of care recipients (over 60 care recipients) were *Grand United (AURLS) Constitution Hill Respite (NSW #2941)*, *Our Lady of Consolation's Day Respite (NSW #2942)*, *Alzheimer's Association of Qld's Garden City Respite (QLD #1231)* and *Catholic HealthCare's Warnervale Wellness Centre (NSW #2940)*.

Due to differences in how each project operates, there is no direct relationship between the number of respite hours delivered by a project and the number of care recipients receiving a service.

Table 1: Projects ranked by number of hours of respite delivered in 2009/10

Rank	State	ID	Organisation and Project Name	No. hours of respite delivered 2009/10
1	NSW	2941	Grand United (AURLS) - Constitution Hill Respite	30,428
2	SA	1305	Italian Benevolent Foundation SA Inc – Benvenuti	26,527
3	SA	1306	Southern Cross Care SA Inc - Time Out	25,074
4	TAS	369	Glenview Home Inc - Bisdee House Day Respite	24,001
5	QLD	1231	Alzheimer's Association of Qld - Garden City Respite	22,832
6	WA	793	City of Swan Aged Persons Trust - Morrison Lodge	22,798
7	QLD	1233	Churches of Christ Queensland - Bribie Island Respite	16,546
8	NSW	2943	Warrigal Care - Day Respite	15,798
9	VIC	3838	Inner East Community Health Service - Caring Café	13,413
10	NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	11,000
11	QLD	1232	Spiritus - Wide Bay (Kirami) & Bundaberg (Meilene) Day Respite Services	10,521
12	SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	10,416
13	VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	9,972
14	NT	239	United Church Frontier Services - Rocky Ridge Day Respite	9,749
15	NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	8,396
16	WA	788	Mandurah Retirement Village Inc - Coolibah Centre	8,290
17	NT	238	United Church Frontier Services – Barkly / Pulkapulka Kari Day Respite, Tennant Creek	7,827
18	VIC	3836	Southern Cross Care Victoria - Lynbrook Respite Care	6,645
19	NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite Service	6,190
20	VIC	3834	Manningham Centre Association Inc - Day Respite	6,018
21	NT	237	Masonic Homes Inc - MHI Respite Service	5,992
22	VIC	3837	Southern Cross Care Victoria - Ave Maria Day Respite	5,732
23	SA	1307	ECH Inc - Ross Robertson Day Respite	5,519
24	VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	4,900
25	SA	1309	Resthaven - Hersey Cottage Respite Service	4,776
26	WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Eldercare	4,569
27	TAS	371	Karingal Care Services - Day Respite	4,043
28	WA	792	Uniting Church Homes Inc - Bethavon Day Respite	3,615
29	NSW	2939	Catholic Care of the Aged - Cooina Day Respite	3,463
30	NSW	2942	Our Lady of Consolation Aged Care - Day Respite	3,252

Table 2: Projects ranked by number of care recipients receiving a service in 2009/10

Rank	State	ID	Organisation and Project Name	No. care recipients 2009/10	No. carers 2009/10
1	TAS	369	Glenview Home Inc - Bisdee House Day Respite	170	166
2	VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	104	104
3	SA	1306	Southern Cross Care SA Inc - Time Out	84	84
4	NSW	2941	Grand United (AURLS) - Constitution Hill Respite	74	74
5	NSW	2942	Our Lady of Consolation Aged Care - Day Respite	67	65
6	QLD	1231	Alzheimer's Association of Qld - Garden City Respite	66	66
7	NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	64	65
8	QLD	1232	Spiritus - Wide Bay (Kirami) & Bundaberg (Meilene) Day Respite Services	56	56
9	WA	793	City of Swan Aged Persons Trust - Morrison Lodge	55	55
10	NSW	2943	Warrigal Care - Day Respite	55	55
11	QLD	1233	Churches of Christ Queensland - Bribie Island Respite	48	50
12	VIC	3838	Inner East Community Health Service - Caring Café	43	43
13	NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	43	43
14	SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	42	42
15	SA	1305	Italian Benevolent Foundation SA Inc – Benvenuti	41	41
16	WA	788	Mandurah Retirement Village Inc - Coolibah Centre	38	38
17	WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Eldercare	38	45
18	SA	1309	Resthaven - Hersey Cottage Respite Service	35	34
19	TAS	371	Karingal Care Services - Day Respite	34	34
20	NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite Service	33	29
21	VIC	3834	Manningham Centre Association Inc - Day Respite	33	33
22	NT	239	United Church Frontier Services - Rocky Ridge Day Respite	32	32
23	VIC	3836	Southern Cross Care Victoria - Lynbrook Respite Care	30	30
24	SA	1307	ECH Inc - Ross Robertson Day Respite	25	25
25	VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	24	24
26	NT	237	Masonic Homes Inc - MHI Respite Service	23	23
27	VIC	3837	Southern Cross Care Victoria - Ave Maria Day Respite	22	22
28	NSW	2939	Catholic Care of the Aged - Coinda Day Respite	20	20
29	NT	238	United Church Frontier Services – Barkly / Pulkapulkka Kari Day Respite, Tennant Creek	15	15
30	WA	792	Uniting Church Homes Inc - Bethavon Day Respite	14	14

3.1.3 CHANGE IN SERVICE DELIVERY BETWEEN 2008/09 AND 2009/10, BY PROJECT

Almost all of the individual projects showed an increase in the number of respite hours they delivered in 2009/10 compared with 2008/09. Full details of the changes between 2008/09 and 2009/10 in terms of the number of carers, care recipients and respite hours delivered by each project, is presented in Table 3.

The project showing the *greatest growth* between 2008/09 and 2009/10 was *Southern Cross Care (SA) Inc's Time Out program (Project #1306)*, where the number of carers and care recipients rose from 36 to 84, and the number of respite hours delivered increased dramatically from 1,080 to 25,074. Perusal of the SARs submitted for this project indicated that this large increase was mainly due to a delay in program rollout – the project had not operated for the full 2008/09 year.

Other services which had more than doubled the number of respite hours they delivered were *ECH Inc's Ross Robertson Day Respite (SA #1307)* and *Warrigal Care's Day Respite program (NSW # 2943)*. ECH Inc indicated that in 2008/09 they had many cancellations due to illness etc, and Warrigal Care indicated that their service did not commence until October 2008.

Four projects reported a *decrease* in the number of respite hours they delivered in 2009/10 compared with 2008/09. The largest decrease in the number of respite hours delivered occurred at *Uniting Church Homes' Bethavon Day Respite (WA #792)*. While the number of carers and care recipients had remained constant, they reported that emergency respite hours delivered in 2008/09 meant that when their operation returned to normal in 2009/10 there was a corresponding decrease in hours.

Additional information relevant to changes in service delivery between 2008/09 and 2009/10 is provided in *Section 3.3*.

Table 3: Number of care recipients receiving a day respite service, by Project, 2008/09 and 2009/10

State	ID	Organisation and Project Name	No. of care recipients			No. of carers			No. hours of respite delivered		
			2008/09	2009/10	% change	2008/09	2009/10	% change	2008/09	2009/10	% change
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	37	43	16.2%	37	43	16.2%	5,775	8,396	45.4%
NSW	2939	Catholic Care of the Aged - Cooina Day Respite	19	20	5.3%	19	20	5.3%	2,464	3,463	40.5%
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	86	64	-25.6%	86	65	-24.4%	10,162	11,000	8.2%
NSW	2941	Grand United (AURLS) - Constitution Hill Respite	75	74	-1.3%	75	74	-1.3%	21,092	30,428	44.3%
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	64	67	4.7%	64	65	1.6%	2,080	3,252	56.3%
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite Service	37	33	-10.8%	27	29	7.4%	4,186	6,190	47.9%
NSW	2943	Warrigal Care - Day Respite	38	55	44.7%	38	55	44.7%	6,479	15,798	143.8%
VIC	3838	Inner East Community Health Service - Caring Café	39	43	10.3%	39	43	10.3%	10,945	13,413	22.5%
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	28	24	-14.3%	28	24	-14.3%	3,035	4,900	61.4%
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	45	104	131.1%	75	104	38.7%	8,726	9,972	14.3%
VIC	3834	Manningham Centre Association Inc - Day Respite	31	33	6.5%	31	33	6.5%	4,466	6,018	34.7%

State	ID	Organisation and Project Name	No. of care recipients			No. of carers			No. hours of respite delivered		
			2008/09	2009/10	% change	2008/09	2009/10	% change	2008/09	2009/10	% change
VIC	3837	Southern Cross Care Victoria - Ave Maria Day Respite	23	22	-4.3%	23	22	-4.3%	4,731	5,732	21.2%
VIC	3836	Southern Cross Care Victoria - Lynbrook Respite Care	22	30	36.4%	22	30	36.4%	5,350	6,645	24.2%
QLD	1231	Alzheimer's Association of Qld - Garden City Respite	74	66	-10.8%	74	66	-10.8%	18,021	22,832	26.7%
QLD	1233	Churches of Christ Queensland - Bribie Island Respite	50	48	-4.0%	49	50	2.0%	15,867	16,546	4.3%
QLD	1232	Spiritus - Wide Bay (Kirami) & Bundaberg (Meilene) Day Respite Services	28	56	100.0%	28	56	100.0%	7,060	10,521	49.0%
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	48	42	-12.5%	48	42	-12.5%	12,388	10,416	-15.9%
SA	1307	ECH Inc - Ross Robertson Day Respite	16	25	56.3%	16	25	56.3%	1,872	5,519	194.8%
SA	1305	Italian Benevolent Foundation SA Inc – Benvenuti	35	41	17.1%	35	41	17.1%	36,510	26,527	-27.3%
SA	1309	Resthaven - Hersey Cottage Respite Service	38	35	-7.9%	38	34	-10.5%	3,502	4,776	36.4%
SA	1306	Southern Cross Care SA Inc - Time Out	36	84	133.3%	36	84	133.3%	1,080	25,074	2221.7%
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Eldercare	48	38	-20.8%	55	45	-18.2%	4,374	4,569	4.5%
WA	793	City of Swan Aged Persons Trust - Morrison Lodge	64	55	-14.1%	63	55	-12.7%	15,105	22,798	50.9%

State	ID	Organisation and Project Name	No. of care recipients			No. of carers			No. hours of respite delivered		
			2008/09	2009/10	% change	2008/09	2009/10	% change	2008/09	2009/10	% change
WA	788	Mandurah Retirement Village Inc - Coolibah Centre	33	38	15.2%	33	38	15.2%	9,562	8,290	-13.3%
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	15	14	-6.7%	15	14	-6.7%	6,899	3,615	-47.6%
TAS	369	Glenview Home Inc - Bisdee House Day Respite	131	170	29.8%	125	166	32.8%	14,300	24,001	67.8%
TAS	371	Karingal Care Services - Day Respite	21	34	61.9%	21	34	61.9%	2,155	4,043	87.6%
NT	237	Masonic Homes Inc - MHI Respite Service	22	3	4.5%	21	23	9.5%	3,976	5,992	50.7%
NT	238	United Church Frontier Services – Barkly / Pulkapulka Kari Day Respite, Tennant Creek	14	15	7.1%	14	15	7.1%	4,225	7,827	85.3%
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	29	32	10.3%	27	32	18.5%	6,401	9,749	52.3%
TOTAL ALL PROJECTS			1,246	1,428	14.6%	1,262	1,427	13.1%	252,788	338,302	33.8%

3.2 AVERAGE NUMBER OF RESPITE HOURS DELIVERED PER CARER

Calculating the *average number of respite hours delivered per carer* is one way to quantify the extent of respite support provided to individual carers through the Initiative.

For the program overall, carers received an average of 200 hours of respite support from the day respite program during 2008/09 and an average of 237 hours during 2009/10, an increase of 18.5%. This is equivalent to an average of 3.9 hours per carer per week in 2008/09 and 4.6 hours per carer per week in 2009/10.

We know from other data collected for the Evaluation that the day respite projects differ substantially in terms of the number of hours they operate per week, the number of days per week that individual care recipients are encouraged to attend, and the extent of respite required by their target client base. These differences are reflected in the average number of respite hours delivered per carer across projects – see Table 4.

Services which provided the highest average number of respite hours per carer in 2009/10 were the *Italian Benevolent Foundation Benvenuti program (SA #1305)* with an average of 647 hours per carer (the equivalent of 12.4 hours per week), and the *United Church Frontier Service Barkly/Pulkapulka Kari Day Respite program (NT # 238)* with an average of 522 hours per carer (the equivalent of 10.0 hours per week).

The project with the lowest average respite hours per carer in 2009/10 was also the smallest service operating in 2009/10 in terms of total respite hours delivered – *Our Lady of Consolation Aged Care's Day Respite program (NSW #2942)*. This project delivered an average of only 50 hours per carer in 2009/10. However this should be viewed in light of the fact that the demand for this service is exceeding its funded capacity (see *Section 3.4.2*), and therefore limiting the number of respite hours that can be accessed by each individual carer would be an important strategy in coping with this excess demand.

Twenty three of the thirty projects had delivered a greater number of respite hours per carer in 2009/10 compared with 2008/09. The increase or decrease in the number of respite hours per carer delivered by each project was mostly related to a change in the total number of respite hours that they delivered, rather than the total number of carers using the service (see *Section 3.1.3*).

Table 4: Projects ranked by the average number of respite hours delivered per carer in 2009/10

Rank	State	ID	Organisation and Project Name	Average no. of respite hours delivered per carer		
				2008/09	2009/10	%Change
1	SA	1305	Italian Benevolent Foundation SA Inc – Benvenuti	1043	647	-38.0%
2	NT	238	United Church Frontier Services – Barkly / Pulkapulka Kari Day Respite, Tennant Creek	302	522	72.8%
3	WA	793	City of Swan Aged Persons Trust - Morrison Lodge	240	415	72.9%
4	NSW	2941	Grand United (AURLS) - Constitution Hill Respite	281	411	46.3%
5	QLD	1231	Alzheimer's Association of Qld - Garden City Respite	244	346	41.8%
6	QLD	1233	Churches of Christ Queensland - Bribe Island Respite	324	331	2.2%
7	VIC	3838	Inner East Community Health Service - Caring Café	281	312	11.0%
8	NT	239	United Church Frontier Services - Rocky Ridge Respite	237	305	28.7%
9	SA	1306	Southern Cross Care SA Inc - Time Out	30	299	896.7%
10	NSW	2943	Warrigal Care - Day Respite	171	287	67.8%
11	VIC	3837	Southern Cross Care Victoria - Ave Maria Day Respite	206	261	26.7%
12	NT	237	Masonic Homes Inc - MHI Respite Service	189	261	38.1%
13	WA	792	Uniting Church Homes Inc - Bethavon Day Respite	460	258	-43.9%
14	SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	258	248	-3.9%
15	VIC	3836	Southern Cross Care Victoria - Lynbrook Respite Care	243	222	-8.6%
16	SA	1307	ECH Inc - Ross Robertson Day Respite	117	221	88.9%
17	WA	788	Mandurah Retirement Village Inc - Coolibah Centre	290	218	-24.8%
18	NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite Service	155	213	37.4%
19	VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	108	204	88.9%
20	NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	156	195	25.0%
21	QLD	1232	Spiritus - Wide Bay (Kirami) & Bundaberg (Meilene) Day Respite Services	252	188	-25.4%
22	VIC	3834	Manningham Centre Association Inc - Day Respite	144	182	26.4%
23	NSW	2939	Catholic Care of the Aged - Coinda Day Respite	130	173	33.1%
24	NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	118	169	43.2%
25	TAS	369	Glenview Home Inc - Bisdee House Day Respite	114	145	27.2%
26	SA	1309	Resthaven - Hersey Cottage Respite Service	92	140	52.2%
27	TAS	371	Karingal Care Services - Day Respite	103	119	15.5%
28	WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Eldercare	80	102	27.5%
29	VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	116	96	-17.2%
30	NSW	2942	Our Lady of Consolation Aged Care - Day Respite	33	50	51.5%
ALL PROJECTS				200	237	18.5%

3.3 UNUSED SERVICE CAPACITY – RESPITE HOURS FUNDED VERSUS DELIVERED

Each project receives an agreed amount of funding each financial year to cover the delivery of a certain number of respite hours. The difference between the number of *funded respite hours* and the *number of respite hours actually delivered* can be seen as a measure of unused (or over-used) capacity in a service. In order to examine this, we entered additional data from each project's 2008/09 and 2009/10 SARs – the number of *funded* respite hours for their service, and any reasons they gave for significant variation between the funded hours and the actual hours delivered.

An indicator of unused/overused capacity was defined as the proportion of funded respite hours that were actually delivered, i.e. calculated as *hours delivered as a proportion of hours funded*.

For the program as a whole, the proportion of funded hours that were actually delivered rose from 38% in 2008/09 to 51% in 2009/10. This suggests that while the number of respite hours delivered increased by about a third between 2008/09 and 2009/10 (see also *Section 3.1.1*), it appears that around 49% of the stated capacity is still unused and therefore there is scope for substantial growth in the program.

The unused/overused capacity of each project in 2009/10 is summarised in Table 5. Eight projects reported delivering *more respite hours than they were funded for (overuse)* – three projects from Victoria, two projects from NT, and one project each from NSW, Queensland and WA. The greatest overuse was reported by *United Church Frontier Services' Barkly / Pulkapulka Kari Day Respite* at Tennant Creek (NT #238), which indicated that more than twice its funded respite hours had been delivered. This is a service where all clients attend for full days and the majority of clients attend seven days a week.

Eleven of the projects reported that they had delivered between 50% and 100% of their funded hours in 2009/10, and ten projects reported that they delivered less than 50% of their funded hours. The data for one project was too unreliable to be reported.

It is important to examine these results in the context of the reasons given by projects for any significant underuse/overuse of their service. These details are presented on a State-by-State basis in *Table 6 through to Table 12*. To summarise the main results, the projects with the greatest **unused capacity** in 2009/10 were:

- *Warrigal Care's Day Respite (NSW #2943)* – operating at only 19% of capacity in terms of respite hours delivered. They commented that they are reducing their operating hours to better match actual client demand (see Table 6).
- *Mandurah Retirement Village Inc's Coolibah Centre (WA #788)* – also operating at 19% capacity, due in part to a large number of carers exiting the service (see Table 10).
- *Italian Benevolent Foundation SA Inc's Benvenuti (SA #1305)* – operating at 27% of capacity in terms of respite hours delivered, due to the need to provide one-on-one support for many of their care recipients due to high care needs (see Table 9).
- *Resthaven's Hersey Cottage Respite Service (SA #1309)* – also operating at 27% of capacity, due at least in part to the carers choosing to access part-days rather than full days of respite, although they do note that the funded hours they reported represent their opening hours rather than hours available for service delivery (see Table 9).

Common reasons cited by projects regarding discrepancies between hours funded and hours delivered were:

- a mismatch between their initial expectations of demand and the actual needs of eligible carers and care recipients in their community (either higher or lower demand) – e.g. the number of respite hours per day required by carers and/or appropriate for care recipients, and the level of demand for early morning, evening and weekend respite;
- high client turnover and frequent cancellations, e.g. due to the poor health of care recipients;
- high-need care recipients requiring one-on-one support, e.g. due to frailty, dementia and/or challenging behaviours; and
- carers accessing other forms of respite (e.g. overnight, residential).

It is clear that the profile of the care recipients attending each individual service can have a substantial impact on the number of respite hours that can be delivered by that project. For example, projects with a large proportion of “high need” care recipients (e.g. care recipients with dementia and challenging behaviours, or other significant health problems) will generally be unable to deliver as many respite hours in total as projects with a lower care recipient need profile, due to the greater level of staffing required to manage high need care recipients and the higher rate of cancellations and exits. Therefore **the profile of care recipients (Section 3.6.) should be taken into account when assessing overall project performance.**

It is also important to note that almost all of the individual projects, including two of the projects identified as showing the greatest underuse, did demonstrate growth between 2008/09 and 2009/10 in terms of the proportion of funded hours that they actually delivered. While many projects clearly faced unexpected challenges in establishing and running their service, it appears that over time these issues are being addressed.

Table 5: Projects ranked by service capacity used (hours delivered as a proportion of hours funded) in 2009/10

Rank	State	ID	Organisation and Project Name¹	Hours delivered as a % of hours funded 2009/10
1	NT	238	United Church Frontier Svcs – Barkly/Pulkapulka Kari Day Respite, TennantCk	251%
2	NT	239	United Church Frontier Services - Rocky Ridge Day Respite	162%
3	VIC	3836	Southern Cross Care Victoria - Lynbrook Respite Care	152%
4	NSW	2942	Our Lady of Consolation Aged Care - Day Respite	151%
5	VIC	3837	Southern Cross Care Victoria - Ave Maria Day Respite	131%
6	QLD	1231	Alzheimer's Association of Qld - Garden City Respite	125%
7	VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	120%
8	WA	793	City of Swan Aged Persons Trust - Morrison Lodge	106%
9	VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	100%
10	WA	792	Uniting Church Homes Inc - Bethavon Day Respite	99%
11	SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	94%
12	NSW	2939	Catholic Care of the Aged - Coinda Day Respite	82%
13	VIC	3834	Manningham Centre Association Inc - Day Respite	67%
14	NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities	62%
15	QLD	1233	Churches of Christ Queensland - Bribie Island Respite	62%
16	NSW	2941	Grand United (AURLS) - Constitution Hill Respite	61%
17	NT	237	Masonic Homes Inc - MHI Respite Service	60%
18	SA	1306	Southern Cross Care SA Inc - Time Out	55%
19	SA	1307	ECH Inc - Ross Robertson Day Respite	53%
20	NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite	46%
21	WA	791	Aged Care Services Aust Inc, St Ives Group – Avalon Apts & St Ives Eldercare	45%
22	QLD	1232	Spiritus - Wide Bay (Kirami) & Bundaberg (Meilene) Day Respite Services	43%
23	NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	42%
24	TAS	371	Karingal Care Services - Day Respite	39%
25	TAS	369	Glenview Home Inc - Bisdee House Day Respite	32%
26	SA	1305	Italian Benevolent Foundation SA Inc – Benvenuti	27%
27	SA	1309	Resthaven - Hersey Cottage Respite Service	27%
28	NSW	2943	Warrigal Care - Day Respite	19%
29	WA	788	Mandurah Retirement Village Inc - Coolibah Centre	19%

¹ Project 3838 (Inner East Community Health Service – Caring Cafe) has been omitted from this table as the total number of funded respite hours appears to have been reported incorrectly by that project.

Table 6: Respite hours delivered by NSW projects as a proportion of hours funded, 2008/09 and 2009/10

State	ID	Organisation & Project	2008/09		2009/10	
			Hours delivered as a % of hours funded	Reasons given for significant variation	Hours delivered as a % of hours funded	Reasons given for significant variation
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	21%	Delayed start of the 4-days-per-week service (service initially commenced at 2 days per week); some care recipients attended for half-days or part days; cancellations.	62%	Actual hours were less than planned due to public holidays, cancellations and care recipients attending for half-days or short days.
NSW	2939	Catholic Care of the Aged - Coinda Day Respite	58%	Vacancies.	82%	Full occupancy not yet reached.
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	39%	Actual respite need of carers was different to that originally assumed; carers require up to 12 hours of respite but are accessing it over two days rather than one.	42%	Other day centres in the area are also low on numbers.
NSW	2941	Grand United (AURLS) - Constitution Hill Respite	43%	High client turnover due to complex comorbidities and frail aged clients; an average of 25% cancellations.	61%	High turnover of clients due to complex comorbidities and frail aged clients.
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	96%		151%	
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite Service	27%	Client recruitment slower than anticipated (rural area, stigma); completion and therefore occupancy of day respite building was delayed until late Dec 2008 (prior to that the service ran from within the existing facility); staffing an issue (rural/remote location).	46%	Service numbers have grown, however not significantly despite ongoing promotion of the program. Many recipients attend the program very infrequently rather than regularly. Hours delivered continue to be impacted by cancellations.
NSW	2943	Warrigal Care - Day Respite	8%	Actual service delivery commenced October 2008; funded hours per day were longer than what was actually required by clients; less demand for weekends than anticipated; proposed model of 30 clients per day was an overestimate – realistic maximum found to be 15 per day.	19%	Operating hours have been reduced to better meet actual client demand. Also, original estimate of how many clients could attend per day has been revised downward due to constraints on space (ie. 15-20 clients per day, not the original estimate of 30).

Table 7: Respite hours delivered by VIC projects as a proportion of hours funded, 2008/09 and 2009/10

State	ID	Organisation & Project	2008/09		2009/10	
			Hours delivered as a % of hours funded	Reasons given for significant variation	Hours delivered as a % of hours funded	Reasons given for significant variation
VIC	3838	Inner East Community Health Service - Caring Café	651%	Working carers in particular require more than one day per week and also require extended hours.	798%	<i>[NB. We suspect that the total number of respite hours funded has been reported incorrectly for both 2008-9 and 2009-10.]</i>
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	61%	In a pilot phase in 2008/09; closure of the program on Public and Jewish holidays and closure for 3 days due to a gastroenteritis outbreak in the facility had a significant impact on the number of respite hours delivered.	100%	
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	105%		120%	Operating hours have increased - now Monday to Friday.
VIC	3834	Manningham Centre Association Inc - Day Respite	50%	Still building up the client base and being recognised by the community; carers choose shorter respite days than what is offered; cancellations (illness/hospitalisation of frail high care clients); use of residential respite.	67%	High turnover of High Care care recipients; hospitalisation for longer periods due to care recipients' frailty; care recipients attending residential respite and/or going into transitional care; care recipients attending residential respite; cancellations.
VIC	3837	Southern Cross Care Victoria - Ave Maria Day Respite	108%	Often carers require more than one day of respite and book this as part of an ongoing plan – the number of hours delivered therefore exceeded funded hours.	131%	Due to demand, the number of hours delivered has continued to exceed funded hours.
VIC	3836	Southern Cross Care Victoria - Lynbrook Respite Care	122%	Number of hours exceeded expectations due to a growth in number of carers seeking support.	152%	Number of carers seeking support has continued to exceed expectations.

Table 8: Respite hours delivered by QLD projects as a proportion of hours funded, 2008/09 and 2009/10

State	ID	Organisation & Project	2008/09		2009/10	
			Hours delivered as a % of hours funded	Reasons given for significant variation	Hours delivered as a % of hours funded	Reasons given for significant variation
QLD	1231	Alzheimer's Association of Qld - Garden City Respite	99%		125%	High demand.
QLD	1233	Churches of Christ Queensland - Bribie Island Respite	60%		62%	
QLD	1232	Spiritus - Wide Bay (Kirami) & Bundaberg (Meilene) Day Respite Services	29%	"...significantly underdelivering due to an issue with the service delivery model targets set up at the beginning of the financial year."	43%	Significantly under-delivered in July-December 2009, but improved greatly from January 2010. It is estimated that next quarter (Jul-Sep 2010) the target will be met.

Table 9: Respite hours delivered by SA projects as a proportion of hours funded, 2008/09 and 2009/10

State	ID	Organisation & Project	2008/09		2009/10	
			Hours delivered as a % of hours funded	Reasons given for significant variation	Hours delivered as a % of hours funded	Reasons given for significant variation
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	112%	Demand for service was greater than allocated hours.	94%	Clients spending half days.
SA	1307	ECH Inc - Ross Robertson Day Respite	18%	Ten clients exited; many cancellations due to illness, hospitalisation, residential respite, etc.	53%	Clients attending for shorter days than anticipated; vacant places (average 8.5 per week); cancellations (average 5 per week).
SA	1305	Italian Benevolent Foundation SA Inc – Benvenuti	37%	Care recipient numbers fluctuated due to admissions to permanent care; care recipients have higher care needs than anticipated requiring one-on-one care for some.	27%	Care recipient needs continue to increase, and several clients are needing one to one support.
SA	1309	Resthaven - Hersey Cottage Respite Service	20%	Contract reflects opening hours rather than stated anticipated respite hours; carers do not need the full range of hours available, but access parts of each day which suit their needs.	27%	Funded hours reflect opening hours rather than actual respite hours. Carers are accessing part-days (3-4 hours) rather than full days.
SA	1306	Southern Cross Care SA Inc - Time Out	2%	Program rollout was delayed, however program was reaching near capacity on several days per week in by mid 2009.	55%	High number of people with significant challenging behaviours and/or requiring a high level of support. Therefore the prediction that we would service 16-18 people per day has not been viable - can currently assist 12-15 people per day.

Table 10: Respite hours delivered by WA projects as a proportion of hours funded, 2008/09 and 2009/10

State	ID	Organisation & Project	2008/09		2009/10	
			Hours delivered as a % of hours funded	Reasons given for significant variation	Hours delivered as a % of hours funded	Reasons given for significant variation
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Eldercare	43%	Little demand for early morning, late evening or Saturday respite support; a high number of service hours held up with recipients on hold over absences; staff changes.	45%	High level care and special needs recipients (comprising 80% of all care recipients) impact on care recipient numbers. Availability of transport is also an issue. Little demand for early morning, late evening and Saturday services.
WA	793	City of Swan Aged Persons Trust - Morrison Lodge	70%	Actual client need is for on average 6-8 hours of the funded 12 hours per day.	106%	
WA	788	Mandurah Retirement Village Inc - Coolibah Centre	22%	Weekends are an issue.	19%	Large number have exited from the service (25 carers).
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	190%	Emergency respite hours increased the hours delivered.	99%	

Table 11: Respite hours delivered by TAS projects as a proportion of hours funded, 2008/09 and 2009/10

State	ID	Organisation & Project	2008/09		2009/10	
			Hours delivered as a % of hours funded	Reasons given for significant variation	Hours delivered as a % of hours funded	Reasons given for significant variation
TAS	369	Glenview Home Inc - Bisdee House Day Respite	19%	Program was slow to start as reaching the market (carers) was much more difficult than anticipated.	32%	
TAS	371	Karingal Care Services - Day Respite	37%	Stigma about attending a 'nursing home'; care recipients were transitional with varying health needs and some entering permanent care.	39%	The uncertainty surrounding funding for our state funded Overnight Respite centre has negatively impacted all of our programs (perceived lack of security of tenure). The program location (within RACF) negatively impacts access to the program - care recipients and/or carers are reluctant to accept the environs.

Table 12: Respite hours delivered by NT projects as a proportion of hours funded, 2008/09 and 2009/10

State	ID	Organisation & Project	2008/09		2009/10	
			Hours delivered as a % of hours funded	Reasons given for significant variation	Hours delivered as a % of hours funded	Reasons given for significant variation
NT	237	Masonic Homes Inc - MHI Respite Service	40%	Saturday respite not utilised due mainly to transport issues; staffing issues leading to uncertainty in advertising.	60%	
NT	238	United Church Frontier Services – Barkly / Pulkapulka Kari Day Respite, Tennant Creek	135%	All clients attended for full days and 75% were coming in seven days a week.	251%	
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	213%	The local population is transient, some clients stay for over 12 hours; there is a great need for day respite as Rocky Ridge is the only provider of this service in town; some days they have more than our funded number of clients. <i>[NB. Note that the funded hours in 2008-9 was half that for 2009-10 - the service may have only started half way through 2008-9.]</i>	162%	Demand was greater than funding.

3.4 WAITING LISTS

3.4.1 LENGTH OF WAITING LISTS

At 30 June 2009 there were only 28 carers on waiting lists for the program as a whole. By 30 June 2010 this had more than doubled to 67, an increase of 139.3%.

Only 6 projects had a waiting list at 30 June 2009, with the longest waiting list at that time comprising 17 carers at the *Inner East Community Health Service's Caring Café (VIC #3838)*. One year later (30 June 2010) 10 projects had a waiting list, the longest being 18 carers at *Our Lady of Consolation Aged Care's Day Respite service (NSW #2942)*.

3.4.2 UNMET NEED (I.E. WAITING LIST AND OPERATING BEYOND FUNDED CAPACITY)

In order to accurately assess which services had the greatest *unmet need*, the data on waiting lists was combined with the data on service capacity (Section 3.3). Based on this information (see Table 13), it appears that the greatest level of unmet need in 2009/10 occurred at:

- *Our Lady of Consolation Aged Care's Day Respite service (NSW #2942)* – with a waiting list of 18 carers as at 30 June 2010 and delivering 151% of its funded respite hours in 2009/10;
- *Alzheimer's Association of Qld's Garden City Respite (QLD #1231)* – with a waiting list of 12 carers and delivering 125% of its funded respite hours;
- *Jewish Care Victoria's Stepping Out Day Respite service (VIC #3839)* – with a waiting list of 9 carers and delivering 100% of its funded respite hours;
- *Resthaven's Hersey Cottage Respite Service (SA #1309)* – with a waiting list of 5 carers and delivering 94% of its funded respite hours (<100% due to some clients attending only half-days);
- *United Church Frontier Services' Barkly/Pulkapulka Kari Day Respite (NT # 238)*, with a waiting list of 3 carers and delivering 251% of its funded respite hours; and
- *City of Swan Aged Persons Trust's Morrison Lodge (WA #793)*, with a waiting list of 3 carers and delivering 106% of its funded respite hours.

Other projects with a waiting list in 2009/10 had delivered less than 70% of their funded respite hours. According to other information that we collected as part of the Evaluation, we understand that for some projects waiting lists are mainly comprised of carers who require respite on a *particular day* or for *particular hours* during the most popular days/times offered by the project. This explains cases where significant unused capacity exists despite a waiting list.

Table 13: Waiting lists compared with reported service capacity, by Project, 2008/09 and 2009/10

State	ID	Organisation & Project Name	2008/09		2009/10	
			Waiting list	Hours delivered as a % of hours funded	Waiting list	Hours delivered as a % of hours funded
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities	0	21%	12	62%
NSW	2939	Catholic Care of the Aged - Cooina Day Respite	0	58%	0	82%
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	0	39%	0	42%
NSW	2941	Grand United (AURLS) - Constitution Hill Respite	1	43%	0	61%
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	0	96%	18	151%
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite Service	0	27%	0	46%
NSW	2943	Warrigal Care - Day Respite	0	8%	0	19%
VIC	3838	Inner East Community Health Service - Caring Café	17	651% ¹	2	798% ¹
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	1	61%	9	100%
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	0	105%	0	120%
VIC	3834	Manningham Centre Association Inc - Day Respite	2	50%	1	67%
VIC	3837	Southern Cross Care Victoria - Ave Maria Respite	0	108%	0	131%
VIC	3836	Southern Cross Care Victoria - Lynbrook Respite	0	122%	0	152%
QLD	1231	Alzheimer's Association of Qld - Garden City	0	99%	12	125%
QLD	1233	Churches of Christ Queensland - Bribie Island Day Respite	0	60%	0	62%
QLD	1232	Spiritus - Wide Bay (Kirami) & Bundaberg (Meilene) Day Respite Services	0	29%	0	43%
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	2	112%	0	94%
SA	1307	ECH Inc - Ross Robertson Day Respite	0	18%	0	53%
SA	1305	Italian Benevolent Foundation SA Inc – Benvenuti	0	37%	0	27%
SA	1309	Resthaven - Hersey Cottage Respite Service	0	20%	5	27%
SA	1306	Southern Cross Care SA Inc - Time Out	0	2%	2	55%
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Eldercare	0	43%	0	45%
WA	793	City of Swan Aged Persons Trust - Morrison Lodge	5	70%	3	106%
WA	788	Mandurah Retirement Village Inc - Coolibah Ctr	0	22%	0	19%
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	0	190%	0	99%
TAS	369	Glenview Home Inc - Bisdee House Day Respite	0	19%	0	32%
TAS	371	Karingal Care Services - Day Respite	0	37%	0	39%
NT	237	Masonic Homes Inc - MHI Respite Service	0	40%	0	60%
NT	238	United Church Frontier Services – Barkly / Pulkapulka Kari Day Respite, Tennant Creek	0	135%	3	251%
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	0	213%	0	162%

¹ The total number of funded respite hours appears to have been reported incorrectly by this project.

3.5 PROFILE OF CARERS

Of the 1,262 carers who received support from the day respite program in 2008/09, 57.4% were new to the program. As would be expected, this proportion decreased somewhat in 2009/10, with 43.4% of the 1,427 carers being new to the program that year.

As Table 14 shows, a substantial proportion of the carers using the program during the past two years were drawn from groups with special needs – over 20% were from a CALD background, around 25% were financially or socially disadvantaged, and more than 27% of the carers were employed. The proportion of employed carers using the program appears to have decreased slightly between 2008/09 and 2009/10, while the proportion of carers living in rural areas appears to have increased slightly due to the increased service delivery of some rural-based projects.

Table 14: Summary of demographic characteristics of carers, 2008/09 and 2009/10

Carer characteristics	2008/09		2009/10	
	No. of carers	% of total	No. of carers	% of total
From a CALD background	268	21.2%	307	21.5%
From an Aboriginal and/or Torres Strait Islander background	42	3.3%	47	3.3%
From a rural area	190	15.1%	308	21.6%
From a remote area	70	5.5%	43	3.0%
Employed	420	33.3%	392	27.5%
Financially or socially disadvantaged	309	24.5%	349	24.5%
Received emergency respite	121	9.6%	120	8.4%

The demographic profile of carers varies greatly across projects – see Table 15. Some projects specifically target carers with particular demographic characteristics, for example the ANHF's service for clients from South East Asian communities, and United Church Frontier's Rocky Ridge and Tennant Creek services, designed for indigenous clients. Other factors influencing the demographic profile of the carers using a particular service include the demographic profile of the wider community, and the influence of advertising and referral sources in accessing particular groups within the community.

Table 15: Demographic characteristics of carers, by Project, 2008/09 and 2009/10

State	ID	Organisation and Project Name	% CALD		% ATSI		% rural/ remote		% employed		% financially or socially disadvantaged		% received emergency respite	
			2008/ 09	2009/ 10	2008/ 09	2009/ 10	2008/ 09	2009/ 10	2008/ 09	2009/ 10	2008/ 09	2009/ 10	2008/ 09	2009/ 10
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	43.2%	39.5%	48.6%	27.9%	5.4%	11.6%
NSW	2939	Catholic Care of the Aged - Coinda Day Respite	0.0%	0.0%	0.0%	0.0%	100.0%	90.0%	0.0%	0.0%	0.0%	0.0%	26.3%	0.0%
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	23.3%	20.0%	4.7%	3.1%	11.6%	6.2%	48.8%	38.5%	9.3%	3.1%	12.8%	20.0%
NSW	2941	Grand United (AURLS) - Constitution Hill Respite	21.3%	35.1%	0.0%	1.4%	0.0%	0.0%	40.0%	39.2%	2.7%	2.7%	2.7%	0.0%
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	23.4%	10.8%	0.0%	0.0%	0.0%	0.0%	21.9%	7.7%	100.0%	7.7%	0.0%	4.6%
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite Service	0.0%	0.0%	0.0%	6.9%	100.0%	100.0%	33.3%	27.6%	3.7%	10.3%	3.7%	3.4%
NSW	2943	Warrigal Care - Day Respite	2.6%	0.0%	0.0%	0.0%	100.0%	96.4%	55.3%	43.6%	28.9%	58.2%	5.3%	7.3%
VIC	3838	Inner East Community Health Service - Caring Café	48.7%	48.8%	0.0%	0.0%	0.0%	0.0%	51.3%	62.8%	23.1%	44.2%	7.7%	11.6%
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	50.0%	45.8%	10.7%	0.0%	0.0%	4.2%
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	8.0%	1.9%	0.0%	1.0%	33.3%	34.6%	33.3%	19.2%	69.3%	79.8%	16.0%	6.7%

State	ID	Organisation and Project Name	% CALD		% ATSI		% rural/ remote		% employed		% financially or socially disadvantaged		% received emergency respite	
			2008/ 09	2009/ 10	2008/ 09	2009/ 10	2008/ 09	2009/ 10	2008/ 09	2009/ 10	2008/ 09	2009/ 10	2008/ 09	2009/ 10
VIC	3834	Manningham Centre Association Inc - Day Respite	67.7%	54.5%	0.0%	0.0%	0.0%	0.0%	25.8%	12.1%	6.5%	9.1%	32.3%	27.3%
VIC	3837	Southern Cross Care Victoria - Ave Maria Day Respite	17.4%	18.2%	0.0%	0.0%	100.0%	100.0%	21.7%	18.2%	0.0%	0.0%	0.0%	22.7%
VIC	3836	Southern Cross Care Victoria - Lynbrook Respite Care	18.2%	6.7%	0.0%	0.0%	0.0%	0.0%	27.3%	0.0%	31.8%	0.0%	4.5%	3.3%
QLD	1231	Alzheimer's Association of Qld - Garden City Respite	17.6%	21.2%	0.0%	0.0%	0.0%	0.0%	33.8%	31.8%	44.6%	98.5%	28.4%	0.0%
QLD	1233	Churches of Christ Queensland - Bribie Island Respite	6.1%	12.0%	0.0%	0.0%	2.0%	0.0%	12.2%	18.0%	24.5%	38.0%	4.1%	2.0%
QLD	1232	Spiritus - Wide Bay (Kiramai) & Bundaberg (Meilene) Day Respite Services	3.6%	19.6%	3.6%	0.0%	75.0%	100.0%	7.1%	19.6%	0.0%	21.4%	0.0%	3.6%
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	22.9%	9.5%	0.0%	2.4%	2.1%	0.0%	18.8%	28.6%	22.9%	52.4%	43.8%	31.0%
SA	1307	ECH Inc - Ross Robertson Day Respite	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	24.0%	18.8%	24.0%	18.8%	16.0%
SA	1305	Italian Benevolent Foundation SA Inc – Benvenuti	51.4%	63.4%	0.0%	2.4%	14.3%	19.5%	42.9%	41.5%	40.0%	14.6%	8.6%	2.4%
SA	1309	Resthaven - Hersey Cottage Respite Service	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	2.6%	8.8%	0.0%	0.0%

State	ID	Organisation and Project Name	% CALD		% ATSI		% rural/ remote		% employed		% financially or socially disadvantaged		% received emergency respite	
			2008/ 09	2009/ 10	2008/ 09	2009/ 10	2008/ 09	2009/ 10	2008/ 09	2009/ 10	2008/ 09	2009/ 10	2008/ 09	2009/ 10
SA	1306	Southern Cross Care SA Inc - Time Out	13.9%	14.3%	0.0%	0.0%	2.8%	3.6%	11.1%	16.7%	2.8%	11.9%	2.8%	26.2%
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Eldercare	30.9%	20.0%	0.0%	0.0%	0.0%	2.2%	65.5%	37.8%	3.6%	8.9%	3.6%	4.4%
WA	793	City of Swan Aged Persons Trust - Morrison Lodge	22.2%	25.5%	0.0%	0.0%	3.2%	0.0%	38.1%	45.5%	7.9%	3.6%	3.2%	0.0%
WA	788	Mandurah Retirement Village Inc - Coolibah Centre	9.1%	7.9%	0.0%	0.0%	9.1%	2.6%	18.2%	15.8%	0.0%	0.0%	12.1%	5.3%
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	13.3%	14.3%	0.0%	0.0%	100.0%	100.0%	46.7%	42.9%	46.7%	0.0%	13.3%	0.0%
TAS	369	Glenview Home Inc - Bisdee House Day Respite	4.8%	7.8%	0.0%	0.0%	4.8%	4.8%	36.8%	28.3%	0.0%	3.6%	2.4%	6.6%
TAS	371	Karingal Care Services - Day Respite	0.0%	17.6%	0.0%	2.9%	100.0%	100.0%	33.3%	29.4%	28.6%	17.6%	23.8%	14.7%
NT	237	Masonic Homes Inc - MHI Respite Service	19.0%	17.4%	7.1%	13.0%	4.8%	0.0%	33.3%	4.3%	9.5%	30.4%	0.0%	4.3%
NT	238	United Church Frontier Services – Barkly / Pulkapulka Kari Day Respite, Tennant Creek	0.0%	0.0%	100.0%	86.7%	100.0%	0.0%	28.6%	40.0%	78.6%	0.0%	7.1%	6.7%
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	0.0%	0.0%	81.5%	68.8%	100.0%	100.0%	29.6%	28.1%	88.9%	62.5%	7.4%	3.1%

3.6 PROFILE OF CARE RECIPIENTS

Consistent with the original intention of the day respite program, almost all of the care recipients attending the program over the past two years were aged over 65 (or over 50 if from an Aboriginal or Torres Strait Islander background). In terms of health and functioning, over half of all care recipients had dementia, around a quarter had dementia with challenging behaviours, and around a quarter had a disability. The characteristics of the care recipients attending the program in 2008/09 and 2009/10 are summarised in Table 16.

Table 16: Summary of characteristics of care recipients, 2008/09 and 2009/10

Characteristics of care recipients	2008/09		2009/10	
	No.	%	No.	%
Aged over 65 years (over 50 years if from an Aboriginal and/or Torres Strait Islander background)	1,180	94.7%	1,347	94.3%
From a CALD background	277	22.4%	322	22.5%
Aboriginal and/or Torres Strait Islander background	44	3.6%	46	3.2%
With dementia	703	56.7%	816	57.1%
With dementia with challenging behaviour	274	22.1%	339	23.7%
With disability	288	23.2%	396	27.7%
Receiving palliative care	21	1.7%	18	1.3%

The demographic profile of the care recipients attending each project is shown in Table 17, and their health profile is shown in Table 18. It is important to note that projects with a high proportion of care recipients with dementia, challenging behaviours and disabilities will operate differently than projects which have a lower care recipient need profile, due to the need for staff to provide one-on-one support to high-need clients. This information should therefore be taken into account when looking at actual versus funded service delivery (e.g. *Section 3.3*).

Table 17: Demographic characteristics of care recipients, by Project, 2008/09 and 2009/10

State	ID	Organisation and Project Name	% Aged 65+ ¹		% CALD		% ATSI	
			2008/09	2009/10	2008/09	2009/10	2008/09	2009/10
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	100.0%	97.7%	100.0%	97.7%	0.0%	0.0%
NSW	2939	Catholic Care of the Aged - Coinda Day Respite	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	94.2%	95.3%	24.4%	20.3%	4.7%	3.1%
NSW	2941	Grand United (AURLS) - Constitution Hill Respite	94.7%	91.9%	22.7%	31.1%	0.0%	1.4%
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	100.0%	100.0%	23.4%	25.4%	1.6%	0.0%
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite Service	97.3%	97.0%	2.7%	3.0%	0.0%	6.1%
NSW	2943	Warrigal Care - Day Respite	94.7%	94.5%	2.6%	0.0%	0.0%	0.0%
VIC	3838	Inner East Community Health Service - Caring Café	100.0%	100.0%	43.6%	48.8%	0.0%	0.0%
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	91.1%	96.2%	13.3%	2.9%	0.0%	1.0%
VIC	3834	Manningham Centre Association Inc - Day Respite	87.1%	93.9%	74.2%	66.7%	0.0%	0.0%
VIC	3837	Southern Cross Care Victoria - Ave Maria Day Respite	100.0%	100.0%	17.4%	36.4%	0.0%	0.0%
VIC	3836	Southern Cross Care Victoria - Lynbrook Respite Care	90.9%	83.3%	18.2%	0.0%	0.0%	0.0%
QLD	1231	Alzheimer's Association of Qld - Garden City Respite	95.9%	97.0%	14.9%	22.7%	0.0%	0.0%
QLD	1233	Churches of Christ Queensland - Bribie Island Respite	94.0%	93.8%	6.0%	14.6%	0.0%	0.0%

State	ID	Organisation and Project Name	% Aged 65+ ¹		% CALD		% ATSI	
			2008/09	2009/10	2008/09	2009/10	2008/09	2009/10
QLD	1232	Spiritus - Wide Bay (Kirami) & Bundaberg (Meilene) Day Respite Services	100.0%	96.4%	10.7%	39.3%	3.6%	0.0%
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	95.8%	92.9%	18.8%	0.0%	0.0%	0.0%
SA	1307	ECH Inc - Ross Robertson Day Respite	100.0%	100.0%	18.8%	0.0%	0.0%	0.0%
SA	1305	Italian Benevolent Foundation SA Inc – Benvenuti	80.0%	92.7%	60.0%	63.4%	0.0%	2.4%
SA	1309	Resthaven - Hersey Cottage Respite Service	89.5%	88.6%	0.0%	0.0%	0.0%	0.0%
SA	1306	Southern Cross Care SA Inc - Time Out	94.4%	81.0%	13.9%	10.7%	0.0%	0.0%
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Eldercare	100.0%	100.0%	27.1%	23.7%	0.0%	0.0%
WA	793	City of Swan Aged Persons Trust - Morrison Lodge	96.9%	94.5%	21.9%	50.9%	0.0%	0.0%
WA	788	Mandurah Retirement Village Inc - Coolibah Centre	100.0%	100.0%	0.0%	7.9%	0.0%	0.0%
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	100.0%	100.0%	13.3%	14.3%	0.0%	0.0%
TAS	369	Glenview Home Inc - Bisdee House Day Respite	91.6%	95.9%	8.4%	10.0%	0.0%	0.0%
TAS	371	Karingal Care Services - Day Respite	100.0%	94.1%	9.5%	17.6%	0.0%	2.9%
NT	237	Masonic Homes Inc - MHI Respite Service	95.5%	100.0%	22.7%	17.4%	9.1%	13.0%
NT	238	United Church Frontier Services – Barkly / Pulkapulka Kari Day Respite, Tennant Creek	78.6%	80.0%	0.0%	0.0%	85.7%	86.7%
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	79.3%	75.0%	3.4%	0.0%	82.8%	68.8%

1 Aged over 50 years if from an Aboriginal and/or Torres Strait Islander background.

Table 18: Health characteristics of care recipients, by Project, 2008/09 and 2009/10

State	ID	Organisation and Project Name	% dementia		% dementia & challenging behaviour		% disability		% palliative care	
			2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	100.0%	100.0%	5.4%	0.0%	0.0%	0.0%	0.0%	0.0%
NSW	2939	Catholic Care of the Aged - Cooina Day Respite	68.4%	10.0%	5.3%	10.0%	0.0%	25.0%	0.0%	0.0%
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	66.3%	81.3%	9.3%	6.3%	2.3%	9.4%	1.2%	0.0%
NSW	2941	Grand United (AURLS) - Constitution Hill Respite	45.3%	45.9%	10.7%	23.0%	50.7%	47.3%	5.3%	1.4%
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	39.1%	37.3%	9.4%	3.0%	40.6%	40.3%	0.0%	0.0%
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite Service	16.2%	27.3%	5.4%	6.1%	5.4%	60.6%	0.0%	0.0%
NSW	2943	Warrigal Care - Day Respite	36.8%	41.8%	10.5%	14.5%	5.3%	3.6%	5.3%	3.6%
VIC	3838	Inner East Community Health Service - Caring Café	74.4%	58.1%	41.0%	34.9%	20.5%	27.9%	0.0%	2.3%
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	64.3%	100.0%	14.3%	12.5%	0.0%	4.2%	0.0%	0.0%
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	35.6%	28.8%	15.6%	1.9%	42.2%	78.8%	13.3%	3.8%
VIC	3834	Manningham Centre Association Inc - Day Respite	67.7%	78.8%	29.0%	60.6%	54.8%	72.7%	0.0%	0.0%
VIC	3837	Southern Cross Care Victoria - Ave Maria Day Respite	100.0%	95.5%	30.4%	22.7%	0.0%	0.0%	0.0%	0.0%
VIC	3836	Southern Cross Care Victoria - Lynbrook Respite Care	45.5%	90.0%	54.5%	26.7%	22.7%	10.0%	0.0%	0.0%
QLD	1231	Alzheimer's Association of Qld - Garden City Respite	97.3%	98.5%	45.9%	98.5%	16.2%	7.6%	0.0%	0.0%
QLD	1233	Churches of Christ Queensland - Bribie Island Respite	46.0%	58.3%	22.0%	20.8%	44.0%	18.8%	0.0%	2.1%

State	ID	Organisation and Project Name	% dementia		% dementia & challenging behaviour		% disability		% palliative care	
			2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10
QLD	1232	Spiritus - Wide Bay (Kiramia) & Bundaberg (Meilene) Day Respite Services	71.4%	94.6%	17.9%	8.9%	7.1%	8.9%	0.0%	3.6%
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	41.7%	69.0%	37.5%	16.7%	6.3%	21.4%	4.2%	7.1%
SA	1307	ECH Inc - Ross Robertson Day Respite	87.5%	72.0%	43.8%	48.0%	50.0%	100.0%	6.3%	0.0%
SA	1305	Italian Benevolent Foundation SA Inc – Benvenuti	42.9%	12.2%	20.0%	19.5%	20.0%	19.5%	2.9%	2.4%
SA	1309	Resthaven - Hersey Cottage Respite Service	78.9%	74.3%	10.5%	17.1%	15.8%	17.1%	0.0%	0.0%
SA	1306	Southern Cross Care SA Inc - Time Out	94.4%	100.0%	38.9%	79.8%	0.0%	29.8%	0.0%	0.0%
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Eldercare	47.9%	47.4%	16.7%	15.8%	2.1%	2.6%	0.0%	0.0%
WA	793	City of Swan Aged Persons Trust - Morrison Lodge	57.8%	60.0%	34.4%	34.5%	18.8%	5.5%	0.0%	0.0%
WA	788	Mandurah Retirement Village Inc - Coolibah Centre	39.4%	28.9%	36.4%	28.9%	18.2%	2.6%	0.0%	0.0%
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	40.0%	7.1%	6.7%	35.7%	6.7%	42.9%	6.7%	0.0%
TAS	369	Glenview Home Inc - Bisdee House Day Respite	49.6%	40.6%	29.0%	14.1%	51.1%	30.0%	0.8%	0.0%
TAS	371	Karingal Care Services - Day Respite	57.1%	47.1%	9.5%	2.9%	4.8%	11.8%	0.0%	0.0%
NT	237	Masonic Homes Inc - MHI Respite Service	36.4%	30.4%	9.1%	4.3%	9.1%	0.0%	0.0%	8.7%
NT	238	United Church Frontier Services – Barkly / Pulkapulka Kari Day Respite, Tennant Creek	14.3%	13.3%	0.0%	0.0%	35.7%	33.3%	0.0%	0.0%
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	20.7%	31.3%	10.3%	12.5%	48.3%	50.0%	6.9%	3.1%

3.7 EXITS

3.7.1 EXIT RATE

A total of 471 carers exited the day respite program in 2008/09 and 555 carers exited in 2009/10, giving exit rates of 37.3% and 38.9% respectively. The exit rates for most individual projects varied somewhat between 2008/09 and 2009/10, however there was no particular pattern evident – see Table 19.

Table 19: Carer exit rate, by Project, 2008/09 and 2009/10

State	ID	Organisation and Project Name	Carer exit rate	
			2008/09	2009/10
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities (So Wai)	27.0%	18.6%
NSW	2939	Catholic Care of the Aged - Coinda Day Respite	31.6%	45.0%
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	51.2%	53.8%
NSW	2941	Grand United (AURLS) - Constitution Hill Respite	44.0%	50.0%
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	21.9%	38.5%
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite Service	11.1%	10.3%
NSW	2943	Warrigal Care - Day Respite	28.9%	38.2%
VIC	3838	Inner East Community Health Service - Caring Café	35.9%	39.5%
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	53.6%	50.0%
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	52.0%	42.3%
VIC	3834	Manningham Centre Association Inc - Day Respite	41.9%	42.4%
VIC	3837	Southern Cross Care Victoria - Ave Maria Day Respite	26.1%	31.8%
VIC	3836	Southern Cross Care Victoria - Lynbrook Respite Care	40.9%	50.0%
QLD	1231	Alzheimer's Association of Qld - Garden City Respite	24.3%	56.1%
QLD	1233	Churches of Christ Queensland - Bribie Island Respite	38.8%	38.0%
QLD	1232	Spiritus - Wide Bay (Kirami) & Bundaberg (Meilene) Day Respite Services	21.4%	39.3%
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	37.5%	31.0%
SA	1307	ECH Inc - Ross Robertson Day Respite	62.5%	40.0%
SA	1305	Italian Benevolent Foundation SA Inc – Benvenuti	37.1%	29.3%
SA	1309	Resthaven - Hersey Cottage Respite Service	7.9%	8.8%
SA	1306	Southern Cross Care SA Inc - Time Out	8.3%	22.6%
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Eldercare	69.1%	46.7%
WA	793	City of Swan Aged Persons Trust - Morrison Lodge	60.3%	49.1%
WA	788	Mandurah Retirement Village Inc - Coolibah Centre	36.4%	65.8%
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	40.0%	42.9%
TAS	369	Glenview Home Inc - Bisdee House Day Respite	25.6%	30.7%
TAS	371	Karingal Care Services - Day Respite	28.6%	41.2%
NT	237	Masonic Homes Inc - MHI Respite Service	52.4%	56.5%
NT	238	United Church Frontier Services – Barkly / Pulkapulka Kari Day Respite, Tennant Creek	57.1%	73.3%
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	48.1%	15.6%

3.7.2 EXIT DESTINATION

The destination of care recipients leaving the program provides important information on the pathways that carers and care recipients take. To inform this aspect of the evaluation, AISR entered the exit destination data from each project's SARs.

Overall, approximately one third (33.7%) of the care recipients who exited the day respite program in 2009/10 entered a *high care residential service* (see Table 20). This had increased from 27.4% in 2008/09. Entry to *low care residential services* showed the opposite trend – 18.0% of care recipients exited the day respite program to enter a low care residential service in 2008/09, whereas only 13.9% did so in 2009/10. These trends may simply be a reflection of the relatively short length of time that the program has been operating, i.e. the ageing of the clients who were first engaged with the service. A stable level of exits to high care and low care residential services is likely to be reached as the day respite program matures and moves towards capacity.

Table 20: Summary of exit destinations of care recipients, 2008/09 and 2009/10

Exit destination	% of those who exited	
	2008/09	2009/10
Admitted to full time residential care – High Care	27.4%	33.7%
Admitted to full time residential care – Low Care	18.0%	13.9%
Referred to another service provider	11.5%	9.7%
Moved from area	4.2%	4.0%
Deceased	15.5%	15.9%
Other reasons for exit	23.4%	22.9%

The "Other reasons for exit" reported by projects mainly comprised the following:

- Care recipients refusing to attend the service, preferring to stay home and/or to use other types of service such as local senior citizens clubs. Some felt 'not ready', some felt that the service did not meet their expectations or needs, and some were resistant to the service or to the residential care environment.
- The deteriorating health, chronic ill-health, complex needs or behavioural problems of the care recipient.
- The carer choosing other services that were more appropriate to their own needs.
- A change in the carer's family situation, e.g. additional family members becoming available to assist the primary carer, or an improvement in the carer's health or circumstances.
- Issues with transport.

The exit destination profile for each individual project will reflect factors such as the features of the day respite service offered, the target group of clients and the availability of other services in the area. The exit

profile therefore varies substantially across projects – see Table 21. For example, over two thirds of the clients who exited projects run by *Spiritus (QLD #1232)* and *ACH (SA #1308)* entered a high-care residential service, whereas for other projects such as *Southern Cross Care’s Lynbrook service (Vic #3836)* the majority of exiting clients were referred to another service provider.

Table 21: Exit destination profile by Project, 2008/09 and 2009/10

State	ID	Organisation and Project Name	% residential: high care		% residential: low care		% referred to another service		% moved from area		% deceased		% other	
			2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10
NSW	2938	Australian Nursing Home Foundation - Dementia Respite for Carers of SE Asian Communities	40.0%	25.0%	0.0%	0.0%	0.0%	25.0%	40.0%	25.0%	20.0%	25.0%	0.0%	0.0%
NSW	2939	Catholic Care of the Aged - Coinda Day Respite	0.0%	44.4%	83.3%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	55.6%	0.0%	0.0%
NSW	2940	Catholic HealthCare - Warnervale Wellness Centre	18.2%	20.0%	13.6%	25.7%	18.2%	5.7%	4.5%	14.3%	4.5%	11.4%	40.9%	22.9%
NSW	2941	Grand United (AURLS) - Constitution Hill Respite	30.3%	21.6%	33.3%	18.9%	0.0%	0.0%	6.1%	2.7%	15.2%	16.2%	15.2%	40.5%
NSW	2942	Our Lady of Consolation Aged Care - Day Respite	42.9%	24.0%	28.6%	40.0%	0.0%	8.0%	0.0%	0.0%	14.3%	16.0%	14.3%	12.0%
NSW	2944	Presbyterian Church NSW Property Trust - PAC Apsley Riverview Day Respite Service	100.0%	66.7%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
NSW	2943	Warrigal Care - Day Respite	54.5%	28.6%	18.2%	19.0%	9.1%	23.8%	0.0%	14.3%	18.2%	4.8%	0.0%	9.5%
VIC	3838	Inner East Community Health Service - Caring Café	7.1%	47.1%	50.0%	23.5%	14.3%	5.9%	0.0%	5.9%	7.1%	5.9%	21.4%	11.8%
VIC	3839	Jewish Care Victoria - Stepping Out Day Respite	20.0%	25.0%	20.0%	25.0%	0.0%	0.0%	0.0%	0.0%	13.3%	8.3%	46.7%	41.7%
VIC	3835	Lyndoch Warrnambool Inc - Homestead Day Stay	12.8%	25.0%	30.8%	29.5%	25.6%	27.3%	5.1%	0.0%	25.6%	18.2%	0.0%	0.0%
VIC	3834	Manningham Centre Association Inc - Day Respite	53.8%	64.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	15.4%	28.6%	30.8%	7.1%

State	ID	Organisation and Project Name	% residential: high care		% residential: low care		% referred to another service		% moved from area		% deceased		% other	
			2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10
VIC	3837	Southern Cross Care Victoria - Ave Maria Day Respite	50.0%	57.1%	16.7%	0.0%	0.0%	0.0%	0.0%	28.6%	0.0%	14.3%	33.3%	0.0%
VIC	3836	Southern Cross Care Victoria - Lynbrook Respite Care	0.0%	0.0%	0.0%	0.0%	66.7%	53.3%	0.0%	0.0%	11.1%	13.3%	22.2%	33.3%
QLD	1231	Alzheimer's Association of Qld - Garden City Respite	66.7%	27.0%	0.0%	8.1%	0.0%	5.4%	5.6%	0.0%	5.6%	13.5%	22.2%	45.9%
QLD	1233	Churches of Christ Queensland - Bribie Island Respite	42.1%	42.1%	15.8%	21.1%	5.3%	0.0%	0.0%	10.5%	26.3%	21.1%	10.5%	5.3%
QLD	1232	Spiritus - Wide Bay (Kiramii) & Bundaberg (Meilene) Day Respite Services	66.7%	72.7%	0.0%	0.0%	16.7%	9.1%	0.0%	0.0%	0.0%	18.2%	16.7%	0.0%
SA	1308	ACH Group Inc - Perry Park's Riverview Day Respite	0.0%	69.2%	0.0%	0.0%	61.1%	0.0%	0.0%	0.0%	0.0%	15.4%	38.9%	15.4%
SA	1307	ECH Inc - Ross Robertson Day Respite	50.0%	60.0%	10.0%	10.0%	10.0%	10.0%	0.0%	0.0%	30.0%	20.0%	0.0%	0.0%
SA	1305	Italian Benevolent Foundation SA Inc – Benvenuti	61.5%	50.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	15.4%	16.7%	15.4%	33.3%
SA	1309	Resthaven - Hersey Cottage Respite Service	66.7%	66.7%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%
SA	1306	Southern Cross Care SA Inc - Time Out	33.3%	68.4%	0.0%	0.0%	33.3%	26.3%	0.0%	0.0%	0.0%	5.3%	33.3%	0.0%
WA	791	Aged Care Services Australia Inc, St Ives Group - Avalon Apartments & St Ives Eldercare	21.1%	28.6%	21.1%	14.3%	13.2%	9.5%	0.0%	0.0%	10.5%	9.5%	34.2%	38.1%

State	ID	Organisation and Project Name	% residential: high care		% residential: low care		% referred to another service		% moved from area		% deceased		% other	
			2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10
WA	793	City of Swan Aged Persons Trust - Morrison Lodge	23.7%	37.0%	23.7%	18.5%	0.0%	25.9%	2.6%	0.0%	13.2%	11.1%	36.8%	7.4%
WA	788	Mandurah Retirement Village Inc - Coolibah Centre	16.7%	36.0%	33.3%	0.0%	0.0%	0.0%	8.3%	8.0%	33.3%	32.0%	8.3%	24.0%
WA	792	Uniting Church Homes Inc - Bethavon Day Respite	16.7%	16.7%	66.7%	50.0%	0.0%	0.0%	0.0%	16.7%	16.7%	16.7%	0.0%	0.0%
TAS	369	Glenview Home Inc - Bisdee House Day Respite	28.1%	13.7%	3.1%	9.8%	3.1%	0.0%	6.3%	0.0%	37.5%	15.7%	21.9%	60.8%
TAS	371	Karingal Care Services - Day Respite	16.7%	28.6%	33.3%	0.0%	50.0%	7.1%	0.0%	7.1%	0.0%	21.4%	0.0%	35.7%
NT	237	Masonic Homes Inc - MHI Respite Service	27.3%	61.5%	0.0%	7.7%	0.0%	7.7%	18.2%	0.0%	18.2%	23.1%	36.4%	0.0%
NT	238	United Church Frontier Services – Barkly / Pulkapulka Kari Day Respite, Tennant Creek	0.0%	9.1%	12.5%	9.1%	0.0%	0.0%	0.0%	9.1%	0.0%	9.1%	87.5%	63.6%
NT	239	United Church Frontier Services - Rocky Ridge Day Respite	0.0%	20.0%	7.7%	0.0%	23.1%	0.0%	15.4%	20.0%	23.1%	0.0%	30.8%	60.0%

3.8 COMPLAINTS

The number and types of complaints made about a service can be an indicator of potential flaws in its operation or design. To inform this aspect of the evaluation, information on complaints was compiled by AISR from each project's original SARs forms.

In 2008/09 there were 42 complaints recorded, 28 (66.7%) of which related to systemic issues. Of these, 16 (57.1%) were resolved. The greatest number of complaints (10) was recorded by the *Manningham Centre Association's Guest Day Respite Service (VIC #3834)*. All of these were regarding transport issues (e.g. taxis being late), and all were resolved.

In 2009/10 there were 41 complaints recorded, 19 (46.3%) of which related to systemic issues. Of these, 10 (52.6%) were resolved. The greatest number of complaints (12) was recorded by the *Warrigal Care Goulburn Day Respite Service (NSW #2943)*, and again these related to transport issues.

Overall, in terms of the number of carers and care recipients involved with the program, the number of complaints is quite low – equivalent to less than 3 complaints per 100 carers/care recipients who used the program.

The complaints most commonly reported by the projects involved:

- Transport issues;
- Lack of availability of weekend or overnight respite, or limited availability of respite for care recipients with high care needs;
- Meals;
- Facilities (e.g. parking, toilet facilities, telephone system, entrance); and
- Fees.

The information provided by the projects indicated that almost all of the complaints made regarding transport, meals, facilities and fees had been resolved, commonly through changing the underlying procedures, processes, equipment or physical environs involved. The area where it was most difficult for the projects to effect change involved requests for respite at particular times of the day or week, and for particular types of care recipient such as those with high care needs. However a number of projects did respond to those requests by changing their hours of operation and/or staffing.