



Our role, services and operations
NSW Department of Ageing, Disability and Home Care
March 2009





Message from the Director-General

The NSW Department of Ageing, Disability and Home Care (DADHC) was established in April 2001. It was formed following a merger of the Ageing and Disability Department, the Disability Services stream of the Department of Community Services, and the Home Care Service of NSW.

DADHC reflects a NSW Government commitment to ensuring that older people, people with a disability and their carers are valued, lead independent lives and have the opportunity to participate fully in community life.

We also work closely with peak industry and advisory bodies in the ageing and disability sectors, other human service agencies, local government and industry.

DADHC is one of the largest human services organisations in NSW. The Department employs more than 13,000 staff, 80 per cent of whom work in direct client services, and provides support and services to more than one million older people, people with a disability and their carers in NSW. In 2007-08 the Department had a total budget of \$1.9 billion.

This brochure is designed to act as an easy reference for you on who we are, what we do, how we operate and how to contact us.

If you have any questions or require assistance please call the relevant telephone number contained in this booklet or contact our central office on (02) 8270 2000 or visit www.dadhc.nsw.gov.au



Brendan O'Reilly
Director-General

Our clients

Some of the ways we support **older people** include:

- providing support at home with personal care, domestic support, meals and home maintenance
- providing respite
- providing community transport
- providing community nursing and allied health services
- promoting active ageing through NSW Seniors Week and NSW Seniors Card
- raising community awareness about issues that affect older people
- planning for NSW's ageing population



Some of the ways we support **people with a disability** include:

- providing early intervention programs for children and young people
- providing accommodation in group homes and residential centres and supporting people with a disability to live independently in the community
- providing programs that develop independent living skills
- providing respite
- helping people with a disability become active in their communities through social groups, work and other activities
- promoting awareness, acceptance and inclusion of people with a disability through programs like *International Day of People with a Disability*

Some of the ways we support **carers** include:

- providing respite
- delivering training for parents of children with an intellectual disability
- providing support in managing challenging behaviour
- providing support groups and networks
- supporting programs that raise awareness about the importance of carers and encourage the general community to offer them greater support and understanding

Our stakeholders

We work in partnership with a wide range of other organisations to deliver the best possible services to our clients. Our stakeholders include:

- 900 non-government and local government service providers that we fund to deliver services on our behalf
- non-government organisations
- local, State and Commonwealth government agencies
- peak bodies and industry groups representing older people with a disability and their carers
- community agencies and organisations
- regulatory bodies



Our central office

The Department's central office is located in Sydney. It is responsible for developing statewide policies and programs and for providing corporate support for the rest of the organisation.

Our regions

Our services are delivered through our six geographical regions.

The regions are responsible for:

- delivering services directly to clients
- referring clients to other community services
- working in partnership with the service providers we fund to deliver services to clients on our behalf

Associated organisations and programs

The Department administers the Disability Council of NSW and the Guardianship Tribunal. Both are directly responsible to the Minister for Disability Services and are not subject to direction by the Department.

The Disability Council of NSW

The Disability Council provides advice to the NSW Government on issues affecting people with a disability, their families and carers.

Guardianship Tribunal

The Guardianship Tribunal is a legal entity that protects the interests and welfare of people with a disability by making decisions on their behalf.

Ministerial Advisory Committee on Ageing (MACA)

The Department provides administrative support for MACA which advises and makes recommendations to the Minister for Ageing on matters affecting the needs, interests and wellbeing of older people in NSW.

Home Care Advisory Board

The Home Care Advisory Board meets quarterly and advises the Director-General on issues relating to the strategic management of the Home Care Service.

Seniors Information Service

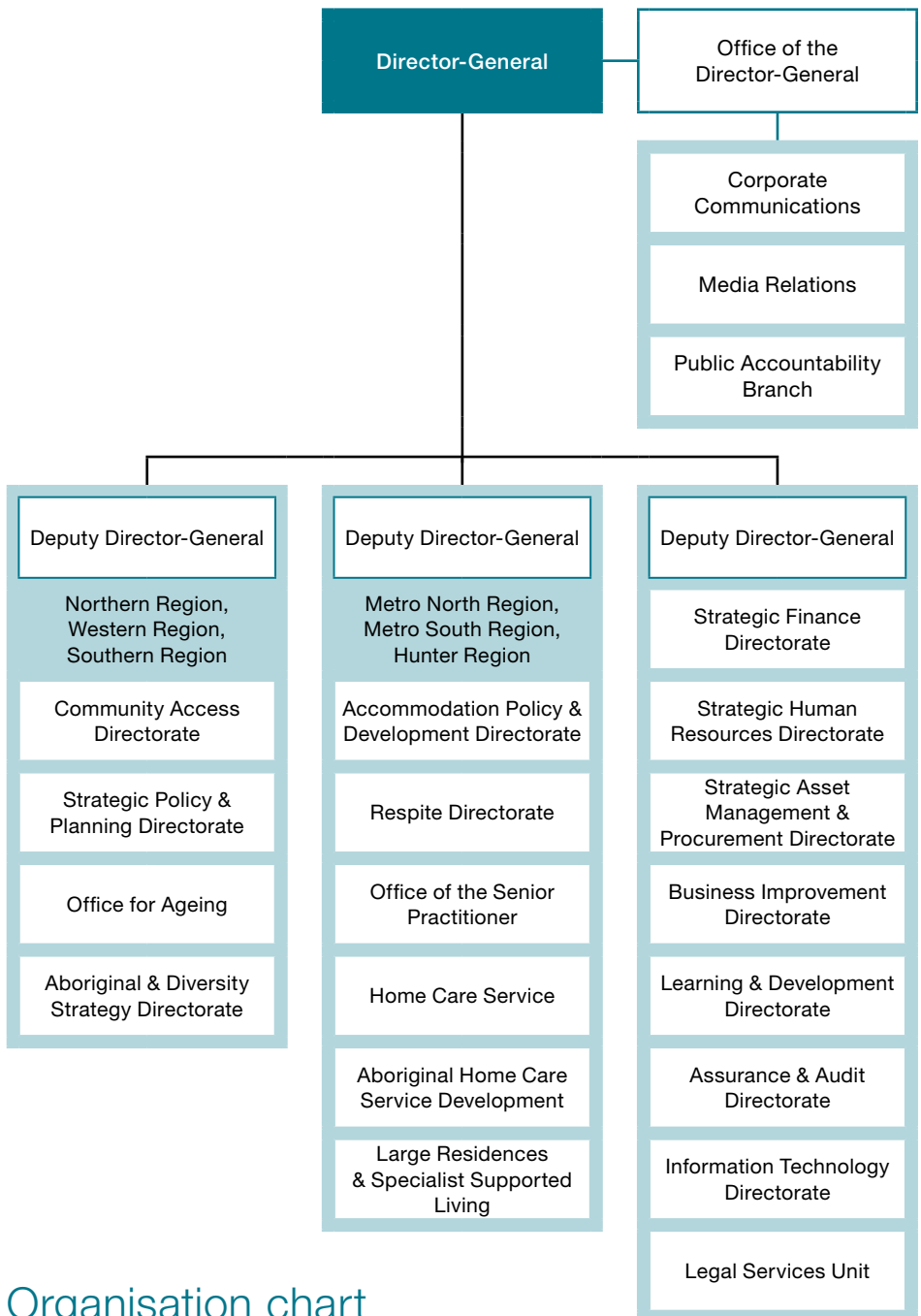
The Department also funds the Seniors Information Service (13 12 44), which is an information and referral service for older people in NSW.

NSW Seniors Card

The Department operates the NSW Seniors Card program, a statewide concession and discount program for seniors, designed to promote healthy ageing and encourage older people to lead active lifestyles.

Companion Card

The Department has recently funded and implemented a Companion Card program, whereby people with a permanent and lifelong disability can participate in community activities with the support of their attendant carer without having to pay an extra entry price. The administration of the program in NSW has been outsourced to disability industry association NDS.



Organisation chart

Our business streams and offices

Accommodation Policy & Development

Responsible for the operations and reform of government-run accommodation services. Works towards positive outcomes for individuals and sustainable, effective and equitable service models.

Respite

Responsible for managing NGO and DADHC-operated respite services, expanding and better integrating a range of respite models.

Community Access

Responsible for integrated service access across all providers (government and non-government) and early intervention and prevention strategies including therapy, behavioural intervention and community support services.

Home Care

Responsible for the government-run Home Care Service of NSW which delivers a range of low-intensity services such as personal care, domestic assistance, social support and respite to clients across NSW. Also administers the Attendant Care program and other in-home support initiatives for people with physical disabilities.

Aboriginal Home Care Service Development

Responsible for managing and improving the Aboriginal Home Care program.

Large Residences & Specialist Supported Living

Responsible for providing new contemporary models of supported living for current residents of large residential centres and planning for the closure and possible redevelopment of DADHC operated large residential centres in line with *Stronger Together*.

Strategic Policy & Planning

Responsible for monitoring the quality and effectiveness of services delivered by all providers, and building service system capacity in partnership with local non-government providers and other government agencies.



Office of the Senior Practitioner

Manages the Behaviour Intervention Service, Criminal Justice Program and Integrated Services Project, and leads practice for behaviour support and therapy in the disability sector. Priority initiatives include improving behaviour support, further implementation of the Criminal Justice Program, and planning long-term requirements for accommodating people with complex needs and challenging behaviour.

Office for Ageing

The Office for Ageing undertakes social issues research and develops strategic policy responses on complex and emergent issues that may impact older people and their carers and their potential to more actively participate in their community. It is leading, in partnership with other agencies, implementation of the NSW whole-of-government strategy, *Towards 2030: Planning for our changing population*. It administers the Ageing Grants Program funds and initiatives such as the Healthy Ageing Framework and Future Directions in Dementia program.

Aboriginal & Diversity Strategy

Responsible for improving equitable services access for Aboriginal people and people from culturally and linguistically diverse backgrounds and managing the Aboriginal Access and Equity Plan, *Two Ways Together*, the *Culturally and Linguistically Diverse Strategy* and the *DADHC Disability Action Plan*.

Office of the Director-General

The Office of the Director-General has a focus on ensuring the highest quality, timely advice to the Minister and the Director-General, enhancing the Department's public accountability, promoting a positive and professional image with a focus on issues and risk management.

Operating within the Office are the Corporate Communications Unit, Media Relations and the Public Accountability Branch, which is responsible for ensuring high levels of accountability to the Minister, the Director-General, Parliament, clients and the community.



Directory

Central Office

Lv 5, 83 Clarence St
Sydney NSW 2000
Ph: (02) 8270 2000
TTY: (02) 8270 2167
www.dadhc.nsw.gov.au

Regional Offices

Metro South

Lv 3, 56 Railway Pde
Burwood NSW 2134
Ph: (02) 9334 3700
Fax: (02) 9334 3708

Metro North

Lv 5, 93 George St
Parramatta NSW 2150
Ph: (02) 9841 9500
Fax: (02) 9841 9322

Hunter

Lv 5, 670 Hunter St
Newcastle NSW 2300
Ph: (02) 4978 6100
Fax: (02) 4978 6299

Northern

Lv 5, 29 Molesworth St
Lismore NSW 2480
Ph: (02) 6621 1400
Fax: (02) 6621 1450

Southern

Morisset House, Suite 1
Lv 3, 7-9 Morisset St
Queanbeyan NSW 2620
Ph: (02) 6128 9200
Fax: (02) 6128 9211

Western

Lv 1, 130 Brisbane St
Dubbo NSW 2830
Ph: (02) 6841 1500
Fax: (02) 6841 1555

Home Care Service

Lv 5, 83 Clarence St
Sydney NSW 2000
Ph: (02) 8270 2000

Aboriginal Home Care Service Development

Lv 5, 670 Hunter St
Newcastle NSW 2300
Ph: (02) 4978 6200
Ph: (02) 4978 6295

NSW Seniors Card

Lv 5, 83 Clarence St
Sydney NSW 2000
Ph: (02) 8270 2000

Office for Ageing

Suite 9, 75 Wharf Street
Tweed Heads NSW 2485
Ph: (07) 5569 3984
Fax: (07) 5569 3998