

The NSW Department of Ageing, Disability and Home Care

Department's role, services and operations



Message from the Director-General

The 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 improve services and promote opportunities for older people and people with a disability and their carers to actively participate in the community and to improve their quality of 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 employs over 16,000 people directly and indirectly across NSW and we have a presence in most towns and locations across the State.

The Department administers a budget of \$1.4 billion to provide assistance and services for over 3.5 million people in NSW.

Since my appointment as Director-General of the Department in April 2004 minor changes have been made to our structure to build upon the delivery of these services to our clients, stakeholders and partners.

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 log on to www.dadhc.nsw.gov.au



Brendan O'Reilly
Director-General

The Department operates through four business streams:

Accommodation and Respite – (02) 8270 2000

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

Community Access – (02) 8270 2193

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 – (02) 8270 2458

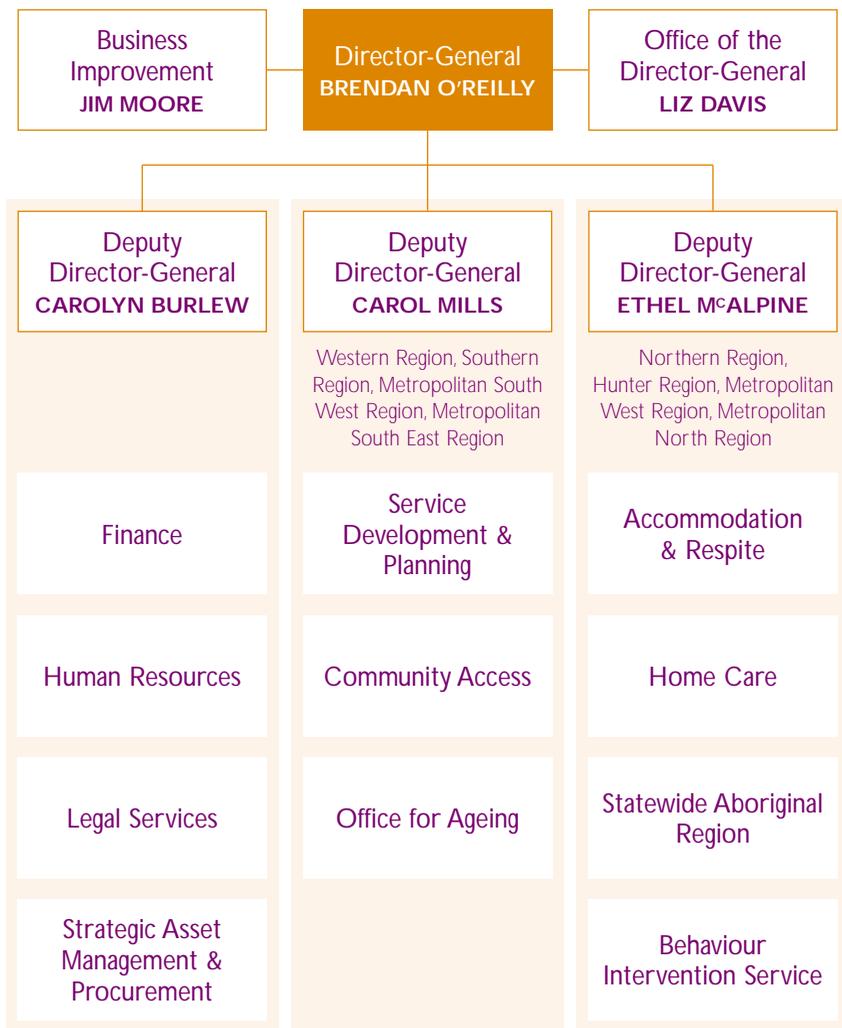
Responsible for the government-run Home Care Service of NSW which delivers a range of low-intensity services such as personal care, domestic assistance, social support and respite to clients across NSW. Also administers the Attendant Care program and other in-home support initiatives for people with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

Service Development and Planning – (02) 8270 2218

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.

Centrally, these four business streams are managed by a Director who reports to the relevant Deputy Director-General. They provide a strategic framework and the planning, policy development and funding required to support regional service delivery. The regions are responsible for the effective delivery of services, appropriate referral to mainstream community support services and collaborative relationships with DADHC funded providers and partners.

Organisation chart



Areas of responsibility

Office of the Director-General – (02) 8270 2104

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.

Operations of the Office include Corporate Communications, Media, Public Accountability Branch and Executive Support.

Corporate Communications – (02) 8270 2000

This unit is responsible for the production of strategic and major events and communications for the Department. It is responsible for the Department's web sites, production of printed and promotional material and maintaining a strong corporate identity.

Media Relations – (02) 8270 2109

Media Relations manages and coordinates all media matters and enquiries. Liaises with the Minister's Office and with journalists, prepares media releases, coordinates interviews and provides information to media outlets in order to inform the public about the Department's activities and services.

Public Accountability Branch – (02) 8270 2111

This unit has a focus on supporting systems which ensure the delivery of better client service and high levels of accountability to the Minister, the Director-General, Parliament, clients and the community. It does this through coordination of policy advice and information, preparation of documents for the Minister and Director-General, handling client complaints, development of effective business processes and risk management.

Areas of responsibility continued

Office for Ageing – (02) 8270 2229

The Office 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 administers the Ageing Program funds and works collaboratively with other government agencies. In particular this occurs through such initiatives as the Healthy Ageing Framework and Future Directions for Dementia Program.

Statewide Aboriginal Region – (02) 8270 2159

The Statewide Aboriginal Region has both a policy and operational role. It works with DADHC's regions to plan and develop policy to achieve improved access to services and better outcomes for older Aboriginal people and Aboriginal people with a disability. This region also manages the Aboriginal Home Care Service which has an extensive network of branches across the State.

Business Improvement – (02) 8270 2142

Responsible for ensuring the Department's business processes are developed and improved and that information systems and technology supports the business initiatives. The unit provides advice and support for performance measurement and business reform strategies and undertakes strategic and corporate planning.

Areas of responsibility continued

Human Resources – (02) 8270 2263

Provides advice to departmental staff and works in partnership with managers on industrial relations, job evaluation and recruitment, workforce planning, occupational health and safety, workers compensation, performance management, pay and entitlements, learning and development and equity and code of conduct.

Legal Services – (02) 8270 2320

Provides internal legal support and advice on corporate and operational issues affecting the Department, and administers the Department's responsibilities under the Privacy Act and Freedom of Information Act.

Finance – (02) 8270 2261

Ensures that the organisation's financial resources are effectively allocated, controlled and performance-evaluated to maximise outcomes for the community.

Strategic Asset Management and Procurement – (02) 8270 2467

Undertakes the role of asset and procurement management for the Department. Its focus is on developing policy, processes and procedures that will improve the efficiency and effectiveness of the management of the portfolio and support the staff in front line service delivery roles.

Directory

Head Office

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

Regional Offices

Metro South East

Michael Tizard
Regional Director
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Alexandria NSW 2015
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Metro South West

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Regional Director
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Regional Director
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Regional Director
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Queanbeyan NSW 2620
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Fax: (02) 6298 9133

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Roger Petheram
Regional Director
Lv 1, 130 Brisbane St
Dubbo NSW 2830
Ph: (02) 6882 8088
Fax: (02) 6884 4422

Statewide

Aboriginal Region
Pauline Brown
Director
Lv 5, 83 Clarence St
Sydney NSW 2000
Ph: (02) 8270 2159

Aboriginal Policy Unit

Ph: (02) 8270 2375

Aboriginal Home Care Services

Ph: (02) 8270 2447

Culturally Diverse Communities

Lv 5, 83 Clarence St
Sydney NSW 2000
Ph: (02) 8270 2138

Seniors Card

Lv 5, 234 Sussex St
Sydney NSW 2000
Ph: (02) 9338 5503

Office for Ageing

Margaret Duckett
Director
Lv 5, 83 Clarence St
Sydney NSW 2000
Ph: (02) 8270 2229



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