



REPUBLIC OF SLOVENIA
COURT OF AUDIT

AUDIT REPORT

Providing personal assistance services

Performance audit

Audit period: 1 January 2021 to 30 June 2023



Personal Assistance Services

assistance in performing activities of daily living

to persons with disabilities (users) – long-term physical, mental, intellectual or sensory impairments – to live actively, independently, fully and to be equally included in society



daily living assistance



domestic assistance



accompanying



**assistance in workplace
and education**



assistance in communication



**Personal
assistance
services**

≠

**long-term
care**

Auditees

MDDSZ

Ministry of labour, family,
social affairs and equal
opportunities

IRSSV

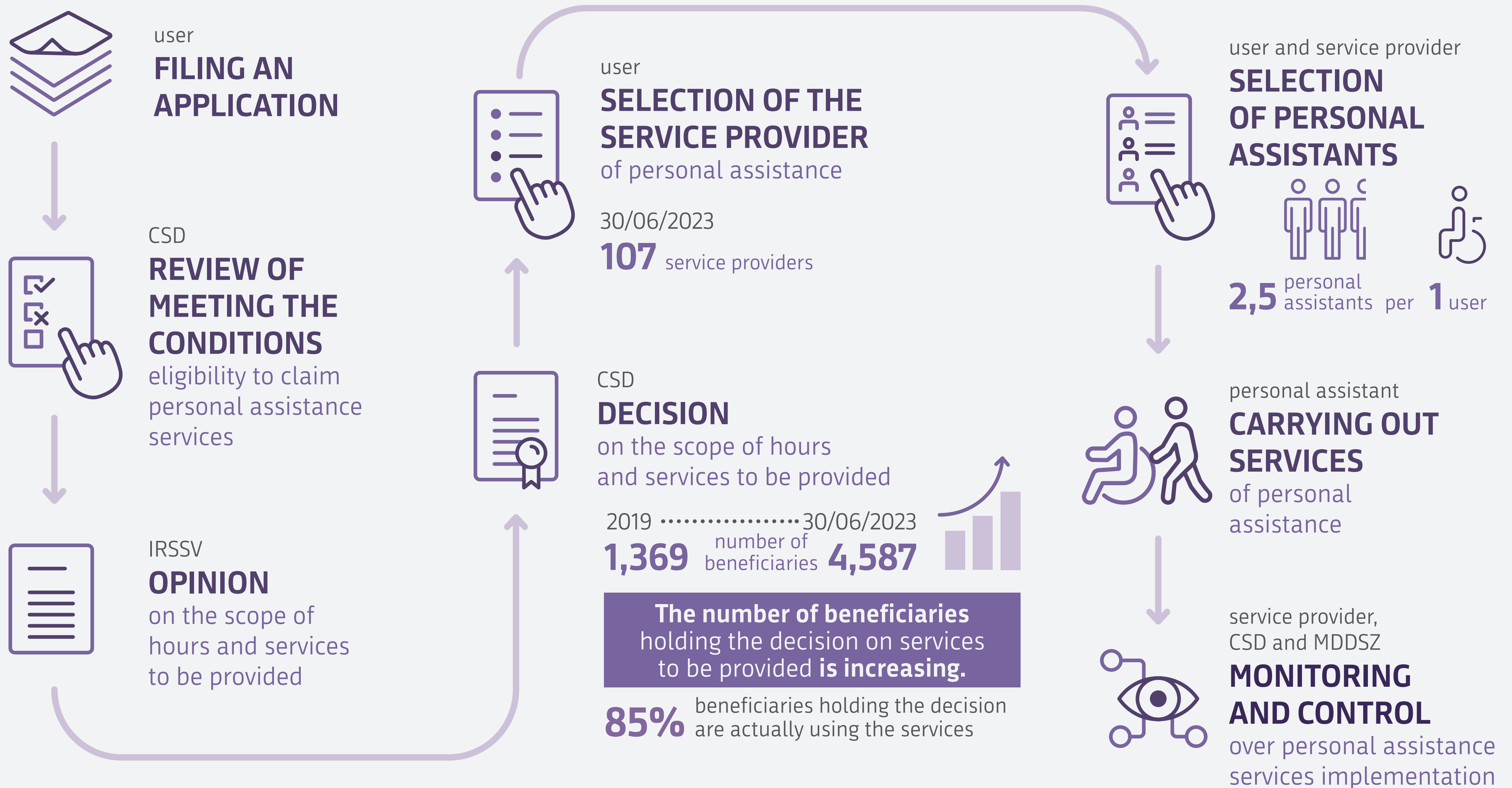
Social Protection Institute
of the Republic of Slovenia

CSD

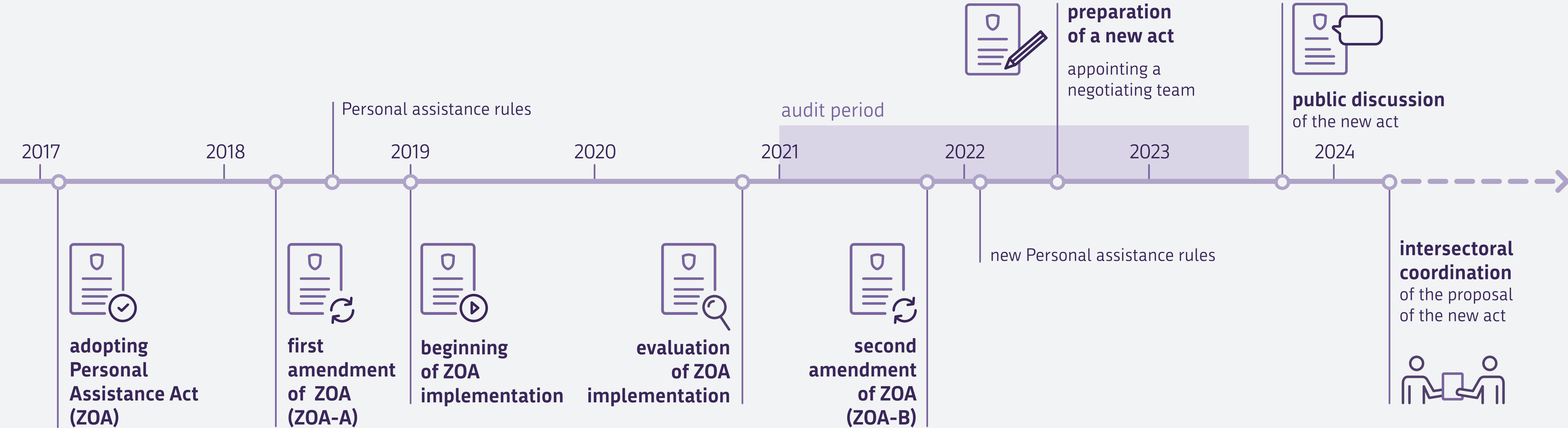
Social work centres

- Dolenjska in Bela krajina
- Pomurje
- Ljubljana
- Južna Primorska

Personal assistance services implementation



Bases for implementing personal assistance services



- +

Personal assistance services are based on several programming and strategic documents and regulated by **Personal Assistance Act** and Personal assistance rules
- **Inadequate provisions** of the regulations
- +

MDDSZ obtained information on personal assistance services status before the amendments of ZOA
- **MDDSZ failed to address all detected issues** when implementing personal assistance services by proposal of ZOA-B
- +

In 2023, **MDDSZ started with the preparation of a new act** regulating personal assistance

Bases for claiming personal assistance services

Defining the purpose of personal assistance and conditions for claiming it

– the **purpose** of personal assistance is **not clearly defined** in the rules; the **basic condition** for claiming personal assistance is **difficult to verify**, since the terms activity, independent personal and family life and inclusion in the society are not defined

– until ZOA-B came into force, the **evidence** regarding the personal assistance needs of the user **was not demanded**; after the ZOA-B came into force, more evidence is demanded, but is **still insufficiently defined**



users and authorities **differently understand eligibility** for personal assistance services



long-term care services have **still not been introduced**



other means of assistance less accessible (family assistant, home help)



ZOA **did not exclude the possibility** that the user is allocated **only daily living assistance**

– **Access** to personal assistance is available **to persons who are in greater need of long-term care** or other types of services, thus the number of users of personal assistance services is increasing as well as the needed funds.

Assessing the needs for personal assistance

before ZOA-B

- **assessment committees were appointed by CSD** on the basis of the list of experts developed by MDDSZ
- **more experts** (111)

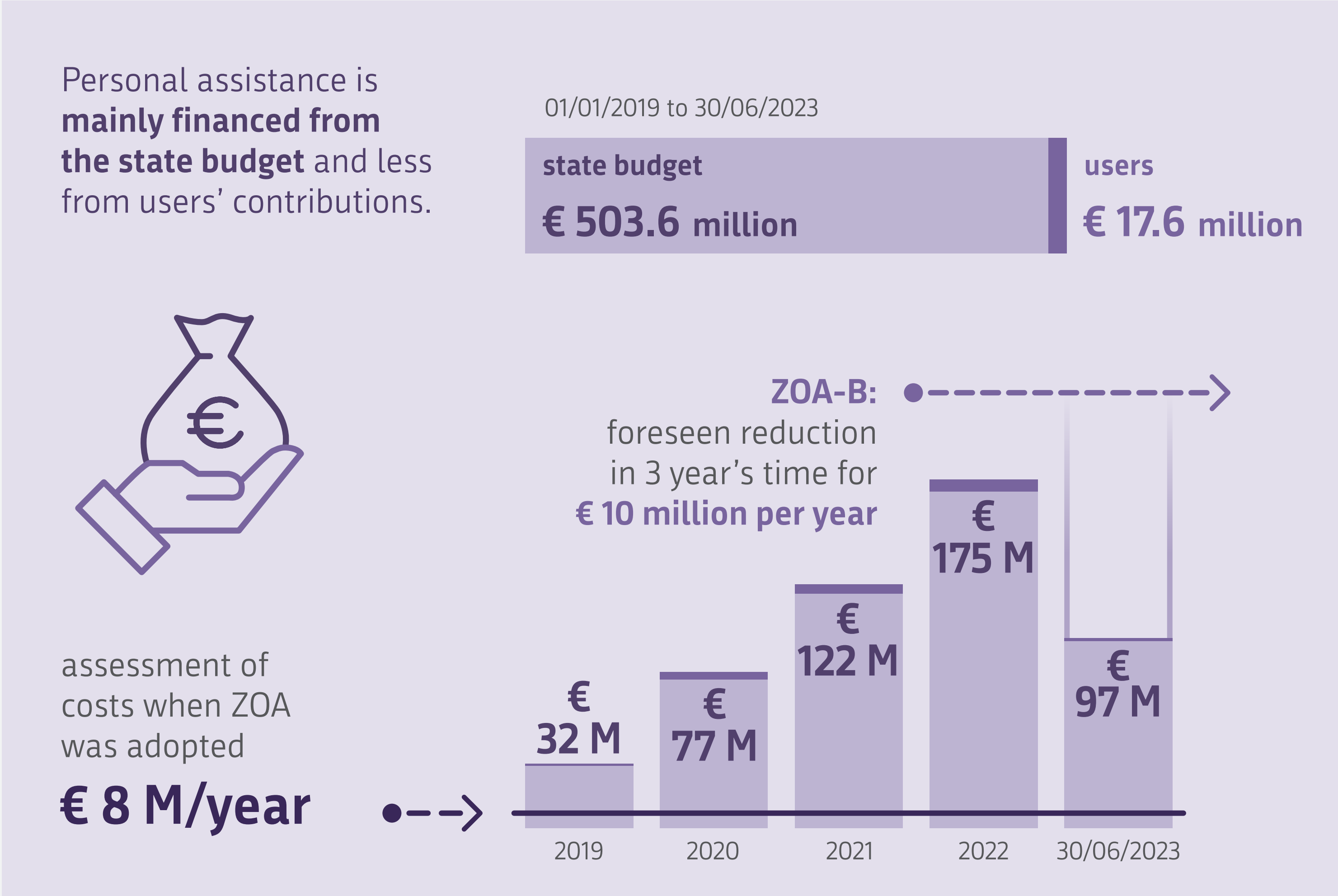
after ZOA-B

- **unified expert body** at IRSSV
- **amendment** of assessment form
 - **more stress on user's activities**
- **less experts** (30/06/2023: 13 from IRSSV + 23 external)

+ By establishing unified expert body at IRSSV **the assessments were more consistent.**

Sources for personal assistance services

Financial sources



the **scope of the needed funds exceeded the foreseen scope** due to the increased number of users and consequently more hours of personal assistance to be carried out




ZOA-B introduced the measure of the users' reassessment in order to harmonise the scope of hours and the content of the personal assistance with the actual needs of the users in real time



The measure was not implemented due to grandfathering provision.

Sources for personal assistance services

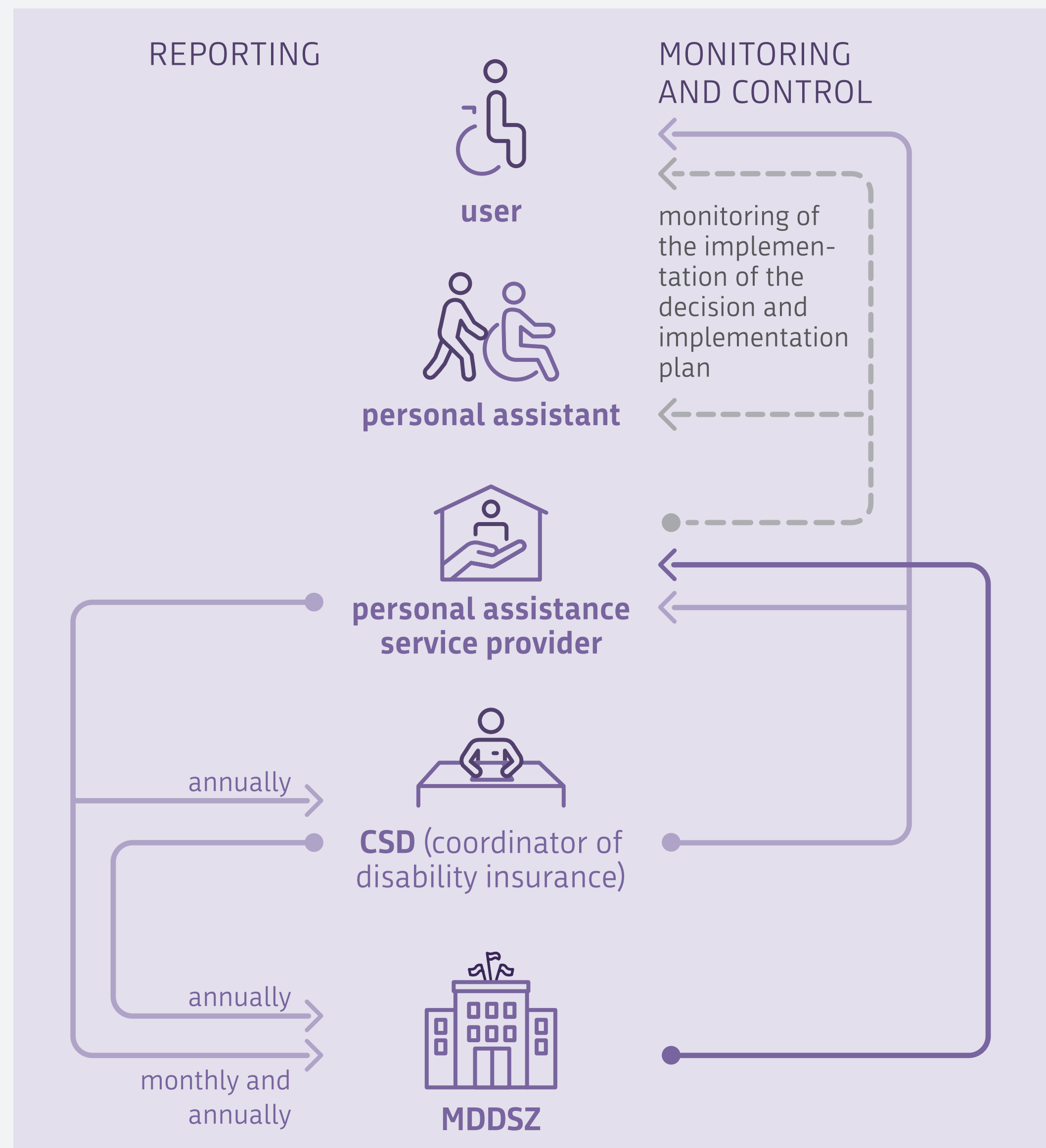
Human resources

| | | |
|---|---|---|
|  | Coordination of disability insurance | <ul style="list-style-type: none">● MDDSZ failed to agree with CSD on the criteria for defining the necessary coordinators of disability insurance— the provision of ZOA not feasible in practice – regarding the qualifications of coordinators of disability insurance before the commencement of their work |
|  | Personal assistants | <ul style="list-style-type: none">— MDDSZ failed to monitor sufficiency of personal assistants and did not define measures in case of their insufficiency— no review over the scope and quality of implemented trainings (carried out mainly by personal assistance service providers) |
|  | Members of expert committees | <ul style="list-style-type: none">● IRSSV could not provide for regional criterion with its employees, therefore it appointed external experts— the condition regarding the qualifications of members of expert committee not clearly defined |

Information support

| | |
|---|---|
|  | <ul style="list-style-type: none">— existing information solutions do not provide coordinators of disability insurance enough support in the phase of reviewing conditions fulfilment and in the phase of reporting |
|---|---|

Reporting and control



Coordinators

- **carried out reviews** of personal assistance services implementation at a user, **but not at all of them at least once a year**

- **failed to carry out control** over personal assistance service providers, **but they cooperated with them** and reviewed their annual reports

MDDSZ

- **failed to define how it will monitor the achievement of the objective** of personal assistance services implementation, since it does not monitor the objective in the way possible to measure the impacts of the support for the personal assistance services
- **carried out regular control** over invoices and reports of personal assistance service providers on implemented hours of services and control over meeting the conditions of personal assistance service providers

- carried out **on the spot control only at three** service providers
- + **reviewed only annual reports** of coordinators of disability insurance
- + **imposed the measures** on the basis of implemented control at the personal assistance service providers (refusal of payment, withdrawal of the status of personal assistance service provider, refund request)

Financial control is predominant, while control on the field at service providers and users is lacking.

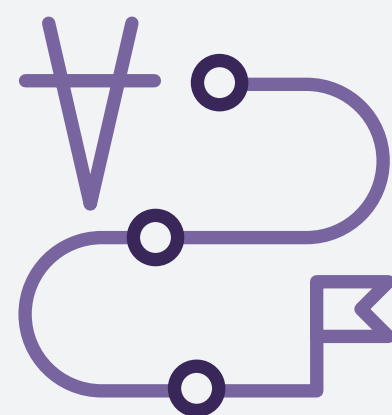
OPINION OF THE COURT OF AUDIT

- Providing personal assistance services was **partially efficient.**

The Court of Audit proposed several recommendations to MDDSZ, among them to:



clearly define that the users of personal assistance services can be **provided services** which are comparable to the services of long-term care (e.g. daily living assistance), **but only simultaneously with other types of personal assistance services**



in cooperation with coordinators of disability insurance **define the manner of monitoring the achievement** of the objective of personal assistance services



set up a system of monitoring that shall include also measurable objectives and indicators which will serve as the basis for assessing the effectiveness of support of personal assistance services

MDDSZ has already addressed some inefficiencies in the proposal of the new ZOA in April 2024



no demand for corrective measures