

## Senate Community Affairs Legislation Committee

### ADDITIONAL ESTIMATES – 11 FEBRUARY 2016 ANSWER TO QUESTION ON NOTICE

#### Department of Human Services

**Topic:** DHS Social Workers

**Question reference number:** HS 146

**Senator:** Cameron

**Type of question:** Written

**Date set by the committee for the return of answer:** 4 April 2016

**Number of pages:** 2

#### **Question:**

- a) DHS had 741 qualified social workers at 30 June 2015. How many in the financial years 2013-14, 2014-15, and in 2015-16?
- b) Please provide details of the scope and nature issues that social workers deal with, broken down by state.

#### **Answer:**

- a) Table 1 below outlines the number of qualified social workers in the financial years 2013-14, 2014-15 and 2015-16. The financial year figures are point in time as at 30 June of each year, except for the most recent figure which is as at 31 January 2016.

Table 1: Social Work Staffing

<b>Year</b>	<b>FTE</b>	<b>Headcount</b>
2013-14 (as at 30 June 2014)	597.13	680
2014-15 (as at 30 June 2015)	649.19	741
2015-16 (as at 31 Jan 2016)	629.96	721

- b) Table 2 (over page) provides an overview of the top ten customer referral issues by State and Territory, as recorded in the Social Work Information System for 2014-15.

Table 2. Top Ten Social Work Referral Issues 2014-15 (by State and Territory)

<b>National Referrals</b>	<b>New South Wales</b>	<b>Australian Capital Territory</b>	<b>Queensland</b>	<b>Victoria</b>	<b>South Australia</b>	<b>Western Australia</b>	<b>Tasmania</b>	<b>Northern Territory</b>
Personal or family issues	Personal or family issues	Personal or family issues	Personal or family issues	Personal or family issues	Personal or family issues	Financial hardship	Accommodation issues or homelessness	Personal or family issues
Financial hardship	Financial hardship	Accommodation issues or homelessness	Financial hardship	Financial hardship	Financial hardship	Personal or family issues	Personal or family issues	Financial hardship
Accommodation issues or homelessness	Accommodation issues or homelessness	Financial hardship	Accommodation issues or homelessness	Accommodation issues or homelessness	Accommodation issues or homelessness	Accommodation issues or homelessness	Other Centrelink issues	Other Centrelink issues
Other Centrelink issues	Other Centrelink issues	Other Centrelink issues	Other Centrelink issues	Other Centrelink issues	Other Centrelink issues	Other Centrelink issues	Financial hardship	Accommodation issues or homelessness
Issues with job seeking or participation	Issues with job seeking or participation	Issues with job seeking or participation	Domestic or Family Violence	Issues with job seeking or participation	Issues with job seeking or participation	Domestic or Family Violence	Unsupported young person requesting assistance	Issues with job seeking or participation
Domestic or Family Violence	Unsupported young person requesting assistance	Mental health issues	Unsupported young person requesting assistance	Domestic or Family Violence	Mental health issues	Issues with job seeking or participation	Issues with job seeking or participation	Comprehensive Compliance Assessment
Mental health issues	Domestic or Family Violence	Domestic or Family Violence	Issues with job seeking or participation	Mental health issues	Unsupported young person requesting assistance	Unsupported young person requesting assistance	Mental health issues	Child support issues
Unsupported young person requesting assistance	Mental health issues	Unsupported young person requesting assistance	Mental health issues	Unsupported young person requesting assistance	Domestic or Family Violence	Child support issues	Domestic or Family Violence	Domestic or Family Violence
Child support issues	Child support issues	Child support issues	Crisis Payment	Child support issues	Comprehensive Compliance Assessment	Crisis Payment	Health issues	Health issues
Crisis Payment	Crisis Payment	Comprehensive Compliance Assessment	Child support issues	Crisis Payment	Crisis Payment	Mental health issues	Crisis Payment	Financial Exploitation