

**Senate Community Affairs Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**SOCIAL SERVICES PORTFOLIO**  
**2017-18 Budget Estimates Hearings**

**Outcome Number: 2.1 Families and Communities**

**Question No: SQ17-000409**

**Topic: Emergency Relief**

**Hansard page: 62**

**Senator Louise Pratt** asked:

In reviewing financial capability and wellbeing, what consideration have you given to problems and concerns that have arisen?

**Answer:**

Without specific examples the Department cannot provide a specific response. However in a broad response, since the 2014 grant round the Department has monitored service delivery, demand and emerging needs for Financial Wellbeing and Capability services, including Emergency Relief, using established reporting and feedback mechanisms including the State and Territory office network, peak bodies and other sector representatives. Our Grant Agreement Managers in the State and Territory Office network have good relationships with service providers and regularly discuss and facilitate resolution to service delivery issues.

The Department also monitors data in the DSS Data Exchange, providing a sense of where people are accessing services and the distance travelled. For an example of the information available see SQ17-000410.