

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: SQ17-000410

Topic: Emergency Relief

Hansard page: 61

Senator Louise Pratt asked:

For the city of Swan, we will have a look at who the providers are and how they deliver those services. We might then see if we can have a look at what the movement is for customers to get to that service.

Answer:

Between 1 July 2016 and 31 December 2016, the DSS Data Exchange shows that there were 3,525 instances of Emergency Relief (ER) provided to people living in the Local Government Area (LGA) of Swan. 1,954 people travelled on average seven kilometres to an Emergency Relief provider. In addition, St Vincent De Paul visited 1,571 people's homes in the LGA of Swan, as this service operates via home visits (meaning clients do not need to travel to a shopfront to receive a service).

Organisation Name	Service Delivery Model	Outlet Locality	Average of Distance Travelled (km)	Total Episodes of Service provision
Visits to providers				
Australian Red Cross Society	Shopfront	East Perth Osborne Park Gosnells	11 19 24	11 5 2
Fremantle Multicultural Centre Inc.	Shopfront	Mirrabooka East Perth	5 13	2 2
Indigo Junction Incorporated	Shopfront	Midland	4	308
Italo Australian Welfare & Cultural Centre Inc.	By Appointment	Perth	15	18
Jacaranda Community Centre Inc.*	Shopfront	Belmont	14	45
Midland Information, Debt & Legal Advocacy Service Inc.	Shopfront	Midland	7	111
St Patrick's Community Support Centre Limited	Shopfront	Fremantle	30	1
The Salvation Army (Western Australia) Property Trust	Shopfront	Morley	4	541
		Swan View	6	480
		Balga	7	181
		Northbridge	16	171
		Bentley	16	5
		Gosnells	20	6
		Heathridge	32	8
The Spiers Centre Inc.	Shopfront	Heathridge	18	5
UnitingCare West	Shopfront	Perth	17	47
Women's Health Care Association	Shopfront	Northbridge	11	2
Youth Futures WA Inc.	Shopfront	Joondalup	22	3
			7	1,954
Visits by provider				
St Vincent de Paul Society (WA) Inc.*	Services provided via home visitation.	Belmont	0	1,571
Total				3,525

*All reporting is through their central office. No specific outlet details are provided in DEX.