

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 23-24 OCTOBER 2014 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Case Coordination and Place Based Trials

Question reference number: HS 50

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 12 December 2014

Number of pages: 2

Question:

I refer to page 79 and 80 of the 2013-14 Annual Report. The Case Coordination trials, Local Connections to Work and Community Innovation through Collaboration programmes all finished at 30 June 2014:

- a) Is the Department tracking customers who were assisted by the programmes?
- b) What roles are DHS staff previously engaged in the programmes now undertaking? Provide details.
- c) Provide details of consultations with local project committees around the programmes finishing.
- d) What are the financial implications for DHS of winding the programmes up? Provide details.
- e) Is the Department engaged in the development of any intensive case management and placed based approaches to assist customers? Provide details.

Answer:

- a) The department is not tracking customers who were assisted by these programmes.
- b) The staff who were participating in these programmes have returned to business as usual roles.
- c) Local project committees were in place only for the Community Innovation through Collaboration programme. Following the announcement, the department engaged with a number of key stakeholders including the project committees, the National Place Based Advisory Group and the project management organisations.
- d) The cessation of the Case Coordination and the Local Connections to Work trials contributed to meeting the Government's fiscal targets for the department.
The cessation of the Community Innovation through Collaboration programme involved returning funds back to budget (details available in the 2014-15 Budget papers).

- e) The Department is committed to providing assistance to all customers, including those with more complex needs. This assistance includes specialist services such as those provided by social workers. The department's social workers work at the intensive end of service delivery. They provide professional interventions to customers with multiple and complex needs to help them achieve greater self-sufficiency.