

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 22 OCTOBER 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Homeless Indicators

Question reference number: HS 97

Senator: Cameron

Type of question: Written

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Number of pages: 1

Question:

Please provide details of the reasons for and the implications of the increase in the Homelessness Indicator from 2013-14 to 2014-15?

Answer:

The Department of Human Services has an ongoing commitment to assisting customers who are experiencing homelessness and its impact on their lives.

The use of the Homelessness Indicator has continued to increase as the Department's Social Work Service and Community Engagement Officers continue to raise awareness in relation to the issues facing customers experiencing homelessness.

Implications of the increase in Homelessness Indicators include:

- a requirement for departmental staff to have knowledge of the flexible options for service delivery available to customers experiencing homelessness; and
- a greater need for training of departmental staff to enable the skills to identify and respond appropriately to homeless customers.