

Senate Community Affairs Legislation Committee

ADDITIONAL BUDGET ESTIMATES - 14 FEBRUARY 2013 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: 2011-12 Budget measure – *improving services – increased support for people needing assistance*

Question reference number: HS 21

Senator: Fifield

Type of question: Written

Date set by the committee for the return of answer: 5 April 2013

Number of pages: 2

Question:

Service Delivery Reform – improving services – increased support for people needing assistance expense measure in the 2011-12 Budget:

- a) Please provide a breakdown of this expenditure over the forward estimates by sub-program or program component?
- b) How many of the trial locations have been rolled out to date?
- c) Please provide details of each location where this trial is currently occurring?
- d) How is the program being evaluated?
- e) What are the program KPIs?
- f) How many individuals (customers/citizens) have taken part in the trial to date?
- g) What support is available to the customer under this initiative?
- h) Has DHS been required to provide additional training to any staff as a result of this initiative? If so, what added costs has the Department incurred as a result of having to provide this training? Are these costs accounted for under this budget measure or have they been paid for by Departmental appropriations?

Answer:

- a) The Department received operating appropriation for this measure as follows (*Portfolio Budget Statements 2011-12*):

	2011-12 \$'000	2012-13 \$'000	2013-14 \$'000	2014-15 \$'000
Case Coordination	11,266	18,056	21,942	21,563

- b) As at 28 February 2013, Case Coordination had been rolled-out in 33 locations.

c) Case Coordination is operating in the Department of Human Services' Service Centres at:

- | | |
|------------------------|-------------------------|
| 1. Bankstown (NSW) | 18. Springvale (Vic) |
| 2. Casino (NSW) | 19. Sunshine (Vic) |
| 3. Fairfield (NSW) | 20. Browns Plains (Qld) |
| 4. Kempsey (NSW) | 21. Goodna (Qld) |
| 5. Mount Druitt (NSW) | 22. Rockhampton (Qld) |
| 6. Newcastle (NSW) | 23. Toowoomba (Qld) |
| 7. Parramatta (NSW) | 24. Woodridge (Qld) |
| 8. Shellharbour (NSW) | 25. Bundaberg (Qld) |
| 9. Taree (NSW) | 26. Elizabeth (SA) |
| 10. Walgett (NSW) | 27. Port Adelaide (SA) |
| 11. Wyong (NSW) | 28. Mirrabooka (WA) |
| 12. Bendigo (Vic) | 29. Rockingham (WA) |
| 13. Broadmeadows (Vic) | 30. Bridgewater (Tas) |
| 14. Cranbourne (Vic) | 31. Burnie (Tas) |
| 15. Dandenong (Vic) | 32. Braddon (ACT) |
| 16. Melton (Vic) | 33. Darwin (NT) |
| 17. Shepparton (Vic) | |

- d) Case Coordination is being trialled over four years to inform the Department's strategic and operational decisions about needs-based service delivery and future service delivery strategies. The Department has engaged the Australian Institute of Family Studies, in partnership with the Australian National University, to undertake a formal and independent evaluation of the Case Coordination trial over a two-year period.
- e) As part of the trial initiative, the Department will establish operational KPIs, which will include reporting on performance and customer satisfaction, to feed into the broader evaluation.
- f) As at 28 February 2013, 26,664 customers have taken part in the service.
- g) The Case Coordination initiative places the customer at the centre of the process. Case Coordination staff work with customers in need to help them identify their support needs, goals and aspirations and establish a plan of action. The plan links the customer to other services such as emergency relief, housing, health services, crisis support, education and training, and family and financial support.
- h) Training (including strengths based training to assist in conversations with customers to identify their challenges, strengths and goals) has been carried out for Case Coordination staff as part of the Department's ongoing training of its customer facing staff. Customer facing staff training costs are not separately captured at the project level.