

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2015-16 Additional Estimates Hearings

Outcome Number: 2.1 Families and Communities **Question No: SQ16-000185**

Topic: Financial Counselling - Tender Process for Financial Counselling, Capability and Resilience Hubs

Hansard page: Written

Senator Claire Moore asked:

1. What are the Gaps in service delivery (for example the lack of services that can assist with superannuation, insurance and deceased estates);
2. What is the level of unmet demand since the reduced funding levels from the DSS for Financial Counselling and Capability Services;
3. What was the previous funding before the tendering process and current funding for financial counselling, capability and resilience hubs;
4. Can you provide an analysis of the level of need for these services over time, including quantification of levels of income support, unemployment, debt and poverty etc.

Answer:

1. The Department requires funded organisations to consult with affected communities in finalising their service delivery model to ensure the service offer meets community needs. Some Hubs offer assistance with superannuation, insurance and deceased estates. The Department works closely with service providers and passes on any intelligence we receive about potential gaps in service delivery models.
2. The Department does not yet have data to demonstrate levels of demand for the services that commenced delivery in income management locations on 1 January 2016. Any future or emerging service gaps will be identified through established reporting and feedback mechanisms, including the Department's state and territory office network, peak bodies and other sector representatives.
3. The 2014-15 Budget provided \$18.2 million to continue services in income management areas for one year to 30 June 2015. Funding of \$25.6 million over two years to 30 June 2017 was provided in the 2015-16 Budget to provide Financial Counselling and Financial Capability services in income management locations.
4. Hub locations and service coverage areas were identified by examining the location of existing services, proximity and access to communities, information from existing service providers and the local knowledge of staff based in the Department's state and territory offices.