

**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: SQ16-000266**

**Topic: Financial counselling**

**Hansard page: 92**

**Senator Claire Moore asked:**

What in fact is going to be the monitoring process now? There is great concern in communities—I know that you have had that information—about whether the current services under this new provision will meet the needs of financial counselling in these areas. What will be the monitoring process now? I took down copious notes this morning in answers about where there could be gaps in service delivery and how people bring that to the attention of the government. I feel sure that is one that we will be following up on. What is going to be the process now? For instance, the Alice Springs decision has changed the geographic area surrounding Alice Springs. It has taken funding away from an organisation that had been receiving funding for financial counselling for over 20 years and given it to another provider who does not have an Aboriginal base. What is the justification for that?

**Answer:**

The Department's state and territory office network continue to work closely with service providers, peak bodies and other sector representatives to monitor the service coverage, possible gaps and effectiveness of grants programmes as a matter of normal business.

An open competitive selection process provided all eligible organisations with an equal opportunity to apply for funding. The open process allowed the Department to identify high quality applicants with the capacity to undertake their projects and these organisations were successful in the selection round.

Providers were selected through a rigorous, consistent and audited process and selections were based on ensuring high quality services to the community and value for money.

Please list all other Branches/Offices/Departments Consulted:

1. Programme Office

	<b>Departmental Officer:</b>		<b>Cleared by:</b>	
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<b>Cleared by Deputy Secretary</b>	<b>Yes</b> <input checked="" type="checkbox"/> <b>No</b> <input type="checkbox"/>	<b>Date: 10.3.2016</b>	<b>DS Initial</b>	

<b>Officer who will address this question at the next Estimates</b>	<b>Eliza Strapp</b>
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