

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES - 29 MAY 2012 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Case Coordination and Local Connections to Work

Question reference number: HS 28

Senator: Moore

Type of question: Written

Date set by the committee for the return of answer: 27 July 2012

Number of pages: 4

Question:

On the 10 May 2011, Minister for Human Services at the time put out a media release announcing a new initiative called Case Coordination and the expansion of Local Connections to Work.

- a) The media release stated that case coordination would be rolled out progressively to 44 locations over the forward estimates. In how many sites has case coordination been rolled out to, to date?
- b) What types of assistance do people received under Case Coordination?
- c) How many people have been assisted?
- d) How many people have been assisted by case coordination by location and by types of assistance?
- e) Has the number of job seekers assisted continued to increase since May 2011?
- f) Is there anything the Department has learned from the program about the type of assistance that is effective in helping long term unemployed people back into the workforce?
- g) How many job seekers were assisted through Local Connections to Work by location?

Answer:

- a) Case Coordination is currently being trialled in 19 locations. The 2011–12 Case Coordination locations and implementation dates are shown in Table 1 below:

Table 1: Implementation date, number of customers and referrals by site

Implementation Date 2011-12 FY	Location	Number of customers assisted to end May 2012	Number of referrals made to end May 2012
5 September 2011	Newcastle (NSW)	479	1,011
	Woodridge (QLD)	877	1,701
	Elizabeth (SA)	774	1,013
	Rockhampton (QLD)	1,081	1,010
12 September 2011	Shellharbour (NSW)	689	1,136
26 September 2011	Wyong (NSW)	459	1,650
	Broadmeadows (VIC)	917	1,411
10 October 2011	Burnie (TAS)	304	435
31 October 2011	Rockingham (WA)	481	948
7 November 2011	Shepparton (VIC)	331	744
21 November 2011	Bankstown (NSW)	570	922
23 January 2012	Bridgewater (TAS)	100	132
20 February 2012	Springvale (VIC)	208	392
5 March 2012	Port Adelaide (SA)	134	169
	Fairfield (NSW)	207	372
19 March 2012	Mirrabooka (WA)	241	341
2 April 2012	Sunshine (VIC)	127	241
	Bundaberg (QLD)	168	178
16 April 2012	Walgett (NSW)	15	10
	Total	8,162	13,816

- b) Case Coordination helps people who experience difficulty accessing services and support in their community. Front line staff spend time with customers to identify the services they need to achieve their goals and aspirations, including those that will improve their capacity to participate in work, education and training.

The assistance provided is tailored to the needs of the customer. Depending on the customer's needs, it might mean that they're linked to health or housing related services. Alternatively, it might link them directly to an education or training provider.

Case Coordination applies needs-based assessment and strengths-based principles to assist customers to identify their needs and connect to services and supports in their local community.

Case Coordination supports more appropriate and targeted customer referrals and follow-up of outcomes with community sector, local and state government providers.

- c) Nationally, 8,162 people have been assisted by Case Coordination from the commencement of the trials on 5 September 2011 to 31 May 2012.
- d) Overall customer numbers per site is provided in Table 1 above.
- The type of assistance provided is tailored to the needs and circumstances of the customer. Customers are provided with assistance to access services and support in their local communities. The service categories that customers have been referred to are listed in Table 2 below.

Table 2: National Referral Service Category breakdown for 1 September 2011 – 31 May 2012

Referral service category	
Housing support	3,005
DHS Specialists Services	1,464
Emergency relief	1,445
Education/training/vocational training	1,215
General Health	1,108
Financial stability	1,099
Individual Support	906
Basic needs	661
Family Support	546
Legal Issues	508
Advocacy	416
Mental Health Services	163
Social/community activities	146
Alcohol and other drug services	115
Children services	107
Carer Services	102
Youth Services	89
Other	721
Total	13,816

- e) Yes, the number of job seekers assisted has continued to increase since the rollout of Case Coordination in September 2011, with 4,706 job seekers assisted as at 31 May 2012.
- f) The department considers that it is too early in the life of the trial to make definitive observations about the types of assistance that is effective in helping people back into the workforce. Learning to date includes:
- Customers participating in the program almost universally greet the extra support offered by Case Coordination with enthusiasm.
 - The response from community service providers about Case Coordination has been positive and feedback from service providers is that this approach will generate improved outcomes for shared customers.
- This is based on the department's better understanding of the services they offer and the extra time Case Coordination funding allows the department's staff to encourage participation in support activities and follow-up on referrals.
- g) Between 1 July 2011 and 31 May 2012 Local Connections to Work in 14 locations has assisted 3,783 job seekers. Table 3 provides a breakdown of job seekers assisted by location.

Table 3: Job Seekers Assisted by Local Connections to Work by Location (1 July 2011 to 31 May 2012)

Implementation Date	Local Connection to Work Location	Job Seekers Assisted
24 May 2010	Frankston (Vic)	576
31 May 2010	Campsie (NSW)	140
7 June 2010	Ipswich Qld)	245
21 June 2010	Elizabeth (SA)	338
21 March 2011	Burnie (Tas)	324
21 March 2011	Campbelltown (NSW)	282

Implementation Date	Local Connection to Work Location	Job Seekers Assisted
4 April 2011	Morwell (Vic)	480
11 April 2011	Port Adelaide (SA)	353
9 May 2011	Maroochydore (Qld)	671
23 April 2012	Rockhampton (Qld)	112
30 April 2012	The Entrance (NSW)	70
30 April 2012	Shepparton (Vic)	136
14 May 2012	Broadmeadows (Vic)	53
28 May 2012	Rockingham (WA)	<10