

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES - 29 MAY 2012 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Social Work Services

Question reference number: HS 60

Senator: Siewert

Type of question: Written

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

Number of pages: 2

Question:

- a) How many social work appointments face-to-face and via Centrelink call, in the financial calendar periods 2009-10, 2010-11 and from 1 July 2011 to 31 March 2012?
- b) How many social workers have been employed at 1 July 2010, 1 July 2011 and March 2012?
- c) Provide a breakdown of the data collected via the Social Work Information System (SWIS).

Answer:

- a) The following are the total number of referrals for Social Work assistance:
 - 2009-10 financial year - 343,169;
 - 2010-11 financial year - 368,942; and
 - 2011-12 financial year (1 July 2011 to 31 March 2012) - 259,721.
- b) The number of Social Workers employed by the department was:
 - 30 March 2012 – 726;
 - 30 June 2011 – 734; and
 - 30 June 2010 – 824.
- c) The following is a breakdown of data (by contact type) recorded in the Social Work Information System. These are the contacts Social Workers undertake in response to referrals. There can be multiple contacts for each referral.

Contact Type	2010-11	2009-10	1 July 2011 – 30 March 2012
Case Discussion	142,960	152,259	107,895
Correspondence	39,579	44,402	26,464
Did Not Attend Interview*	10,643	9,272	6,503
File/Paper Assessment	140,093	131,326	105,828

Contact Type	2010-11	2009-10	1 July 2011 – 30 March 2012
Home Visit	1,364	1,971	749
Interview Elsewhere	2,805	3,237	1,917
Interview in Service Centre	145,942	185,996	91,835
On-line	2,230	1,738	1,750
Phone call	127,626	114,496	87,314
Phone Interview	239,966	186,320	175,032
Rural/Remote Visit	2,857	2,421	1,891
Total number of Contacts	856,065	833,438	607,178

- * This category is the number of interviews with Social Workers that customers did not attend even though they had been provided with an appointment date and time. It is recorded as a contact to recognise that preparation for the interview is undertaken and that follow up with the customer occurs when they fail to attend appointments.