



Standing Committee on Health and Community Wellbeing

Inquiry into Annual and Financial Reports 2022-2023 **ANSWER TO QUESTION ON NOTICE**

Asked by **Mrs Elizabeth Kikkert**:

Reference: Hearing on 15 November 2023, Annual Report of Community Services Directorate

In relation to: Child and Family Centres and Increasing Demand

It was stated during the hearing that the government is tracking usage at the Child and Family Centres (CFCs) to better understand surging demand. The minister added that the 2023-24 target for occasions of service will be 'more informed'. It was also discussed during the hearing that surging demand is forcing some families to wait for services but that one solution has been to get staff to focus more on client-facing work. It was also mentioned in the hearing that the government is looking at different models of service delivery to address surging demand and staff shortages?

1. What is the 2023-24 target for occasions of service at the CFCs? (If unknown, please explain when during a reporting year that such a target is set.)
2. What kinds of non-client-facing work is being left unfinished by shifting the focus of existing staff?
3. What kinds of different models of service delivery are under consideration, where are those models currently being used, and what is the expected timeline for changing the centres' model of service delivery?

Minister Stephen-Smith: The answer to the Member's question is as follows:

1. The 2023-24 occasions of service target is 9,500.
2. There has been no work left unfinished by staff.
3. The Centres have always operated under a partnership approach to program delivery, particularly in delivering parenting groups. Some examples of seeking new partnerships are with EACH and Relationships Australia. Additionally, a partnership with the Education Directorate has seen CFC workers placed in schools one day a week to respond and offer warm referral pathways to families in a school setting.

Approved for circulation to the Standing Committee on Health and Community Wellbeing

Signature:

Date: 28 / 11 / 23

By the Minister Families and Community Services, Rachel Stephen-Smith MLA