



Inquiry into Annual and Financial Reports 2023–2024

Answer to question taken on notice

Asked by: Miss Laura Nuttall MLA

Addressed to: Dr Sarah Miller, Coordinator-General, Mental Health and Wellbeing, ACT Health Directorate

In relation to: Safe Haven

Hearing: 11 February 2025

Uncorrected Proof Transcript p 15

Transcript provided: 14 February 2025

Answer Due: 21 February 2025 5.00 pm

Dr Miller took on notice the following question(s):

MISS NUTTALL: Beautiful, thank you. In terms of attendance numbers, like, how often was the centre at capacity? Like, were there times where you did have to turn people away due to demand for services?

Dr Miller: I would probably have to take it on notice about how often it was at capacity, but I can tell you that the figures on terms of average visits were 19 visits per week, and we had 81 unique guests were supported over the course of the time, which is about 6.2 visits per guest. And this is in the period January '24 to June '24., We also had an additional 489 phone sessions that were delivered during that time.

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

The ACT Health Directorate has not historically received information from Stride, the organisation that operates the Belconnen Safe Haven, about how often the Safe Haven is at capacity.

However, guests are not turned away from the Safe Haven if it is at capacity. Instead, guests are encouraged to wait until a peer worker is available to support them. While guests wait peer workers provide them with refreshments and conduct safety assessments.

Approved for circulation to the Standing Committee on Social Policy

Signature:

A handwritten signature in blue ink, appearing to be 'R. Stephen-Smith', written on a light blue rectangular background.

Date:

A handwritten date '23 / 2 / 25' in blue ink, written on a light blue rectangular background.

By the Minister for Mental Health, Rachel Stephen-Smith MLA