



STANDING COMMITTEE ON EDUCATION AND COMMUNITY INCLUSION

MICHAEL PETERSSON MLA (CHAIR), JONATHAN DAVIS MLA (DEPUTY CHAIR), PETER CAIN MLA

Inquiry into referred 2019–20 Annual and Financial Reports and Budget Estimates 2020-21
ANSWER TO QUESTION ON NOTICE

Asked by Elizabeth Kikkert:

In relation to: Funded services that were visited by a Relationship Manager
Output class 1.1: Inclusion and Participation, page 18.

1. The proportion of funded services visited by a relationship manager during 2020–21 was 75%, with YTD results for this financial year being 51%. During hearings, the Community Services Directorate (CSD) explained that the reduction in the number of visits was due to 'COVID limitations and the inability to physically go out and visit.' What percentage of funded services were 'visited' via the following mechanisms:
 - a. Online/virtual meetings
 - b. Phone call
 - c. Email/messaging
2. On what date did the service visit model resume?
3. The CSD related during hearings that during the period of time where visits were not possible, the Directorate 'developed a range of communications for the sector on a regular basis.' What range of communications were developed?
 - a. The CSD also stated that the feedback received from the sector was that there were some innovative developments that they would like to keep. What are they, and will they continue as COVID restrictions relax and afterwards as well?

Emma Davidson MLA: The answer to the Member's question is as follows: –

1. 100% of funded services were 'visited' via one or multiple of the listed mechanisms throughout this period.
2. Relationship Managers resumed face-to-face Service Visits in Quarter 1 of 2020-21, provided this could be done in a COVID safe way. Funded services, however, continue to have the option to have their service visit undertaken via an online meeting platform.
3. The range of communications included:
 - i. A Community Sector Update forum chaired by the Community Services Directorate's Deputy Director-General, that occurred every 6 weeks, initially to provide an update on a range of community sector matters related to COVID-19 and joint community activities.



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

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- ii. The distribution of ACT Health information emailed directly to service providers from the Quality team to ensure timely and up to date information and advice was provided to the community sector.
- a. Feedback has been positive about the Community Sector Update forum and it has continued as a mechanism to keep the community sector informed of key strategic priorities e.g. Sector Sustainability Review, Contract Renewals and Contract Redesign and Retendering. Service Providers have advised that the flexibility of offering face- to- face or online meetings has provided greater flexibility to work around busy schedules.

Some Governance Groups that require a quorum have expressed interest in the continued delivery of mixed model meetings in which some members can attend in person, but others can join virtually, allowing for more members to attend more regularly.

Approved for circulation to the Standing Committee on Education and Community Inclusion

Signature: *Emma Davidson*

Date: *22 MAR 2021*

By the Assistant Minister for Seniors, Veterans, Families and Community Services, Emma Davidson MLA