

SELECT COMMITTEES ON ESTIMATES 2009-2010

Question on Notice

Minister for Community Services

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Promotional activities

Zed Seselja : To ask the Minister for Community Services

In relation to : Promotional activities

1. In reference to promotional activities of the Department of Community Services:

- (a) What promotional activities, publications, advertising in any media have been undertaken by the Department of Community Services, the Minister's office, or any other office or agency on behalf of the Department of Disability, Housing and Community Services or the Minister's office in the financial year to date?
- (b) What was the total amount spent on such activities and was it costed to the Department of the Community Services, the Minister's office or another Minister's office or another department?
- (c) Detail the promotional activities, publications and advertising undertaken by the Department of the Community Services, the Minister's office or those undertaken by the Minister's office or another department on behalf of the Minister or the Department of the Community Services?
- (d) What were the promotional activities, publications and advertising meant to achieve, did they achieve their purpose and how was that measured?
- (e) How much has been allocated both within the Minister's office and the Department of the Community Services for those activities in the financial year to date?

Minister Gallagher : The answer to the Member's question is as follows:–

1 (a) DHCS has undertaken the following activities in relation to the Member's question:

- advertising for consultation with the community sector on Portable Long Service Leave for the community sector;
- advertising for tender for the Industrial Relations Review of the Community Sector;
- advertising for community meetings and information sessions undertaken as part of Regional Community Facilities and Neighbourhood Halls Project;
- publication of the International Women's Day (IWD) Calendar of Events;
- advertising for nominations for IWD Awards;
- publication of various IWD events;
- promotion of launch of Women's ACT website;
- provision of safe breast-feeding facility at the Multicultural Festival;

- advertising for applications for the 2008-09 Women's Grants;
- banner stand for the Office for Women Banner;
- publication of Women's Information Referral Centre Community Calendar and 30th Anniversary material;
- directory advertising in Citizens Advice Bureau Contact Directory;
- advertising for Return to Work Grants and publication of brochures;
- advertising for information session for Community Support and Infrastructure Grants; and
- provision of information regarding Therapy ACT services at the Community Expo, Parenting Expo, CIT Allied Health students, Nans Childcare Centre, ACT Inclusion, Defence and teaching, student and parent groups.

The following activities, in relation to the Member's question, taken on behalf of DHCS are as follows:

- GHD consultations on Regional Community Facilities and Neighbourhood Halls Project. The results of these consultations are available on the DHCS website; and
 - advertising for nominations of the Audrey Fagan Post-Graduate Scholarships, Churchill Fellowship and Enrichment Grants.
- (b) \$39,183 – undertaken by DHCS
 \$355,992 – undertaken on behalf of DHCS
 These costs were incurred through the DHCS cost centre.
- (c) The answer to the Member's question is provided at 1 (a).
- (d) The purpose of these activities was to promote services or programs of DHCS.
- (e) No funding for promotional activities are allocated to the Minister's office. DHCS does not allocate funds specifically for promotional activities

Community Services - Endowment funding

VICKI DUNNE MLA: To ask the Minister for Community Services

In relation to: **Department of Disability, Housing and Community Services**

1. Has the department or any of its agencies ever provided funding by way of endowment funding, one-off project funding, or similar specific-purpose funding to tertiary education institutions, co-operative research centres, or other similar tertiary education or research institutions (excluding the government's overall recurrent tertiary education funding commitments)?
2. In relation to the payments:
 - (a) when were they made;
 - (b) how much was paid;
 - (c) to which institutions; and
 - (d) for what purpose?
3. What acquittal of the funding was/is required?
4. In the case of endowment funding, what role does the department or its agencies have in monitoring the on-going management of the endowment fund, including the disbursement of fund income? If no role, why?

Minister Gallagher : The answer to the Member's question is as follows:–

1. Within Community Services, funding was provided to one project called; Regional Dimensions: New models for analysis of spatial effects of policy, sociodemographic and economic changes.
2. **In relation to the payments:**
 - (a) Funding commenced in 2006 for three years.
 - (b) The Department of Disability, Housing and Community Services provided cash funding of \$30,000 over three years.
 - (c) Payments are made to the Australian Research Council
 - (d) The purpose of this project was to improve the decision-support tools available to Australian state and territory governments by providing them with:
 - far more detailed small-area socioeconomic data than have previously been available, by using spatial microsimulation techniques to create a detailed synthetic database of households in a small area; and
 - the capacity to assess the current and future impacts of possible policy reforms and likely social, demographic and economic changes on small areas, by constructing microsimulation models on top of the synthetic household data.
3. The Australian Research Council has responsibility for acquittal of funding.
4. The Department has a role in the ongoing management of the project through the Regional Partner's Committee which is comprised of principal researchers and officers from each of the funding organisations.

Staffing

VICKI DUNNE MLA : To ask the Minister for Community Services

In relation to : **Department of Disability, Housing and Community Services**

1. What was the department's FTE staffing by classification as at 30 June in each of the years 2005, 2006, 2007 and 2008?
2. What are the reasons for any year-to-year changes?

Minister Gallagher : **The answer to the Member's question is as follows:-**

1. The Department's FTE staffing by classification as at 30 June is reported under 'Staffing Profile' including classification level in the Department of Disability, Housing and Community Services Annual Reports for the above years. They are available at http://www.dhcs.act.gov.au/publications/annual_reports
2. The year to year changes are due to staff attrition.

Community Services – spending

VICKI DUNNE MLA : To ask the Minister for Community Services

In relation to : **Department of Disability, Housing and Community Services for 2009-10**

1. How much will the department spend on travel including domestic and international travel?
2. How much will the department spend on focus groups, polling and other market research?
3. How much will the department spend on advertising and marketing?
4. What advertising/marketing campaigns will be undertaken during 2009-10?
5. What outcomes does the department expect to achieve as a result of this advertising?
6. How many credit cards does the department have for staff?
7. What credit limits do they have?
8. How many cars does the department have?
9. How many cars are there in each output class in the department?
10. What are these cars used for?

Minister Gallagher : The answer to the Member's question is as follows:–

1. Costing for the 2009-10 financial year is not available until the 2009-10 budget is passed by the Legislative Assembly.
2. The Department will not expend any money on polling.
Costing for the 2009-10 financial year is not available until the 2009-10 budget is passed by the Legislative Assembly.
3. – 5. Costing for the 2009-10 financial year is not available until the 2009-10 budget is passed by the Legislative Assembly.
6. & 7. No credit cards have been issued to staff in the Community Services area of the Department.
8. Community Services has 18 cars in its fleet.
9. The number of cars in Community Services by Output Class are:
Output 1.2 Therapy Services
13 Cars

Output 3.1 Community Development and Policy
4 Cars

Output 3.2 Community Affairs
1 Car
10. The use of the cars, by Output Class are:
Output 1.2 Therapy Services
Vehicles are used to provide clients with therapy clinical services and counselling sessions in the school and home environment. Also to conduct offsite group programs, drop in clinics and service events. In addition, vehicles are used for the delivery and movement of specialised equipment.

Output 3.1 Community Development and Policy

Within Community Development and Policy, cars are used for the administration of Concessions and benefits, management of community facilities and Community Recovery activities.

Output 3.2 Community Affairs

In Community Affairs, cars are used for the administration of support and policy development and community support activities (note - this one vehicle is allocated to Director, Office of Multicultural, Aboriginal and Torres Strait Islander Affairs, but is used by business unit staff to perform functions associated with the operations of the business unit - additional transport requirements are met by vehicle pool and public transport).

VICKI DUNNE MLA : To ask the Minister for Community Services

In relation to : **Department of Disability, Housing and Community Services**
Output Class 3.1 – Community Services

1. Staffing in the Output Class:
 - (a) How many staff will be employed on 1/7/2009 and 30/6/2010?
 - (b) What are the reasons for any changes in staff numbers?
 - (c) What proportions of the total budget and total staff numbers are used for service delivery (achieving outcomes) and administration (outputs)?
 - (d) What percentage of total expenditure and total staff can be attributed to:
 - i) initiatives in 2009-10; and
 - ii) existing/ongoing tasks?
2. What options are under active consideration in the Output Class for savings and efficiency measures in future budgets?
3. Service programs delivered in the Output Class during 2009-10:
 - (a) What is the name and description of each program?
 - (b) What government policy drives each program?
 - (c) How many staff are engaged in each program?
 - (d) What are the objectives for each program?
 - (e) What is the total budget for each program?
 - (f) When did/does each program start?
4. ACT Labor's 2008 election commitments to carers:
 - (a) Has the \$2m contingency fund for foster carers been re-directed directly to carers?
 - (b) If yes, where in the budget papers can it be found? If no, why and when will the commitment be honoured?
 - (c) Has the grants program for carers been expanded by \$2.5m?
 - (d) If yes, where in the budget papers can it be found? If no, why and when will the commitment be honoured?
5. Review of community sector contracts (\$100,000 funding in 2nd approp) [ref BP3, p83]
 - (a) Why was the review considered necessary?
 - (b) Has this review started yet?
 - (c) If no, why and when will it start?
 - (d) What are the terms of reference and what are the desired outcomes?
 - (e) How will community organisations be engaged in the review process?
 - (f) Who is undertaking the review?
 - (g) Why has no anticipatory funding been allocated to implement the findings of the review?
6. Accountability Indicators [ref BP4, p 241]
 - (a) Overall
 - i) How many community service organisations for which the ACT government provides recurrent general-purpose funding?
 - ii) What is the total cost of that funding?
 - (b) Training sessions on organisational development (the target number of training sessions for 2009-10 is ten)
 - i) How many community sector organisations typically attend the sessions.
 - ii) What does it cost to run those sessions?

- iii) What feedback has the department received from participants and how have the sessions themselves evolved as a result?
- (c) Joint Community Government Reference Group
 - i) Who are the members of this group and how were they selected?
 - ii) When was it formed?
 - iii) What are the terms of reference?
 - iv) How does the group engage with the community sector generally?
 - v) What outcomes have been achieved?
- (d) Visits to community service organisations
 - i) What is the purpose of these visits?
 - ii) What outcomes are anticipated?
 - iii) What processes does the department have in place to action these outcomes?
- (e) Government contract administration
 - i) What process is in place for the department to monitor and assess contract compliance and service delivery quality?
 - ii) What qualifications do officials have to be able to assess contract compliance and service delivery quality?
 - iii) How extensive are the contractual reporting and acquittal requirements?

Minister Gallagher : The answer to the Member's question is as follows:—

1. Staffing in the Output Class:

- (a) Current figures for 30 June 2009 (projected) are 14.6 FTE for Social Housing and Homelessness and 8 FTE for Community Development. Figures for 30/6/2010 will be contained in the 2009 - 2010 Annual Report.
- (b) No changes are proposed.
- (c) Budget and FTEs are not split according to achieving outcomes and outputs.
- (d) i) Nil, no funds for new initiatives are directed to Community Services during 2009-10.
ii) 100 percent.

2. Please see BP2, page 13.

3. Service Programs delivered in the output class in 2009-10:

Program	Program description (a)	Policy driving program (b)	Staff engaged in program (c)	Program objectives (d)	Program budget (e)	Program start date (f)
Community Services Program	CSP funds 25 agencies to run a wide range of services aimed at building stronger communities and fostering an inclusive, mutually supportive society through community capacity building and facilitating participation within local regions.	<ul style="list-style-type: none"> - ACT Social Compact - The Canberra Plan – Towards our Second Century - ACT Women’s Plan - ACT Young People’s Plan - ACT Criminal Justice System Strategic Plan - ACT Sexual Assault Reform Program - ACT Children’s Plan 	nine (9) FTE’s administer the CSP, the Community Support and Infrastructure Grants, and the ACT Concessions Program.	See a)	projected \$5,058,620 in 2009-10	Ongoing
Including: Community Support and Infrastructure Grants	Community Support and Infrastructure Grants provides one-off grant funding to a broad range of community groups and organisations to undertake community based projects, equipment upgrades and capital works			See a)	projected \$500,000 in 2009-10	Since 2007-08
ACT Concessions	Concessions provides support for payment of essential services for pensioners, low income earners and holders of the ACT Seniors Cards and Veterans Affairs Gold Cards in the ACT	<ul style="list-style-type: none"> - The Canberra Plan – Towards our Second Century - Concessions Review Report - Concessions Policy 	1 FTE (note: this position is included as part of the nine FTEs for CSP)	The aim is to address the affordability of essential services and address disadvantage in the community. Concessions Program provides concessions on: <ul style="list-style-type: none"> - Energy (incl gas and electricity) - Water and sewerage - General rates - Transport, incl taxis - Motor vehicle registration - Drivers licences - Spectacles 	projected \$33,943,295 in 2009-10	Concessions have been delivered since self government. Concessions policy was developed in 2008 and is ongoing.

4. ACT Labor's 2008 election commitments to carers:

- (a-b) This matter falls within Minister Barr's responsibility for Children and Young People.
- (c) No. The election commitment was to combine the Quality of Life Fund and the Carer Recognition Grants (Flexible Support Fund) and increase funding by \$100,000. Previously the two separate grants provided for \$200,000 each per annum. The Flexible Support Fund will provide \$500,000 per annum.
- (d) The election Commitment has been honoured – see BP3, page 64 and BP4, page 228.

5. Review of Community Sector Contracts (\$100, 000 funding in 2nd Appropriation Bill) [ref BP3 p83]:

- (a) The review of community sector contracts was part of an election commitment
- (b) The review has not commenced yet.
- (c) The review will proceed once funding has been appropriated. See BP3, page 83.
- (d) The terms of reference are yet to be developed.
- (e) Community organisations will be engaged in the review process through the Joint Community Government Reference Group. Those identified to be reviewed, will be reviewed by an independent consultant.
- (f) The review is subject to procurement process.
- (g) As the review has not been conducted the question regarding anticipatory funding is not applicable.

6. Accountability Indicators

(a) Overall

- (i) 25 organisations will receive funding from the Community Services Program
- (ii) \$5,058,620 in 2009-10 (forward projection)

(b) Training sessions on organisational development (the target number of training sessions for 2009-10 is ten)

- (i) ACTCOSS is funded to provide sector development, governance and standards training. ACTCOSS has advised that between July 2008 to May 2009, an average of 13 organisations have been represented at each training session.
- (ii) ACTCOSS is funded \$489,600 to provide sector development, governance and standards training.
- (iii) Feedback on training is received via organisational reports. ACTCOSS receives feedback from the participants of the training it delivers and implements user feedback as required.

(c) Joint Community Government Reference Group (JCGRG)

(i) JCGRG comprises representatives from ACT Community Organisations and Peak Networks and Executive Directors of ACT Government Agencies with a social and community perspective. Members are appointed as representatives of their networks not as individuals.

(ii) The group formed in 2001.

(iii) The JCGRG meets seven times a year to monitor a range of sector viability matters in the ACT Community Sector and provide strategic advice to the ACT Government. The JCGRG fosters a partnership approach between the ACT Government and Community Sector to progress social policy issues affecting the ACT Community. New Terms of Reference are being negotiated as the current ones are nearing the end of their term.

(iv) Community representatives feedback to their peak networks and community organisations. The secretariat distributes a JCGRG Bulletin for circulation to the community sector.

(v) Achieved outcomes include providing strategic advice on social policy matters - such as engagement of hard to reach groups, and modelling the Social Compact.

(d) Visits to community service organisations

(i) To monitor service progress against funded activities, discuss issues and requirements relevant to the funding agreement, and to build and maintain the relationship with the services.

(ii) Outcomes include a better understanding of service-related issues that impact on policy development, service delivery and planning; and maintaining operational goodwill and contacts between community organisations and government.

(iii) Service visits are an integral component of managing funding agreements and take place in the context of monitoring and assisting agencies to improve services standards and meet contracted outcomes.

(e) Government contract administration

(i) Service Funding Agreement compliance and service delivery quality is monitored by:

- Bi-annual reporting by services on quantitative and qualitative measures in writing and are followed up with written responses by the department with feedback;
- 6-monthly financial acquittals;
- Annual audited financial statements;
- Service visits at least once a year;
- Attendance at sector forums and meetings; and
- Use of a relevant standards tool – Service providers are contractually required to provide evidence that they are working within a quality improvement framework.

(ii) Contract managers are appointed based on their knowledge of the community sector, relationship development and contract management skills.

(iii) Refer to i) above

Sustainability

Caroline Le Couteur: To ask the Minister for Community Services

In relation to: sustainability reporting

1. How much energy is it estimated your Agency used for office functions in 2008-09 per FTE and /or per square metre of office space?
2. How does this compare with the Commonwealth benchmark/target of 7,500 megajoules /person / per year?
3. How will you contribute to meeting the Government's target of zero net emissions? What steps do you have in place to reduce Departmental energy use?
4. How much is your Agency spending on energy efficiency measures?
5. Is your Agency eligible for the ACT Government energy efficiency loan fund?
 - a. If not, why not?
 - b. If yes, have you applied, or will you?
6. How much waste is it estimated your agency generated per FTE in 2008-09?
7. What systems do you have in place for recycling of waste?
8. How much water is it estimated that your Agency used in 2008-09? How much water will you use in 2009-10?
9. Do you use any benchmarks to assess your environment performance? If yes, please detail.
10. What financial savings have you made to date from improvements in your environmental resource efficiency?
11. Do you have a target for future reductions – across energy, water, waste?
12. Does your agency have a Sustainability Action Plan or a Resource Management Plan?
13. What other initiatives / measures are you undertaking to become carbon neutral as required under Action 2 of Weathering the Change?
14. Can you please provide all these answers in terms of office use and other, recognising that some Agencies have specific service delivery needs that are not comparable to others– ie schools, hospitals, public facilities

Minister Gallagher: The answer to the Member's question is as follows:–

1. DHCS leases rather than owns office accommodation and also shares accommodation with other tenants. Disaggregated energy use for Community Services' office accommodation is not available.
2. This information is not available.

3. The Department of Environment, Climate Change, Energy and Water (DECCEW) overall strategy for ACT Government will guide the Department's reduction in energy use.
4. This expenditure information is not available for Community Services.
5. Yes. DHCS continues to work with DECCEW through an interdepartmental committee to consider options for the loan fund.
6. This information is not available as a number of DHCS facilities are leased rather than owned by the Department, and property owners are not necessarily obliged to measure waste. Also unable to disaggregate information for Community Services due to shared tenancies.
7. Paper recycling with a private contractor. Cartridge/toner recycling as part of the ACT Government Contract.
8. Water use is not available as property owners of DHCS leased facilities do not collect information in disaggregated form.
9. No.
10. Baseline data has not been gathered at this stage.
11. No.
12. A whole of government approach is being co-ordinated through DECCEW.
13. Reduction in vehicle fleet by leasing low cost, fuel efficient diesel vehicles.
14. This information is not available.