

STANDING COMMITTEE ON HEALTH, COMMUNITY
AND SOCIAL SERVICES

**Report on Annual and Financial Reports
2010-11**

JUNE 2012

Committee membership

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Ms Amanda Bresnan MLA (Deputy Chair)

Dr Chris Bourke MLA (23 June to 6 December 2011)

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Resolution of appointment

On 9 December 2008, the Legislative Assembly for the ACT resolved to establish the **Standing Committee on Health, Community and Social Services** to:

Examine matters related to hospitals, community, public and mental health, health promotion and disease prevention, disability matters, drug and substance misuse, targeted health programs and community services, including services for older persons and women, families, housing, poverty, and multicultural and indigenous affairs.¹

Terms of reference

On 22 September 2011, the Legislative Assembly for the ACT resolved, that:

- (1) the annual and financial reports for the calendar year 2011 and the financial year 2010-11 presented to the Assembly pursuant to the *Annual Reports (Government Agencies) Act 2004* stand referred to the standing committees, on presentation, in accordance with the schedule below;
- (2) the annual reports of ACT Policing and the ACT Legislative Assembly Secretariat stand referred to the Standing Committee on Justice and Community Safety and Standing Committee on Public Accounts, respectively;
- (3) notwithstanding standing order 229, only one standing committee may meet for the consideration of the inquiry into the calendar year 2011 and financial year 2010-11 annual and financial reports at any given time; and
- (4) the foregoing provisions of this resolution have effect notwithstanding anything contained in the standing orders.²

¹ Legislative Assembly for the ACT, *Minutes of Proceedings No 2*, 9 December 2008, pp 12–13.

² Legislative Assembly for the ACT, *Minutes of Proceedings No 120*, 22 September 2011, pp 1532–1537.

Acronyms and abbreviations

ACT	Australian Capital Territory
ACT Health	Section of the ACT Government responsible for health policy and administration.
ACTPS	ACT Public Service
ATSI	Aboriginal and Torres Strait Islander
COAG	Council of Australian Governments
CSD	Community Services Directorate
NAPLAN	National Assessment Program – Literacy and Numeracy. NAPLAN commenced in Australian schools in 2008. Every year, all students in years 3, 5, 7 and 9 are assessed on the same days using national tests in reading, writing, language conventions (spelling, grammar and punctuation) and numeracy.
NDIS	National Disability Insurance Scheme
NESB	non-English speaking background
OMA	Office of Multicultural Affairs
The Committee	Legislative Assembly Standing Committee on Health, Community and Social Services
TCH	The Canberra Hospital

STANDING COMMITTEE ON HEALTH, COMMUNITY AND SOCIAL
SERVICES

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RECOMMENDATIONS

RECOMMENDATION 1

2.10 The Committee recommends that the Minister for Health provide an update on the National Disability Insurance Scheme, and possible ramifications for the Territory, to the Committee prior to the first Assembly sitting day in August 2012.

RECOMMENDATION 2

2.11 The Committee recommends that the progress and operation of the National Disability Insurance Scheme become a standing item in the Health Directorate's Annual Report as the scheme develops.

RECOMMENDATION 3

2.17 The Committee recommends that the Minister for Health provide an update on the development of the workforce retention strategy during the forthcoming Estimates process.

RECOMMENDATION 4

3.12 The Committee recommends that the Minister for Community Services provide an update to the Committee, prior to the first Assembly sitting day in August 2012, on the development of a client satisfaction survey.

RECOMMENDATION 5

3.13 The Committee recommends that the Community Services Directorate provide details regarding any broad client survey conducted in its Annual Reports, and include results from any survey taken within the year in its Annual Reports.

RECOMMENDATION 6

3.21 The Committee recommends the funding for Quality of Life Grants be reviewed with a view to increasing the grants per recipient in real terms including examining the grants per recipient and the length of time people receive grants.

RECOMMENDATION 7

3.26 The Committee recommends that in future the Minister for Community Services ensure proper consultation is conducted with all schools, with a marked improvement in the transparency of the approach, and that details be reported in future Annual Reports.

RECOMMENDATION 8

3.32 The Committee recommends that the Minister for Community Services provide an update on recent developments in relation to the provision of a nurse at the Woden School, including measures to prevent teachers from providing health care to students, and recent stakeholder discussions in the upcoming Estimates process.

RECOMMENDATION 9

3.33 The Committee recommends that the Minister for Community Services reassess the Directorate's current community consultation practices, particularly those in relation to parents of children at special schools, to ensure that they comply with the Community Engagement Guide and international best practice models in relation to communicating with Carers. The Minister should report to the Committee before the first Assembly sitting day in August 2012 on the Directorate's progress concerning the reassessment.

RECOMMENDATION 10

3.37 The Committee recommends that the Minister for Community Services ensure that a survey of outcomes and pathways for those referred to House with No Steps is undertaken annually and those results are included in the Directorate's Annual Report.

RECOMMENDATION 11

3.41 The Committee recommends that the Minister for Community Services provide an update on the ACT response to the Fair Work Australia decision in the upcoming Estimates process.

RECOMMENDATION 12

3.52 The Committee recommends that the Community Services Directorate Annual Report includes data from First Point, including the number of people not provided with accommodation upon contacting First Point.

RECOMMENDATION 13

3.53 The Committee recommends community organisations be provided with data from First Point on a regular basis.

RECOMMENDATION 14

3.58 The Committee recommends that the Older Persons Assembly become a regular event, with the timing to be determined in consultation with the Ministerial Advisory Council on Ageing.

RECOMMENDATION 15

3.62 The Committee recommends that the Office of Multicultural Affairs examines current communication methods between themselves and the Education Directorate in order to ensure that vital information, required for the correct operation of programs, is not falling through gaps. The Minister should report to the Committee before the first sitting day in August 2012 on the Office's progress concerning the examination.

RECOMMENDATION 16

3.67 The Committee recommends that the ACT Office of Women be responsible for the accurate and timely collection and analysis of data on return to work grant recipients. The Committee recommends that collected data be included in the Directorate's Annual Reports.

1 INTRODUCTION

- 1.1 On 22 September 2011, the ACT Government's annual and financial reports for 2010–11 were tabled in the Legislative Assembly and referred to the relevant standing committees for inquiry and report.
- 1.2 Annual reports referred to the Standing Committee on Health, Community and Social Services were:
 - ACT Health Directorate; and
 - ACT Community Services Directorate

Conduct of Inquiry

- 1.1 The Committee held four public hearings for the Inquiry. Details of the hearings are in Table 1.1. A full list of witnesses is at Appendix A.
- 1.2 The Committee notes that during the Inquiry the Chief Minister announced the promotion of Dr Bourke MLA to the ministry. Mr Bourke's duties as Minister for Aboriginal and Torres Strait Affairs commenced on 23 November 2011.
- 1.3 Following the public hearings, the Committee asked 23 supplementary questions to assist in the Inquiry. A full list of these is at Appendix B and the responses to these questions are available on the Assembly website. A further 18 responses were received to questions taken on notice by Ministers during public hearings. A full list is available at Appendix C and responses to the questions are available on the Committee website.
- 1.4 The inquiry process also provides an opportunity for non-executive Members of the Legislative Assembly to pursue issues of concern raised by constituents. The transcript of the proceedings can be accessed on the Legislative Assembly website at <www.parliament.act.gov.au>.

Table 1.1 –Public hearings – summary details

Date	Directorate / Area of scrutiny	Minister
9 Nov 2012	Community Services • Disability and Therapy Services (Output Class 1) • Social Housing Services • Housing ACT (Output Class 1)	Ms Joy Burch MLA , Minister for Community Services, Minister for Aboriginal and Torres Strait Islander Affairs, Minister for Aging, Minister for Multicultural Affairs, Minister for Woman and Minister for the Arts
23 Nov 2012	Health Directorate	Ms Katy Gallagher MLA , Chief Minister, Minister for Health and Minister for Territory and Municipal Services
30 Nov 2012	Community Services • Community Development and Policy (Output Class 3) • Community Services (Output 3.1) • Community Affairs (Output 3.2) • Office for Ageing • Office for Woman • Office of Multicultural Affairs	Ms Joy Burch MLA , Minister for Community Services, Minister for the Arts, Minister for Multicultural Affairs, Minister for Ageing, Minister for Woman and Minister for Gaming and Racing
14 Dec 2012	Community Services • Aboriginal and Torres Strait Islander Affairs	Dr Chris Bourke MLA , Minister for Education and Training, Minister for Aboriginal and Torres Strait Islander Affairs, Minister for Industrial Relations and Minister for Corrections

Purpose and intent of annual reporting

- 1.5 The primary function of annual reports by government agencies is to report to the Legislative Assembly and the general public on the work of the agency. They provide information about the achievements, issues, performance, outlook and financial position of the agency at the end of each reporting year. Annual reports are also means through which the Legislative Assembly can review the actions of the Executive.
- 1.6 Agencies' annual reporting requirements are set out in the *Annual Report (Government Agencies) Notice 2011 (No 1)*.³ This Notice includes the Chief Minister's *Annual Reports Directions* (the *Directions*) which are issued under the *Annual Reports (Government Agencies) Act 2004* (ACT). That Act requires that agencies comply with the *Directions*, rendering them mandatory.⁴
- 1.7 As key accountability documents concerning management performance, annual reports reflect on the agency's performance, achievements and outcomes during the reporting year. They are also a concise way of accounting for the expenditure of public monies.
- 1.8 Agencies account for management performance through Ministers to the Legislative Assembly and the wider community. Since annual reports are tabled in the Assembly, they are historical documents on the public record, and are available for use by stakeholders, including educational and research institutions, the media and the public. Annual reports are also key reference documents, and documents for internal management.
- 1.9 As specified in the *Directions*, annual reports 'should not be designed for promotional, marketing, commercial or morale-building purposes' but should be 'an objective account, primarily to the Legislative Assembly, of how the entity has performed during the reporting year'.⁵

³ Annual Reports (Government Agencies) Notice 2011 (No 1) NI2011-311, accessible at <http://www.legislation.act.gov.au/ni/2011-311/current/pdf/2011-311.pdf>.

⁴ ss5(2)(b) and 6(2) the *Annual Reports (Government Agencies) Act 2004* <http://www.legislation.act.gov.au/a/2004-8/default.asp>.

⁵ *Chief Minister's 2010-2011 Annual Report Directions*, p 8.

1.10 The *Directions* also specify that an effective annual report will:

- provide a clear picture of the agency's purpose, priorities, outputs and achievements;
- focus on results and outcomes – communicate the success or otherwise, including shortfalls, of the agency's activities in achieving ACT Government policy outcomes in the reporting year, while accounting for the resources used in the process;
- discuss results against expectations – provide sufficient information and analysis for the Assembly and community to make a fully informed judgement on agency performance;
- clearly identify any changes to structures or functions of the agency in the reporting period and explain changes in performance over time;
- report on agency financial and operational performance and clearly link with budgeted priorities and financial projections as set out in annual Budget Estimate Papers and the agency Statement of Intent and Corporate Plan;
- provide performance information that is complete and informative, linking costs and results to provide evidence of value for money;
- discuss risks and environmental factors affecting the agency's ability to achieve objectives including any strategies employed to manage these factors, and forecast future needs and expectations;
- recognise the diverse needs and backgrounds of stakeholder groups and present information in a manner that is responsive to the maximum number of users while maintaining a suitable level of detail;
- comply with any specific legislative reporting requirement; and

- comply with the Annual Reports (Government Agencies) Act 2004 and the Chief Minister's Annual Report Directions.⁶
- 1.11 Annual reports, which have been nominated by agencies, may also be assessed for an award by the Institute of Public Administration (ACT Division).⁷

Implementation of new ACT Government Structure

- 1.12 In September 2010, the then Chief Minister of the Australian Capital Territory (ACT) commissioned a comprehensive review of the effectiveness, capacity and structure of the ACT Public Service (ACTPS).
- 1.13 The terms of reference canvassed:
- the capacity of existing public-sector structures to support the government of the day with strategic and direction-setting advice;
 - effectiveness in delivering on government policies and objectives;
 - performance and accountability mechanisms;
 - how existing structures differentiate between the roles of policy and regulation;
 - across-government coordination of service delivery; and
 - structures that would improve resilience and innovation across the public sector.⁸

⁶ *Chief Minister's 2010-2011 Annual Report Directions*, pp 5–6.

⁷ Institute of Public Administration Australia [ACT Division], 'Annual report awards', accessed 7 December 2009, http://www.act.ipaa.org.au/annual_report_awards.

⁸ Hawke, A., *Governing the City State*, Report of the ACT Public Service – Executive Summary, February 2011, p. 13.

1.14 The report on the review identified the following areas as requiring attention:

- the specification of strategic priorities should be enhanced through development of a clear line of sight from vision to delivery and back – the entirety of what the ACTPS does should be explicitly aligned with achievement of the Government's priorities;
- objectives, priorities and actions should be specified at a level that is meaningful and measureable, and should also be manageable in number;
- the trend to fragmentation of responsibility across the ACTPS must be reversed;
- current arrangements in relation to land and planning are at best hindering, if not actively obstructing achievement of the Government's priorities;
- the ACTPS needs to work better together in a genuinely collaborative and aligned way in pursuit of the Government's priorities;
- the ACTPS needs to work better with the community and genuinely engage with the recipients of services, and centres of expertise, in policy and program design;
- the ACTPS needs to embrace learning, adopt leading practice and harness the capability of its workforce to improve systems and ways of working; and
- the ACTPS needs to be structured in a way that supports the ways of working, alignment and cohesion of effort that will be critical if it is to continue to meet the expectations of governments of the day, and the people of Canberra.⁹

⁹ Hawke, A., *Governing the City State*, Report of the ACT Public Service–Executive Summary, February 2011, p. 3.

- 1.15 The Review recommended that all existing Administrative Units in the ACTPS be abolished and replaced by a single, unified ACTPS organisation. Rather than a traditional bureaucratic structure comprising discrete, hierarchically organised entities, the Review concluded the ACT would be better served by a unified ACTPS agency, reporting to a single Chief Executive who would be the Head of the ACTPS.
- 1.16 The Review argued that this structure would:
- provide greater flexibility in transferring resources to meet emerging issues;
 - facilitate greater cohesion, consistency and coordination;
 - enhance institutional alignment; and
 - create opportunities to unlock the benefits of the ACT's scale.
- 1.17 It was also argued that:
- ‘... [A] unified structure would ... reduce fragmentation and opportunities for coordination to unravel resulting in people and issues going through the cracks. The recommended structure allows the ACTPS to be agile, and unites it behind a clear set of shared and commonly understood priorities, providing a mechanism for navigating the uncertainties that the ACT will continue to face and facilitating flexible responses to changing circumstances.
- The single ACTPS agency will be reinforced through unified common branding, common website presence, and enhancements to the Canberra Connect and Government shop front models of service delivery to the people of Canberra.’
- 1.18 The Committee notes that the recommendation to create a unified ACTPS was implemented in the year under review, 2010-11. The single agency model formally commenced on 1 July 2011, with the nine directorates reporting to the Head of the Public Service.

1.19 Each directorate is headed by a Director-General.¹⁰ The Head of Service also serves as the Director-General of the Chief Minister's Directorate.

1.20 The new directorates are:

- Chief Minister and Cabinet;
- Territory and Municipal Services;
- Economic Development;
- Treasury;
- Health;
- Education and Training;
- Justice and Community Safety;
- Environment and Sustainable Development; and
- Community Services.

1.21 It would be fair to say that at the time of holding public hearings there remained a challenge for the Government to communicate effectively to the Canberra community and other stakeholders the new structure and to explain how it related to the previous structure. The Committee notes that, in the same regard, the ACT Government website remains in need of improvement.

¹⁰ 2011-12 Budget Paper No. 4 523 Appendix A.

2 HEALTH DIRECTORATE

Introduction

- 2.1 ACT Health aims to achieve good health for all ACT residents by planning, providing and purchasing quality community based health services, hospital and extended care services, managing public health risks, and promoting health and early care interventions.¹¹
- 2.2 ACT Health employs approximately 5,368 staff and operates six key health service delivery divisions. They are:
- The Canberra Hospital (TCH);
 - Calvary Public Hospital (via a contractual agreement with the Little Company of Mary Health Care ACT);
 - Community Health;
 - Mental Health ACT;
 - the Capital Region Cancer Service; and
 - the Aged Care and Rehabilitation Service.¹²
- 2.3 The Committee met with the Minister for Health and departmental officials on 23 November 2011. A broad range of issues were examined, in addition to the subjects discussed in further detail, and are summarised in paragraph 2.20.

¹¹ ACT Government, 2009–10 *Budget Paper No. 4*, p 189.

¹² ACT Health, *Annual Report 2009–2010*, p 3.

National Disability Insurance Scheme

- 2.4 The Committee understands that on 19 August 2011, the Council of Australian Governments (COAG) welcomed the Productivity Commission's report into disability care and support and agreed on the need for major reform of disability services in Australia through a National Disability Insurance Scheme (NDIS).¹³
- 2.5 COAG has established a Select Council of Treasurers and Disability Services Ministers (the Select Council on Disability Reform) to make recommendations to COAG on the overall design, governance and implementation of an NDIS, as well as threshold issues such as who will be able to receive funding support under the scheme and what funding supports will be available, what the scheme will cost and how it will be funded.
- 2.6 The Health Minister confirmed that Minister Burch and Minister Barr in their respective capacities as Minister for Community Services and Treasurer represent the ACT on the Select Council. Ms Gallagher informed the Health Committee that the Select Council was due to report to COAG in early 2012.
- 2.7 When asked on the progress of COAG work, Ms Gallagher stated 'I am very happy to provide an update to the Assembly or for Minister Burch to do that, as she is sitting on the select council, about how that work is progressing.'¹⁴
- 2.8 The Committee is encouraged by the recent decision to provide funding for the scheme in the Federal budget, and by its possible effect for people living with disabilities in the ACT.
- 2.9 The Committee anticipates that this will be a matter requiring significant cross-directorate partnership, information sharing and communication and encourages the Health and Community Services Directorates to work closely together.

¹³ http://www.coag.gov.au/coag_meeting_outcomes/2012-04-13/docs/NDIS_progress_report.pdf.

¹⁴ *Hansard*, 23 November 2011, p 108.

RECOMMENDATION 1

- 2.10 **The Committee recommends that the Minister for Health provide an update on the National Disability Insurance Scheme, and possible ramifications for the Territory, to the Committee prior to the first Assembly sitting day in August 2012.**

RECOMMENDATION 2

- 2.11 **The Committee recommends that the progress and operation of the National Disability Insurance Scheme become a standing item in the Health Directorate's Annual Report as the scheme develops.**

Staff Retention and Workforce Planning

- 2.12 The Committee notes that there were a significant number of allied health programs identified as lacking full staffing levels during the period of reporting. The Committee was concerned that staff shortages were often the reason provided for delays in the implementation and continuation of essential health programs. Areas identified as having experienced significant shortages or challenges in relation to attracting and retaining staff in the public hearings included programs associated with the following allied health programs:

- Diabetes¹⁵
- Sleep lab¹⁶
- Radiographers (ACT breast screen)¹⁷
- Geriatricians,¹⁸ and the
- Independent Living Unit.¹⁹

¹⁵Hansard, 23 November 2011, p. 54.

¹⁶ Hansard, 23 November 2011, p. 60.

¹⁷ Hansard, 23 November 2011, p. 78.

¹⁸ Hansard, 23 November 2011, p. 87.

¹⁹ Hansard, 23 November 2011, pp 91-92.

- 2.13 The Committee understands that a workforce retention strategy to further the 2005-2010 ACT Health Workforce Plan is currently being developed, and was planned to be released in March 2012.
- 2.14 The Directorate's Executive Director for Human Resource Management informed the Committee that the strategy will be aligned with the recently released Health Workforce Australia national framework, and improve the rigour around existing KPIs.²⁰
- 2.15 The Committee looks forward to the completion and release of the workforce retention strategy. The Committee urges the Minister for Health to work collaboratively with the Minister for Community Services as it is hoped that the strategy will strengthen work across both portfolios in areas of complementary service provision.
- 2.16 The Committee is encouraged that the Health Directorate has short term strategies in place such as short-term agency supply, recruitment agencies and locums to continue to meet ongoing needs of people living in the ACT.²¹

RECOMMENDATION 3

- 2.17 **The Committee recommends that the Minister for Health provide an update on the development of the workforce retention strategy during the forthcoming Estimates process.**

²⁰ *Hansard*, 23 November 2011, pp 89-90.

²¹ *Hansard*, 23 November 2011, p. 90.

Suicide Reporting

- 2.18 The Committee is concerned that the question of whether to widely report suicide rates in the ACT had not be specifically considered as part of the Health Directorate's ongoing work during the period of reporting.²²
- 2.19 The Committee is encouraged that on 28 March 2012 the Legislative Assembly agreed to a motion that the Minister for Health make a statement to the Assembly biannually until the end of 2020 on ACT suicide figures, and information about available services and support. The Committee commends all members of the Legislative Assembly on their cooperation and collaborative manner regarding such an important issue.
- 2.20 Issues examined by Committee on 23 November – Health
- Diabetes treatment services
 - Nurse at Woden School
 - Federal funding for sub-acute beds
 - Sleep laboratory waiting lists
 - Entitlements at Calvary Hospital
 - Waiting lists for elective surgery
 - Walk-in clinic
 - Caesarean procedures
 - Clinical review maternity services
 - *Public Interest Disclosure Act 1994*
 - Breast cancer screening targets
 - Emergency departments
 - Mental health access block
 - Aged care and rehabilitation services
 - Workforce development and retention plan
 - Independent living unit
 - Dental program waiting times
 - Chronic (dental) disease program funding
 - Pathology
 - Clinical services plan
 - Select Council on NDIS (COAG process)
 - Well Women Checks
 - GP funding figures
 - Suicide reporting

²² *Hansard*, 23 November 2011, p. 113.

3 COMMUNITY SERVICES DIRECTORATE

Introduction

- 3.1 The Community Services Directorate (CSD) covers a broad range of human service delivery programs and responsibility is spread across five ministerial portfolios.
- 3.2 The Standing Committee on Health, Community and Social Services shares the referral of the CSD Annual Report with the Standing Committee on Education, Training and Youth Affairs. The referral from the Assembly to this Committee include:
- Output Class 1, Disability and Therapy Services;
 - Output Class 3, Community Development and Policy (excluding Arts); and
 - Housing ACT, Output Class 1, Social Housing Services.²³

Disability Services and Policy

- 3.3 The Committee met with the Minister for Community Services and departmental officials on 9 and 30 November 2011.
- 3.4 Disability Services and Policy (output 1.1) includes the delivery of disability services through government and non-government service providers to people with moderate to severe disabilities. Services include supported accommodation, community access and support and respite care.²⁴

²³ Output Class 2 and Output Class 4 were referred to the Standing Committee on Education, Training and Youth Affairs.

²⁴ Department of Disability, Housing and Community Services *Annual Report 2009–10*, vol 1, p 27.

Client Satisfaction Survey

- 3.5 At the 2009-10 Annual Reports Inquiry hearings the Committee was advised that a broad client satisfaction survey was being developed for release in 2010-11.²⁵
- 3.6 The Committee is concerned that when it requested an update on the development of the client satisfaction survey and sought advice regarding the timing of the release of results from the survey, the Directorate was not able to provide such information. Although the Directorate informed the Committee that a client satisfaction survey was part of the quality framework, the Director-General clarified that the survey conducted in 2012-11 was one that assessed the satisfaction of ACT Government contracted service providers, not service recipients. In the public hearings the Director-General stated “that survey does not include [their] client groups is my recollection; it is actually the agencies themselves. That second survey is due later this year; this survey was about our own internal clients.”²⁶
- 3.7 Following the hearing held on 9 November the Chair of the Committee asked a supplementary question on the issue of satisfaction surveys:

In response to a question on notice (QON HCSS 10/21) from the Committee at last year's annual reports inquiry regarding the reasons the government does not seek client feedback from Government funded services, the Committee was advised that a broader client satisfaction survey was being developed for 2011. There does not appear to be any mention of such a survey in the Annual Report. Can you please provide the Committee with an update of the development of a satisfaction survey that will target clients of government funded services and advise when the first round of results could be expected to be reported?²⁷

²⁵ Response to the Committee on Supplementary Question HCSS 10/21, received 7 February 2011.

²⁶ *Hansard*, 9 November 2011, pp 2- 4.

²⁷ Department of Disability, Housing and Community Services *Annual Report 2009–10*, Vol 1, pp 158-159.

3.8 The Minister for Community Services provided the following answer:

A number of methods have been developed to measure client satisfaction in government funded services. These include:

1. Disability ACT funded agencies are required to incorporate a client feedback mechanism as a condition of their funding agreement.
2. As a part of the annual audit programme of government funded agencies, a random sample of feedback from stakeholders, including guardians and people who use the service are incorporated.
3. In addition to the methods detailed above, Disability ACT will be conducting customer satisfaction surveys across government funded agencies during 2012.

3.9 The Committee notes that CSD is taking steps to improve this area of performance. However, in the absence of a more specific response, it concludes that more needs to be done. The Minister's response is high level and makes it difficult to assess how well feedback is measured, reported or incorporated into daily practices.

3.10 Whilst the Committee appreciates the value of monitoring internal clients' satisfaction with the Directorate, it is disappointed that a client survey as highlighted in previous Inquiries was not progressed as a matter of priority. The Committee highlights that a client satisfaction survey would contribute to enhancing existing community consultation practices undertaken by the Directorate.

3.11 The Committee urges the Minister to undertake a full client satisfaction survey, across all areas of service provision, and release the results as soon as practicable.

RECOMMENDATION 4

- 3.12 **The Committee recommends that the Minister for Community Services provide an update to the Committee, prior to the first Assembly sitting day in August 2012, on the development of a client satisfaction survey.**

RECOMMENDATION 5

- 3.13 **The Committee recommends that the Community Services Directorate provide details regarding any broad client survey conducted in its Annual Reports, and include results from any survey taken within the year in its Annual Reports.**

Quality of Life Grants

- 3.14 During the hearing on 9 November 2011, the Minister for Community Services took questions on notice in relation to Disability ACT's Quality of Life Grants. The questions were:
- a) Can you provide the Committee with the total number of applicants considered, including the unsuccessful applicants and the total amount of funding sought over the last three financial years? and
 - b) Can you tell ... [the Committee] what sort of activities were funded, without compromising confidentiality?

- 3.15 The Minister's answers were:

In 2009-10, 211 applications were received requesting funding of \$720,000 and a total of 88 successful applicants were allocated funding of \$293,380.

In 2010-11, 365 applications were received requesting funding of \$880,581 and a total of 125 applicants were allocated funds of \$322,500.

In 2011-12, 314 applicants requested funding of \$1,004,250 and a total of 154 applicants were offered funding of \$324,000.

The range of items funded include:

- Equipment: including adjustable beds, motorised wheelchairs, hoists, specialised equipment such as an elbow splint and postural splint, commodes, shower chairs, tilt tables and tilt chairs, blood pressure monitors, a cardinal rotating bed, seating systems, lifting chair and other lifting aids, a whole body vibration machine, walking shoes, automatic door openers, massage chairs, smoke alarm systems, scooters, a suction machine, iPads and iPods.
- Home and vehicle modifications: including staircase remodelling, ramps and decks, hydrotherapy bath, ceiling hoists and fencing.
- Support aids: including computers, adaptive devices or direct support by a therapists or other professionals, speech aids, eye gaze communication devices, communication lessons, community access assistance, neuro-feedback brain training, therapy programs; sensory equipment, board maker communication aids, Braille machines, hand held video magnifier, tricycle, pedal cycle, swing set and a play house
- Micro-business planning and support: including funds toward the cost of replacing a social enterprise delivery van and purchase of a printer to establish printing business.
- Education, vocational and training assistance: including funding toward the cost of a coaching certificate, a photo printer and photography course, an electronic stethoscope, film making equipment, swimming lessons, art course and supplies.

3.16 The answer provided by the Minister suggests an overall improvement in the amount of funding for Quality of Life Grants. Figure 3.1 shows the increase in total funding. However, as Figure 3.2 shows, the amount going to each recipient has decreased.

Figure 3.1 - Amount of Quality of Life Grants

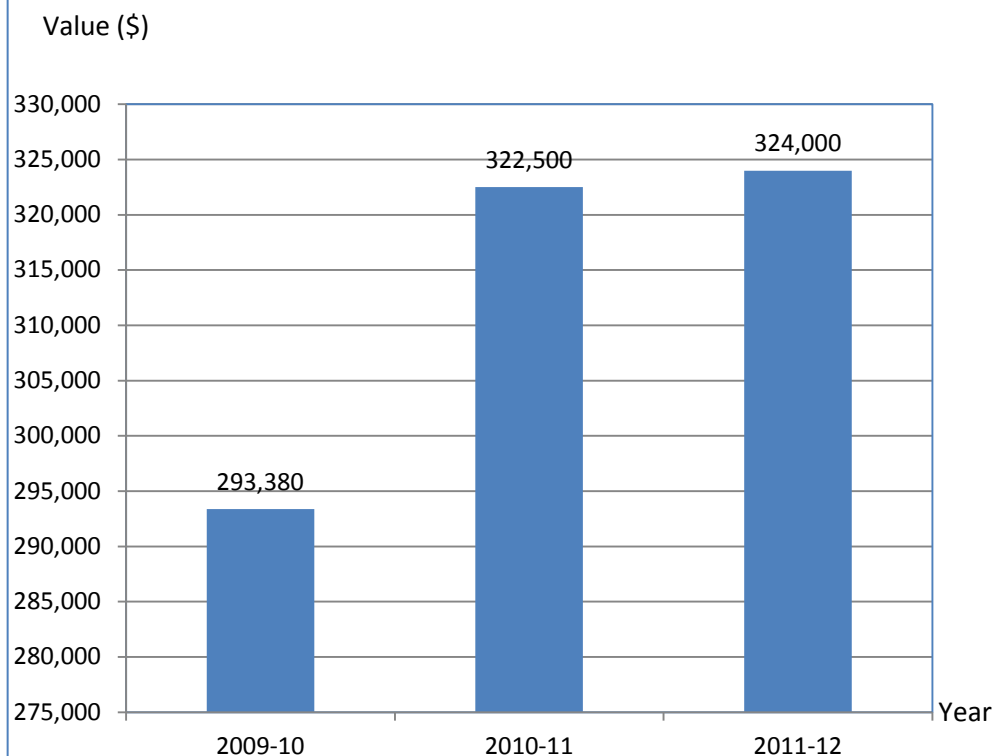
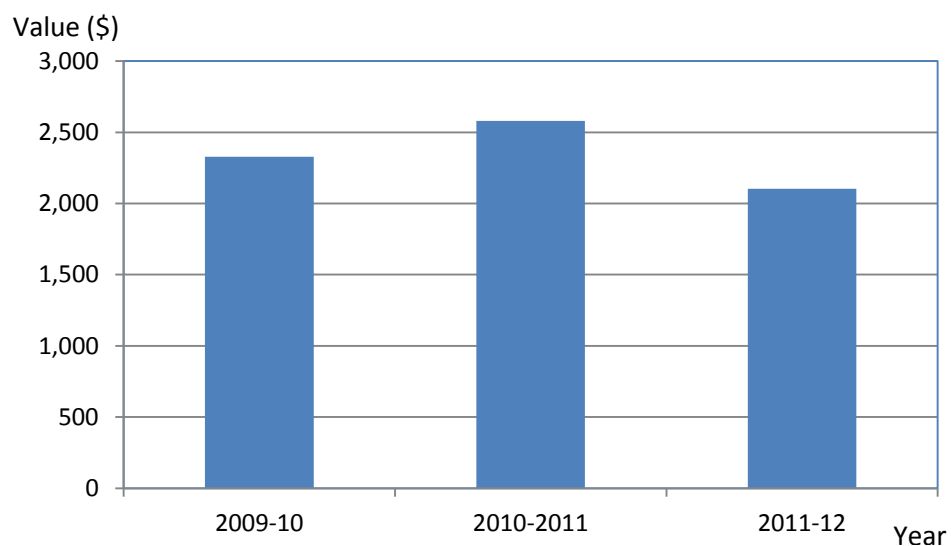
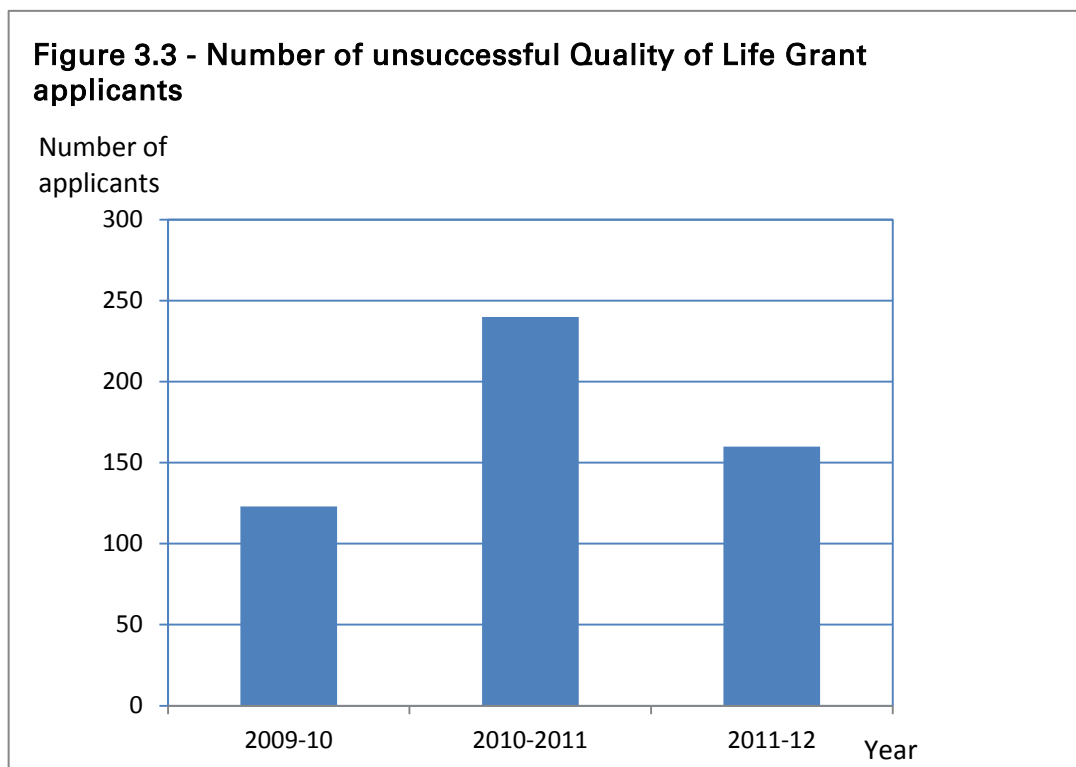


Figure 3.2 - Value of Quality of Life Grants per recipient



- 3.17 Moreover, as Figure 3.3 shows, the number of people missing out on Quality of Life Grants fluctuates but rose by 30 per cent between 2009-10 and 2011-12. The Committee is of the view that Quality of Life Grants are a very important form of support to those in real need in the community and believes the program should be reviewed including examining the number of times and length of time people receive grants, with a view to making grants available over a longer period of time and increasing overall funding.



- 3.18 In relation to the increased need for Quality of Life grants, the Committee notes the rise of chronic conditions in our community, and the growing pressure on family carers who are part of the ACT's growing ageing population. The Committee is aware of the growing demand for respite services, and pressure experienced by family carers.
- 3.19 The Committee notes that this is an area where it is essential directorates work in a collaborative manner, and encourages strengthening cross-directorate communication measures.
- 3.20 The Committee is left wondering what support is provided for the numerous applicants who are unsuccessful in obtaining Quality of Life Grants.

RECOMMENDATION 6

- 3.21 **The Committee recommends the funding for Quality of Life Grants be reviewed with a view to increasing the grants per recipient in real terms including examining the grants per recipient and the length of time people receive grants.**

After School Care For Teenagers With A Disability

- 3.22 The *After School Care for Teenagers with a Disability Scoping Study* was one of the issues raised at the hearing on 9 November 2011.²⁸
- 3.23 The Committee wrote to the Minister for Community Services in the following terms:²⁹

The Committee notes the Government's commitment to establishing after school care places at Cranleigh, Black Mountain and Malkara schools in 2012. The scoping study into after school care needs for teenagers with a disability found there to be a lack of demand for such services at the Woden School (Scoping Study p 4) despite no consultation with parents/carers, as indicated by the list of stakeholders consulted.³⁰ The report also notes that parents from Cranleigh, Malkara and Black Mountain schools, in common with parents of mainstream students 'prefer to have after school care services located at their child's school'.³¹

In relation to the scoping study:

- a) Why weren't the parents/carers of students at the Woden School consulted?

²⁸ In reference to Department of Disability, Housing and Community Services *Annual Report 2009–10*, Vol 1, p 41.

²⁹ Supplementary Question HCSS 11/16 'After School care for teenagers with a disability scoping study'.

³⁰ Courage Partners, *Scoping study for specialist afterschool and vacation care support*, June 2011, p. 74.

³¹ *Ibid*, p 4.

- b) Why would the after school care needs/preference for parents/carers from the Woden School be any different to other parent/carers, particularly given that transport between schools and after school places has been highlighted as a concern?
- c) How can the needs of the students from the Woden School be determined without asking their parents/carers?

3.24 The Minister replied:³²

- a) In undertaking the Scoping Study Courage Partners consulted with a wide range of stakeholders and drew upon feedback provided by parents and carers of children and young people into the Standing Committee on Health, Community and Social Services Love has its Limits Report (December 2010).

The Scoping Study was also informed by the Disability Respite Services Stakeholder Group. The Group hosted a workshop about demand for after school and vacation care which was promoted to approximately two hundred people including the ACT Parents and Citizens Association.

The Scoping Study also held a number of individual and group meetings and interviewed the Principals of each of the specialist schools, including Woden School.

- b) The Scoping Study identified that there are currently 46 places available in after school and vacation care services for teenagers with a disability in the Inner South, Woden and Tuggeranong area. This compares to 17 places currently available in the Inner North, Belconnen and Gungahlin.

In relation to the specific needs of Woden school students and families the Scoping Study noted (page 17) that students from this school appear to be successfully accessing the existing services located throughout Canberra.

³² Received by the Committee on 10 January 2012.

- c) The purpose of the Scoping Study was to determine the most appropriate service delivery model for after school and holiday care across the whole of the ACT.

3.25 The Committee's examination of the Scoping Study report indicates that parents at the Woden School were not consulted in the same manner as parents with children at other schools. This is unfortunate given the Woden School represents 25% of special schools in Canberra.

RECOMMENDATION 7

3.26 **The Committee recommends that in future the Minister for Community Services ensure proper consultation is conducted with all schools, with a marked improvement in the transparency of the approach, and that details be reported in future Annual Reports.**

Nurse at the Woden School

3.27 The Committee raised questions about why the Woden School was the only special school in Canberra without a full-time nurse.

3.28 The Committee understands that a nurse has been allocated to the school for the period of one year, when the student who requires the nurse is expected to return to the Woden School for a number of years.

3.29 The Committee suggests that the Minister provide an explanation for the short-term provision of this essential service, and a detailed overview of supports that have been implemented for existing teaching staff, who without a nurse present, may be required to regularly administer medical treatment, at the upcoming Estimates hearings.

3.30 The Minister for Health, in responding to a question on notice in relation to this matter informed the Committee that 'the Health Directorate has commenced negotiations with the Education and Training Directorate regarding the funding of the current and future needs of the service, as there are increasing numbers of children with disabilities and health issues attending mainstream and specialist schools.' The response also clarified that there would be further liaison between the Human Rights Commission and

representatives from the Health Directorate and the Education and Training Directorate in relation to the matter.³³

- 3.31 The Committee understands that a meeting was scheduled for 12 December 2011 to discuss the provision of health services to children and young people in the education system. At this meeting questions such as which Directorate should take primary responsibility for children with high needs, how support is best coordinated, and whose role is it to provide care support when a nurse may already be providing health support were identified for discussion.

RECOMMENDATION 8

- 3.32 **The Committee recommends that the Minister for Community Services provide an update on recent developments in relation to the provision of a nurse at the Woden School, including measures to prevent teachers from providing health care to students, and recent stakeholder discussions in the upcoming Estimates process.**

RECOMMENDATION 9

- 3.33 **The Committee recommends that the Minister for Community Services reassess the Directorate's current community consultation practices, particularly those in relation to parents of children at special schools, to ensure that they comply with the Community Engagement Guide and international best practice models in relation to communicating with Carers. The Minister should report to the Committee before the first Assembly sitting day in August 2012 on the Directorate's progress concerning the reassessment.**

³³ HCSS QTON 11/05, received 13 December 2011.

House with No Steps

- 3.34 The Committee is concerned that the Minister for Community Services was unable to provide comprehensive information regarding the referrals to and from the House with No Steps.
- 3.35 At the public hearings the Chair, in light of the thoroughfare role that the House of No Steps provides, asked the Minister if she was aware of what the situation was with the previous cohort of 32 that moved through, in order for the House with No Steps to accommodate the next group of 40 that are coming through?³⁴ In response, a staff member of the Directorate informed the Committee that the Directorate had not done a review.³⁵
- 3.36 The Committee is concerned that referrals are being made without an appropriate understanding of the outcomes for individuals and pressures on service providers.

RECOMMENDATION 10

- 3.37 **The Committee recommends that the Minister for Community Services ensure that a survey of outcomes and pathways for those referred to House with No Steps is undertaken annually and those results are included in the Directorate's Annual Report.**

³⁴ *Hansard*, 9 November 2011, p. 13.

³⁵ *Ibid.*

Fair Work Australia Decision

- 3.38 Under the Fair Work Act 2009, Fair Work Australia (FWA) can make orders to ensure that men and women receive the same pay for work of 'equal or comparable value'. This is known as an Equal Remuneration Order. FWA made an Equal Remuneration Order in relation to women employed under the *Social, Community, Home Care and Disability Services Industry Award* in May 2011. In February 2012 FWA released their decision on the appropriate rate of remuneration for people employed under the Award.
- 3.39 The decision suggests significant wage increases are implemented for all people employed under the Award. The full decision is available at <http://www.fwa.gov.au/sites/remuneration/decisions/2012fwafb1000.htm>.
- 3.40 The Committee notes that a large proportion of the ACT community sector is employed under the Award, and would value an update on the ACT strategy in relation to the decision in the upcoming Estimates process.

RECOMMENDATION 11

- 3.41 **The Committee recommends that the Minister for Community Services provide an update on the ACT response to the Fair Work Australia decision in the upcoming Estimates process.**
- 3.42 **Issues examined by the Committee on 9 November 2011 - Disability Services**
- Quality framework
 - Communication strategy
 - Personal outcome measures
 - Quality assurance approach
 - Prequalification
 - Post school options
 - House with no steps – referral process
 - Needs of people ageing sooner when they have a disability
 - Workforce strategy
 - Natural support mechanisms
 - Woden School – health needs of students
 - Social Enterprise Hub
 - Outputs reporting framework
 - Quality of life grants

Therapy ACT

- 3.43 Therapy ACT is the Government provider of therapy and support services to children, young people and adults with a disability, and children from birth to eight with developmental delays (output 1.2).³⁶
- 3.44 Responsibility for therapy services rests with the Minister for Community Services. The Committee met with the Minister and departmental officials on 9 November 2011.
- 3.45 The Committee commends Therapy ACT on its pioneering work with innovative programs such as Munch and Crunch and the expansion of the therapy drop-in centres. The Committee looks forward to examining evaluations from these projects during future inquiries.
- 3.46 **Issues examined by Committee on 9 November 2011 –Therapy ACT**
- Drop in clinics
 - Waiting time for speech pathology
 - Number of therapists
 - Therapy assistants in schools – partnerships with education
 - Munch and crunch program

³⁶ Department of Disability, Housing and Community Services, *Annual Report 2009–10*, vol 1, p 39.

Housing ACT

- 3.47 Housing ACT administers the ACT Government's social housing services through 'the provision and management of public housing tenancies and properties and provision of support and resources to homelessness services and community housing providers.'³⁷
- 3.48 Responsibility for Housing ACT services rests with the Minister for Community Services. The Committee met with the Minister and departmental officials on 9 November 2011.
- 3.49 The Committee commends the Community Services Directorate in regard to their ongoing collection of homelessness data coming through First Point.
- 3.50 The Committee remains concerned about people who access First Point not being provided with immediate or suitable accommodation due to a lack of supply of appropriate accommodation. The Committee is concerned that a person's experience of not receiving adequate housing on occasion may influence their willingness to access First Point.
- 3.51 The Committee also suggests that data from First Point should be provided on a weekly basis to community organisations involved in the provision of accommodation and housing advocacy. This will ensure that community services receive the information that they require to operate effectively.

³⁷ Department of Disability, Housing and Community Services, *Annual Report 2009-10*, vol 1, p 82.

RECOMMENDATION 12

- 3.52 **The Committee recommends that the Community Services Directorate Annual Report includes data from First Point, including the number of people not provided with accommodation upon contacting First Point.**

RECOMMENDATION 13

- 3.53 **The Committee recommends community organisations be provided with data from First Point on a regular basis.**
- 3.54 The Committee notes that the Review of Operations of Social Housing Register report was due to be completed in March 2012, and is now forecast for release in August 2012. The Committee is eager to consider that report and looks forward to its release.
- 3.55 **Issues examined by Committee on 9 November 2011 –Housing ACT**
- Housing stock
 - Central access point for social housing
 - Downsizing program
 - Central access point
 - Shared equity scheme
 - Number of homeless people accommodated in hotel
 - Intentional community
 - Invoices for damaged properties
 - Home to work
 - Modernising youth housing (crisis beds) project
 - Contract with Spotless

Office for Ageing

- 3.56 The Office for Ageing promotes positive ageing for older Canberrans within the framework of the ACT Strategic Plan for Positive Ageing 2010–2014: towards an age-friendly city. The Office also works in partnership with key agencies in the ACT and provides secretariat support to the Ministerial Advisory Council on Ageing.³⁸
- 3.57 The Committee congratulates all participants involved with the inaugural Older Persons Assembly. The Older Persons Assembly was held on 30 September 2011 on the eve of the United Nations International Day of Older Persons. The ACT Older Persons Assembly was the first of its kind for Australia and was a unique opportunity for older Canberrans from across ACT electorates to raise issues and propose solutions for the future. Outcomes of the Older Persons Assembly will guide development of the 2012-2014 Action Plan for the Strategic Plan for Positive Ageing.

RECOMMENDATION 14

- 3.58 **The Committee recommends that the Older Persons Assembly become a regular event, with the timing to be determined in consultation with the Ministerial Advisory Council on Ageing.**

³⁸ Department of Disability, Housing and Community Services, *Annual Report 2009–10*, vol 1, p 54.

Office of Multicultural Affairs

- 3.60 The Office of Multicultural Affairs (OMA) supports ACT multicultural community groups, promotes multiculturalism in the ACT and provides strategic advice to the Minister for Multicultural Affairs on issues affecting people from culturally and linguistically diverse backgrounds.³⁹
- 3.61 The Committee was concerned at the apparent communication breakdown between the Education Directorate and OMA in relation to possible cuts to teaching English as a second language (ESL). During the public hearings the Minister for Community Services was unaware of possible cuts to the ESL program.⁴⁰

RECOMMENDATION 15

- 3.62 **The Committee recommends that the Office of Multicultural Affairs examines current communication methods between themselves and the Education Directorate in order to ensure that vital information, required for the correct operation of programs, is not falling through gaps. The Minister should report to the Committee before the first sitting day in August 2012 on the Office's progress concerning the examination.**

³⁹ Department of Disability, Housing and Community Services, *Annual Report 2009–10*, vol 1, p 54.

⁴⁰ *Hansard*, 30 November 2011, pp. 138 -141.

ACT Office for Women

- 3.64 The role of the Office for Women is to raise the status of women in the ACT by overseeing the ACT Women's Plan and the provision of strategic direction in the development of appropriate policies and programs. The Office for Women also provides secretariat support to the Ministerial Advisory Council on Women and administers a number of grants and scholarships programs.⁴¹
- 3.65 The Committee is concerned that there is no permanent strategy in place to monitor the outcomes from return to work grant recipients.⁴² The Committee appreciates that training can take a number of years to complete; however, appropriate data is required in order to evaluate the success of the program and it is the Committee's view that the Office of Women is responsible for ensuring the collection of accurate data.

RECOMMENDATION 16

- 3.66 **The Committee recommends that the ACT Office of Women be responsible for the accurate and timely collection and analysis of data on return to work grant recipients. The Committee recommends that collected data be included in the Directorate's Annual Reports.**
- 3.67 **Issues examined by Committee on 14 December 2011 – Office for Women**
- Return to work grants
 - Reporting of violence against women strategy – implementation plan
 - Nominations for the ministerial advisory council on women

⁴¹ Department of Disability, Housing and Community Services, *Annual Report 2009–10*, vol 1, p 54.

⁴² *Hansard*, 30 November 2011, p. 135.

Office of Aboriginal and Torres Strait Islander Affairs

- 3.68 The Office of Aboriginal and Torres Strait Islander Affairs provides strategic advice to the Minister for Aboriginal and Torres Strait Islander Affairs on issues affecting Aboriginal and Torres Strait Islander (ATSI) people living in the ACT. The Office also coordinates a whole-of-government approach and provides secretariat and administrative support to the Aboriginal and Torres Strait Islander Elected Body, the Taskforce on Aboriginal and Torres Strait Islander Affairs, the United Ngunnawal Elders Council and the Indigenous ACT Public Service Network.⁴³
- 3.69 The Committee met with the Minister for Aboriginal and Torres Strait Islander Affairs, Dr Chris Bourke, on 14 December 2011.
- 3.70 The Committee understands that specific health data is difficult to collate in a reasonable way when concerning a small population; however, it encourages the Minister for Aboriginal and Torres Strait Islander Affairs to consider ways to collect this vital information.
- 3.71 **Issues examined by Committee on 14 December 2011 – Aboriginal and Torres Strait Islander Affairs**
- Funding for ATSI services
 - Student participation
 - Hospitalisation rates
 - Bimberi Youth Justice – Aboriginal Liaison role – Murrumbidgee
 - Aboriginal Cultural Centre

⁴³ Department of Disability, Housing and Community Services, *Annual Report 2009–10*, vol 1, p 54.

4 CONCLUSION

- 4.1 This report represents a summary of the Committee's inquiry into the work of the Health Directorate and sections of the Community Services Directorate for the financial year 2010–11.
- 4.2 Through public hearings with Ministers and departmental officials the Committee was able to gain a greater understanding of the operations of the agencies during the reporting period.
- 4.3 The Committee notes again that the recommendation to create a unified ACTPS commenced in the year under review, 2010-11. The single agency model formally commenced on 1 July 2011, with the nine directorates reporting to the Head of Service.
- 4.4 The Committee looks forward to receiving responses to the recommendations made in this report.
- 4.5 The Committee would like to thank the Ministers, departmental officials and agency representatives for their time and cooperation during the course of the inquiry.

Steve Doszpot MLA
Chair
June 2012

APPENDIX A: Public Hearings

9 November 2011

- Minister for Community Services, Ms Joy Burch
- Officials Community Services Directorate
- Martin Hehir, Director-General
- Bronwen Overton-Clarke, Executive Director, Policy and Organisational Services
- David Collett, Executive Director, Housing and Community Services
- Bob Hyland, Director, Asset Management
- Richard Baumgart, Director, Housing ACT
- Lois Ford, Executive Director, Disability ACT
- Austin Kenney, Director, Policy Planning and Business Support
- Kate Starick, Director, Disability ACT
- Ros Hayes, Senior Manager, Therapy ACT

23 November 2011

- Minister for Health, Ms Katy Gallagher
- Health Directorate Officials
- Dr Peggy Brown, Director-General,
- Ross O'Donoughue, Executive Director, Policy and Government Relations
- Barbara Reid, Acting Deputy Director-General, Strategy and Corporate
- Lee Martin, Deputy Director-General, TCH and Health Services
- Ron Foster, Chief Finance Officer, Financial Management
- Phil Ghiradello, Acting Executive Director, Performance and Innovation
- Liz Sharpe, Director of Nursing, Women, Youth & Children
- Denise Lamb, Executive Director, Capital Region Cancer Services
- Kate Jackson, Executive Director, Critical Care and Imaging

- Katrina Bracher, Executive Director, Mental Health, Justice Health and Alcohol and Drug Services
- Linda Kohlhagen, Executive Director, Rehabilitation, Aged and Community Care
- Judi Childs, Executive Director, Human Resource Management
- Dr Paul Kelly, Chief Health Officer, Population Health
- Grant Carey-Ide, Executive Director, Service and Capital Planning
- John Wollard, Director, Health Protection Services
- Daina Neverauskas, A/g Director, Women, Youth & Children

30 November 2011

Minister for Community Services, Minister for Ageing, Minister for Multicultural Affairs, Minister for Women, Ms Joy Burch

- Martin Hehir, Director-General
- Natalie Howson, Deputy Director-General
- Bronwen Overton-Clarke, Executive Director, Policy and Organisational Services
- David Collett, Executive Director, Housing and Community Services
- Nic Manikis, Director, Multicultural, Aboriginal and Torres Strait Islander Affairs
- Meredith Whitten, Senior Director, Governance Advocacy and Community Policy
- Veronica Wensing, Manager, Office for Women
- Robert Gotts, Director, Community Sector Project

14 December 2011

- Minister for Aboriginal and Torres Strait Islander Affairs, Dr Chris Bourke
- Martin Hehir, Director-General, Community Services Directorate
- Nic Manikis, Director, Multicultural, Aboriginal and Torres Strait Islander Affairs
- Brian Wilson, Director, Aboriginal and Torres Strait Islander Services OCYFS
- Katrina Fanning, Director, Integrated Aboriginal and Torres Strait Islander Servicing Design

APPENDIX B: Supplementary Questions

Supplementary Questions

Community Services Directorate

Minister for Community Services

Annual Reports Inquiry⁴⁴

Housing ACT

1. *Community housing transfer - Vol 1, p 107*

- On page 107 it says that 124 of the 421 dwellings constructed under the stimulus program will be transferred to a range of community housing providers.
- Does Housing ACT intend to transfer any more dwellings than those mentioned above to community housing providers? and if yes, how many dwellings, to whom will they be transferred, and when will they be transferred?

2. *Staffing - Vol 1, p 106*

- On page 106 it says 229.6 Full Time Equivalent staff are employed under the Output. What is the case load for staff that manage housing tenancies? How many dwellings would a housing case manager look after?

3. *Priority Housing Register - Vol 1, p 108*

- On page 108 there is mention of the Priority Housing Register, something which the previous Ombudsman raised concerns with. The Minister for Community Services made a commitment in the Chamber on 17 August 2011 to improving processes for the Priority Housing Waiting list so that

⁴⁴ Page numbers refer to Annual Report 2010–11 Community Services Directorate unless otherwise stated

there were clear criteria and the cap was removed. What progress has been made on that and when will the new system be implemented?

4. *Total facilities management tender - Vol 1, p 113*

- On page 113 there is reference to the retendering of total facilities management contract, currently held by Spotless. Is there any requirement as part of the new tender that there be a social enterprise involved in delivering some of the services? And if so, can details please be provided?

5. *Anti social behaviour consultation - Vol 1, p 106*

- The Committee notes the discussion paper 'improved support stronger communities – antisocial behaviour response and support in Housing ACT' and the consultation process. What is the timeframe for this consultation? Why are there no dates included on the website?

6. *Housing ACT Dwellings – Vol 1, p 111*

- The Annual Report states there was 11,805 public housing dwellings in the ACT, as of 30 June 2011. Can you provide a breakdown of the housing stock in terms of houses, flats, units, multiunit complexes and the approximate location and age of the dwellings?

7. *Social Housing Register - Vol 1, p 109*

- Graph 2 on page 109 indicates that approximately 1000 people were removed from the Social Housing Register in 2010-11 following a review of all applicants. Can you outline the review process and in particular the applicant's involvement in the review and the main reasons for people being removed?

8. *Housing Assistance and Tenancy Review Panel – Vol 1, p 119*

- In relation to the Housing Assistance and Tenancy Review Panel (HATRP):
 - a) Is it available for prospective tenants who have not been allocated a public housing property?

- b) How are Housing ACT tenants and prospective tenants advised of the Housing Assistance and Tenancy Review Panel?

Disability and Therapy Services

9. *Respite - Vol 1, p 14*

- On page 14 it says the Government would have finished its respite feasibility study by August 2011.
 - a) Did that study finish in time and what were its main findings?
 - b) When will a copy of that study be made available to MLAs and the public?

10. *Quality framework - Vol 1, p 39*

- On page 39 there is reference to the quality framework, including audits of services.
 - a) Noting the answer to question on notice 1299 via the Chamber, can you please provide an update on those audits and what you have found from the audits?
 - b) Which Government services got audited, who audited them and what were the findings?

11. *Satisfaction surveys - Vol 1, pp 158-159*

- In response to a question on notice (QON HCSS 10/21) from the Committee at last year's annual reports inquiry regarding the reasons the government does not seek client feedback from government funded services, the committee was advised that a broader client satisfaction survey was being developed for 2011. There does not appear to be any mention of such a survey in the annual report.
- Can you please provide the committee with an update of the development of a satisfaction survey that will target clients of government funded services and advise when the first round of results could be expected to be reported?

12. National Disability Agreement – Vol 1, p 33

- Why does the link to the National Disability Agreement on the Disability ACT homepage still read Commonwealth State/Territory Disability Agreement?

13. Love has its Limits Report – Vol 1, pp 222–250

- In relation to the Committee's report Love has its Limits what is the timeframe for implementation of the Government agreed recommendations not yet finalised?

14. Housing Options facilitator – Vol 1, p 36 and p 232

- In relation to the housing options facilitator and the response to recommendation 11 of the Love Has its Limits report:
 - a) When was this position filled?
 - b) What are the terms of employment for this position?
 - c) How many families have been assisted through this facilitator service?

15. Good Life Planning Grants introduced in April 2011 – Vol 1, p 5, p 35 and p 254

- In relation to the Good Life Planning Grants introduced in April 2011:
 - a) What are the eligibility criteria?
 - b) What are the success indicators for this programme?
 - c) How many applications were received? Why were (only) 13 funded?
 - d) What is the cost to date of this program?
 - e) What is the budgeted annual cost?

16. *After school care for teenagers with a disability Scoping Study – Vol 1, p 41*

- The Committee notes the Government's commitment to establishing after school care places at Cranleigh, Black Mountain and Malkara schools in 2012. The scoping study into after school care needs for teenagers with a disability found there to be a lack of demand for such services at the Woden School (Scoping Study p 4) despite no consultation with parents/carers, as indicated by the list of stakeholders consulted (Scoping Study p 74). The report also notes that parents from Cranleigh, Malkara and Black Mountain schools, in common with parents of mainstream students 'prefer to have after school care services located at their child's school' (Scoping Study p 4). In relation to the scoping study:

- a) Why weren't the parents/carers of students at the Woden School consulted?
- b) Why would the after school care needs/preference for parents/carers from the Woden School be any different to other parent/carers, particularly given that transport between schools and after school places has been highlighted as a concern?
- c) How can the needs of the students from the Woden School be determined without asking their parents/carers?

17. *Intentional Community housing – Vol1 , pp 35–36*

- In relation to the intentional community:
 - a) What is the progress with development of the 25 units?
 - b) When will they be completed?
 - c) What is the demand for this housing?
 - d) What plans are there for additional housing?

18. *Therapy Assistants in Schools Pilot program- Vol 1, p 46*

In relation to the pilot program how many students have been assisted by therapy assistants and what is the target number of students to be assisted?

APPENDIX C: Questions taken on notice

Annual and Financial Reports 2010-11 Questions Taken on Notice

ACT Health / Community Services Directorate

NO	TOPIC	Date	ANSWER RECEIVED
	Health		
HCSS QTON 11/01	GP Development Fund	23/11/11	7/12/11
HCSS QTON 11/02	Number of people working in the dental program	23/11/11	13/12/11
HCSS QTON 11/03	Discussion paper for the Workforce Plan	23/11/11	13/12/11
HCSS QTON 11/04	Prevalence of diabetes by type	23/11/11	13/12/11
HCSS QTON 11/05	Nurse at the Woden School	23/11/11	13/12/11
HCSS QTON 11/06	Staff at the Sleep Laboratory	23/11/11	13/12/11
HCSS QTON 11/07	Response to email from anaesthetic department at The Canberra Hospital	23/11/11	25/01/12
	Community Services Directorate		
HCSS QTON 11/08	The total amount of funding sought through the Quality of Life grants over the last three years	9/11/11	15/12/11
HCSS QTON 11/09	Performance indicators developed for the prequalification framework	9/11/11	15/12/11
HCSS QTON 11/10	First Point Access application forms	9/11/11	15/12/11
HCSS QTON 11/11	In relation to the Shared Equity Scheme what is the figure of sales that fall through because the property is not available?	9/11/11	15/12/11
HCSS QTON 11/12	How often does First Point use hotels to accommodate homeless people?	9/11/11	15/12/11

NO	TOPIC	Date	ANSWER RECEIVED
HCSS QTON 11/13	Data collected for the First Point for intake service	9/11/11	15/12/11
HCSS QTON 11/14	How often is the data on bed vacancies made available to community organisation?	9/11/11	19/12/11
HCSS QTON 11/15	Location of the DA in Swinger Hill for the 'intentional community'	9/11/11	15/12/11
HCSS QTON 11/17	What communications have occurred between Directorates and the Canberra Senior's Centre regarding identification of a site for the Centre?	30/11/11	13/01/12
HCSS QTON 11/18	Clarification on data collection for National Indigenous Reform Agreement	14/12/11	30/01/12
HCSS QTON 11/19	Subcommittee members on the Murrumbidgee Education and Training Centre	14/12/11	10/02/12
HCSS QTON 11/20	Number of placements in the ATSI kinship and foster care service	14/12/11	31/01/12
HCSS QTON 11/21	NAPLAN test participation rate of indigenous students	14/12/11	31/01/12
HCSS QTON 11/22	Liaison officer for Murrumbidgee Education and Training Centre	14/12/11	01/02/12
HCSS QTON 11/23	Funding for Indigenous people in the ACT	14/12/11	16/01/12