

MINISTER FOR WOMEN
AUSTRALIAN CAPITAL TERRITORY
LEGISLATIVE ASSEMBLY QUESTION

Annual Report Hearing

STANDING COMMITTEE ON HEALTH, AGEING, COMMUNITY & SOCIAL SERVICES

12 November 2013

Question Taken Without Notice
Response by Minister/Executive

[Hearing Transcript: Health 12-11-13, P8-9 PROOF]

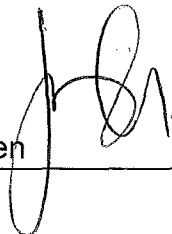
MS LAWDER asked: How many women access the Women's Information and Referral Centre services during this reporting period as a result of an ACT court mandate?

MINISTER BURCH: I would like to inform the Committee -

This information is not kept by the Women's Information and Referral Centre. If the Court wishes to find out the circumstances of an individual by means of subpoena, the Women's Information and Referral Centre can check course records to verify an individual's attendance.

Approved for circulation to the Member and incorporation into Hansard.

Joy Burch MLA
Minister for Women



26.11.13

Date:.....

MINISTER FOR WOMEN
AUSTRALIAN CAPITAL TERRITORY
LEGISLATIVE ASSEMBLY QUESTION

Annual Report Hearing

STANDING COMMITTEE ON HEALTH, AGEING, COMMUNITY & SOCIAL SERVICES

12 November 2013

Question Taken Without Notice
Response by Minister/Executive

[Hearing Transcript: Health 12-11-13, P10-11 PROOF]

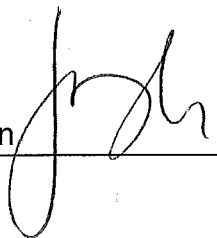
MRS JONES asked: In relation to the Women's Information and Referral Centre, on what date was notice given to vacate the building and on what date was the decision taken to close the centre?

MINISTER BURCH: I would like to inform the Committee -

A decision to not extend the lease was made on 2 October 2013. A Notice of intention to vacate the centre was provided to the owner of the building on 16 October 2013.

Approved for circulation to the Member and incorporation into Hansard.

Joy Burch MLA
Minister for Women



26.11.13.

Date:.....

MINISTER FOR WOMEN
AUSTRALIAN CAPITAL TERRITORY
LEGISLATIVE ASSEMBLY QUESTION

Annual Report Hearing

**STANDING COMMITTEE ON HEALTH, AGEING, COMMUNITY & SOCIAL
SERVICES**

12 November 2013

Question Taken Without Notice
Response by Minister/Executive

[Hearing Transcript: Health 12-11-13, P13-14 PROOF]

MS LAWDER asked: How many of the Audrey Fagan enrichment grants that were released this year were awarded to women to study in non-traditional trades or academic?

MINISTER BURCH: I would like to inform the Committee -

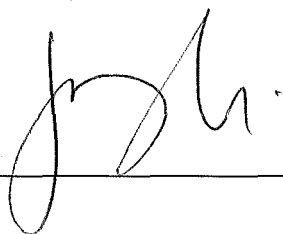
Seven young women were awarded Audrey Fagan enrichment grants.

Details of the seven successful recipients are available at:

http://www.communityservices.act.gov.au/women/grants_and_scholarships#enrichment

Approved for circulation to the Member and incorporation into Hansard.

Joy Burch MLA
Minister for Women



26.11.13
Date:.....



Simon Corbell MLA

ATTORNEY-GENERAL
MINISTER FOR POLICE AND EMERGENCY SERVICES
MINISTER FOR THE ENVIRONMENT AND SUSTAINABLE DEVELOPMENT

MEMBER FOR MOLONGLO

Answer to Question Taken on Notice

Dr Bourke asked the Minister for Aboriginal and Torres Strait Islander Affairs, during Annual Report Hearing, on 08 November 2013:

Do you have any background on the success of the Indigenous guidance partner in the justice unit, which has a direct effect on juvenile incarcerations?

Mr Corbell – As this question properly falls within the portfolio responsibilities of the Attorney-General – I am responding to the Committee.

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

While it is difficult to measure the effect of a single position on overall juvenile incarceration rates, the Restorative Justice Unit's Indigenous Guidance Partner has created opportunities to improve engagement with Aboriginal and Torres Strait Islander youth and their families to:

- help build better understanding, trust and confidence of the Aboriginal and Torres Strait Islander community with the criminal justice system through the restorative justice process;
- establish better communication with the Aboriginal and Torres Strait Islander community about the benefits of participating in restorative justice;
- assist the process to be culturally appropriate; and
- provide a single point of reference that streamlines the contact process for Aboriginal and Torres Strait Islander youth and their families.

With experience and informed knowledge of the issues affecting Aboriginal and Torres Strait Islander people in the criminal justice system and a direct understanding of the inherent cultural disadvantages, the role of the Indigenous Guidance Partner is to provide step-by-step support for young Aboriginal and Torres Strait Islander people and their families referred to restorative justice.

The Indigenous Guidance Partner guides young people to an emotional place where they can positively participate in a restorative justice process and benefit from the experience. This is achieved through providing holistic support to a young person by engaging their families, community and culturally appropriate Aboriginal and Torres Strait Islander support services in an effort to have that person succeed in the process and achieve attitudinal change through reconnecting them with the community. The process also increases a person's insight into the impact their behaviour has had on others and an awareness of their behavioural choices, increasing the likelihood of a person making positive decisions about their future behaviours.

Approved for circulation to the Member

Simon Corbell MLA
Attorney-General

26.11.13

Date:.....

The Aboriginal and Torres Strait Islander initial trial initiative, with the support of the Indigenous Guidance Partner, showed a significant improvement with a 100% increase in the number of young Aboriginal and Torres Strait Islander people referred (24) to restorative justice, compared to the same period the previous year (12). Of those, 50% participated in conferences and resulted in the formation of 12 agreements. All agreements were complied with, recording a 100% compliance rate, compared to 84% for the same period the previous year.

Following its initial success, the trial was re-established for a further twelve months, recommencing on 1st May 2012 and concluding on 30 April 2013. Results from the extended trial period showed a 45% increase in the number of young offenders referred (48), compared to the same period the previous year (33). Of those referred, 20% participated in conferences and resulted in the formation of 9 agreements. Of these agreements, all 9 were complied with resulting in a 100% compliance rate, compared to 88% for the same period the previous year.

Notably there was also a significant increase in the number of young Aboriginal and Torres Strait Islander offenders referred as a diversion in the extended trial period (35 of 48), compared to the initial trial (10 of 24).

The embedding into everyday practice of the two initiatives with ACT Policing, the referral of all eligible Aboriginal and Torres Strait Islander young offenders to restorative justice either as a diversion or in conjunction with prosecution and the referral of eligible first time young offenders as a diversion (both excluding those who receive a Police caution), ensures diversionary pathways are afforded as early as possible from the youth justice system and reduces young peoples' contact with the formal criminal justice system.

**MINISTER FOR ABORIGINAL AND TORRES
STRAIT ISLANDER AFFAIRS**

**AUSTRALIAN CAPITAL TERRITORY
LEGISLATIVE ASSEMBLY QUESTION**

Annual Report Hearing

**STANDING COMMITTEE ON HEALTH, AGEING, COMMUNITY & SOCIAL
SERVICES**

08 November 2013

**Question Taken Without Notice
Response by Minister/Executive**

[Hearing Transcript: Health 08-11-13, P04 PROOF]

MS BERRY asked: Does the CHANCES Evaluation Report identify gender and age of the participants? Does it go into that sort of detail?

MINISTER RATTENBURY: I would like to inform the Committee -

The report does identify gender and age status of the participants. As agreed, the report is attached for the committee. The final part of the survey occurred 6 months after the program to endeavour to track longer term outcomes.

Approved for circulation to the Member and incorporation into Hansard.

Shane Rattenbury MLA
Minister for Aboriginal and Torres Strait Islander Affairs

Date: 25/11/13



CHANCES Evaluation Results

Findings from Surveys of CHANCES (July-Oct 2012)

As part of the evaluation process of the CHANCES program a number of surveys were conducted. The participants will be given three surveys. This factsheet contains the results of parts 1 and 2 of these surveys, part one was conducted on the first night the participant attended CHANCES and part two was done over the next few nights of attendance to allow for a relationship to be built between the participants and the interviewer. The surveys can be seen in Appendix A.

There were 15 respondents to part 1 and part 2 of the survey. With such small numbers it is important to note that 1 respondent equates to approximately 7% and therefore can lead to high volatility in results.

As can be seen through these results the population of participants in the CHANCES program aligns well with the target population outlined in the CHANCES evaluation. Further results will be available following a survey of Service providers and presenters at the conclusion of the program.

Part 1 of Survey

73% of people who started the CHANCES program were female with 27% male. 47% were over 30 years old, 7% between 25-29 years old, 40% between 20-24 years old and 7% between 15-19 years old.

When asked which of the services provided they planned to utilise 73% have indicated that they planned to use the child care being provided and 60% indicated they planned to use the homework club provided. The bus service was intended to be used by 80% (please note that 20% have received a fuel voucher).



CHANCES Evaluation Results

When asked 'Which three of the following areas will help you the most?' the most common responses were 'looking for job options' (78%), 'what's a spreadsheet' (with many comments that any help in office software would be appreciated), 'putting together a job application' and 'Improving ways to communicate with other people' all at 39%. All options were chosen by at least 1 participant. The following table ranks them and shows the percent of respondents who prioritised the option.

Looking at job options	87%
Putting together a job application	73%
Improving ways to communicate with other people	47%
Using a computer, surfing the net, Facebook, Twitter	40%
What's a spreadsheet?	13%
What's the community sector about?	7%
Help with reading and writing	7%
How to work safely in a job	7%

When asked 'What aspects of your present circumstances would you like to change or improve as a result of your participation in the CHANCES program?' there were varied responses with different levels of specificity. As information is being collected anonymously and the numbers are so small responses have been grouped together to avoid divulging personal information. This was discussed with participants and they expressed their permission for comments to be passed on in the evaluation to improve and target the program better for them.

Common themes were:

- Finding a job and re-skilling to improve career paths (both mentioned by the majority at 80%).
- Gaining confidence and motivation to help change current life situations (mentioned by 47%).
- Getting out and meeting people to become a part of the community was mentioned by 27%.

Some specific comments included:

- Need to calm down my life
- Need certificates for qualifications to show people to get a job
- I'm too shy in groups to cope with work which I'd like to change



CHANCES Evaluation Results

Part 2 of Survey

The following table shows education attainment levels.

year 12 or equivalent	7%
year 11 or equivalent	20%
year 10 or equivalent	53%
year 9 or equivalent	7%
Year 8 or below	13%

In the week before starting CHANCES 7% had paid employment while 93% did not. The last time those who did not have work prior to CHANCES had 2 weeks of paid work was 7% within the last 2 months, 93% more than a year ago.

When asked 'How do you feel about your life as a whole, taking into account what has happened in the last year and what you expect to happen in the future?' the most common responses were 'mixed' and 'pleased'. The responses were as follows:

Delighted	7%
Pleased	27%
Mostly satisfied	20%
Mixed	27%
Mostly dissatisfied	0%
Unhappy	0%
Terrible	7%
Don't know	13%

When asked 'In general, would you say that your health is excellent, very good, good, fair or poor?' the most common response was 'good'. The responses were as follows:

Excellent	20%
Very good	27%
Good	47%
Fair	7%
Poor	0%



CHANCES Evaluation Results

53% of participants did not have computers at while 47% do. Of those with computers 86% have internet access.

The most common way to hear about the program was through friends and family (many having family who completed the first CHANCES program).

family/friends	67%
Northside community centre	7%
Marymead	7%
Health Aboriginal Liaison Officer	13%
Parole Officer	7%

Part 3 of Survey (graduates of the program)

11 out of 12 graduates responded to this survey. In the week before completing CHANCES 9% had paid employment while 91% did not. The last time those who did not have work prior to CHANCES had 2 weeks of paid work was 10% within the last 2 months, 10% within the last 6 months, and 80% more than a year ago.

When asked 'How do you feel about your life as a whole, taking into account what has happened in the last year and what you expect to happen in the future?' the most common response was 'mixed'. The responses were as follows:

	Part 2 of Survey	Part 3 of Survey
Delighted	7%	9%
Pleased	27%	73%
Mostly satisfied	20%	%
Mixed	27%	18%
Mostly dissatisfied	0%	0%
Unhappy	0%	0%
Terrible	7%	0%
Don't know	13%	0%

55% of the respondents had an improvement up the scale of life satisfaction in responses from the part 2 of the survey to part 3. 9% were less satisfied with their life and 36% gave the same response in both parts 2 and 3 of the survey. (the same proportions as in the first program)



CHANCES Evaluation Results

When asked 'In general, would you say that your health is excellent, very good, good, fair or poor?' the most common response was 'good'. The responses were as follows:

	Part 2 of Survey	Part 3 of Survey
Excellent	20%	45%
Very good	27%	18%
Good	47%	36%
Fair	7%	0%
Poor	0%	0%

36% of the respondents had an improved rating of their health in part 3 to their response in part 2 of the survey. 55% gave the same response in parts 2 and 3 of the survey and 9% gave more negative responses in part 3 to part 2 of the survey.

64% of respondents completed their highest level of educational attainment at an ACT School while 36% completed theirs at an interstate school.

When asked 'Which three of the following areas did you find most useful?' the most common responses were 'Using a computer, surfing the net, Facebook, Twitter' (64%) and 'Improving ways to communicate with other people' 45%. 'Help with reading and writing' and was the only option not picked by any respondents.

Using a computer, surfing the net, Facebook, Twitter	64%
Improving ways to communicate with other people	45%
Looking at job options	36%
What's the community sector about?	36%
How to work safely in a job	36%
Putting together a job application	27%
What's a spreadsheet?	27%
How to write basic letters	27%
Help with reading and writing	0%

When asked 'Which three of the following areas did you find the least useful?' 18% did not respond saying that all had been useful, 64% responded 'Help with reading and writing' and 18% responded 'Using a computer, surfing the net, Facebook, Twitter'.



CHANCES Evaluation Results

The below table shows the responses when asked to indicate their level of satisfaction with components of the course:

	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very Dissatisfied	I did not need this service
Child care	36%	36%	0%	0%	0%	27%
Homework club	27%	27%	0%	0%	0%	45%
Meals	45%	45%	0%	9%	0%	0%
Transport	55%	45%	0%	0%	0%	0%
Venue	45%	45%	9%	0%	0%	0%
Presenters	73%	27%	0%	0%	0%	0%

When asked if the time 4-7pm was suitable for the course 100% said yes, with 9% noting that homework club wouldn't be needed if in school hours.

Since beginning the CHANCES program 27% of participants had a job interview and 100% of these participants found the CHANCES program helpful in preparing for their interviews.

All respondents (100%) felt more confident about job interviews and job applications since having completed the program.

When given the opportunity to provide any other feedback the following were the most common sentiments:

- Thanks, keep it going and I will recommend it to others.
- The homework club could benefit if the kids were pushed a bit more.
- The level of difficulty was good, it pushed me but didn't scare me.
- I've gained a lot of confidence and liked seeing us mob all achieve something together.



CHANCES Evaluation Results

Appendix A

Part 1

1. Are you: Male Female
2. How old are you?
Under 15 years (1) 15-19 years (2) 20-24 years (3) 25 -29 years (4) 30 or older (5)
3. So that we can provide sufficient support for you during the program, please indicate if you expect to use any of the following services during the program.
Child care Homework club Transport
4. In which suburb do you usually live?
5. Which three of the following areas will help you the most?
 1. – Help with reading and writing
 2. – How to work safely in a job
 3. – Using a computer, surfing the net, Facebook, Twitter
 4. – How to write basic letters
 5. – What's a spreadsheet?
 6. – Improving ways to communicate with other people
 7. – What's the community sector about?
 8. – Looking at job options
 9. – Putting together a job application
6. What aspects of your present circumstances would you like to change or improve as a result of your participation in the CHANCES program?



CHANCES Evaluation Results

Part 2

7. What was the highest year of primary or secondary school you completed?
 - 1 - Year 12 or equivalent
 - 2 - Year 11 or equivalent
 - 3 - Year 10 or equivalent
 - 4 - Year 9 or equivalent
 - 5 - Year 8 or below
 - 6 - Never attended school

8. The week before joining CHANCES, did you do any work at all in a job, business or farm?
 - 1 - Yes
 - 2 - No
 - 3 - Permanently unable to work
 - 4 - Permanently not intending to work

9. If you answered 'No' to the above, when did you last work for two weeks or more?
 - 1- Less than 1 month ago
 - 2 - Within 2 months
 - 3 - Within 6 months
 - 4 - Within 1 year
 - 5 - More than 1 year

10. How do you feel about your life as a whole, taking into account what has happened in the last year and what you expect to happen in the future?
 - 1 - Delighted
 - 2 - Pleased
 - 3 - Mostly satisfied
 - 4 - Mixed
 - 5 - Mostly dissatisfied
 - 6 - Unhappy
 - 7 - Terrible
 - 8 - Don't know



CHANCES Evaluation Results

11. In general, would you say that your health is excellent, very good, good, fair or poor?

- 1 - Excellent
- 2 - Very good
- 3 - Good
- 4 - Fair
- 5 - Poor

12. Do you have access to a computer at home, regardless of whether it is used?

13. Do you have access to the Internet at home?

14. How did you hear about the CHANCES Program?



CHANCES Evaluation Results

Part 3

1. Last week, did you do any work at all in a job, business or farm?
 - 1 - Yes
 - 2 - No
 - 3 - Permanently unable to work
 - 4 - Permanently not intending to work

2. If you answered 'No' to the above, when did you last work for two weeks or more?
 - 1- Less than 1 month ago
 - 2- Within 2 months
 - 3- Within 6 months
 - 4- Within 1 year
 - 5- More than 1 year

3. How do you feel about your life as a whole, taking into account what has happened in the last year and what you expect to happen in the future?

1 - Delighted	2 - Pleased	3 - Mostly satisfied	4 - Mixed
5 - Mostly dissatisfied	6 - Unhappy	7 - Terrible	8 - Don't know

4. In general, would you say that your health is excellent, very good, good, fair or poor?
 - 1 - Excellent
 - 2 - Very good
 - 3 - Good
 - 4 - Fair
 - 5 - Poor

5. The CHANCES program covered a number of areas:
 1. - Help with reading and writing
 2. - How to work safely in a job
 3. - Using a computer, surfing the net, Facebook, Twitter
 4. - How to write basic letters
 5. - What's a spreadsheet?
 6. - Improving ways to communicate with other people
 7. - What's the community sector about?
 8. - Looking at job options
 9. - Putting together a job application

Please list the three (3) areas you found most useful?



CHANCES Evaluation Results

6. Which area, of the above 9, did you find least useful?

7. Please indicate your level of satisfaction with the following services

	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very Dissatisfied	I did not need this service
Child care						
Homework club						
Meals						
Transport						
Venue						
Presenters						

8. Where did you complete your education?

1- ACT school 2- interstate school 3- other ACT institution 4- other interstate institution

9. The program ran from 4pm to 7pm. If you would have preferred the program to have been held at a different time please tell us what time you would have liked it to be run.

10. Have you attended any interviews since starting the program?

11. Was Chances helpful in preparing it for you?

12. Do you feel more confident that you can go for interviews and apply for jobs?

13. Is there any other feedback you would like to provide?



CHANCES Evaluation Results

Service Provider Survey

1. What service did you provide for the CHANCES program?
2. We would like to know how the number of people to whom you delivered services varied during your involvement in the CHANCES program. Please estimate if you do not know the exact number.

Minimum number

Maximum number

3. Considering the service you delivered, what went well?
4. Should the opportunity arise again, what areas of your service would you change next time?
5. Considering the organisation of the CHANCES program from your perspective, what went well?
6. Should the opportunity arise again, what areas of the organisation of the CHANCES program would you change next time?



CHANCES Evaluation Results

Presenter Survey

1. Did your topic cover any of the below areas? (Select all that are applicable)

Help with reading and writing

How to work safely in a job

Using a computer, surfing the net, Facebook, Twitter

How to write basic letters

What's a spreadsheet?

Putting together a job application

What's the community sector about?

Looking at job options

Improving ways to communicate with other people

Other

2. What subjects were included in your topic?
3. What other topics would you have liked to have seen delivered during the program?



CHANCES Evaluation Results

4. Do you think the participants were engaged during the session?

Yes, the majority were engaged.

No, the majority were not engaged.

Not sure.

5. Did you form the impression that the participants understood your message?

Yes, the majority understood.

No, the majority did not understand.

Not sure.

6. Are you confident that the participants benefited from the session?

Yes, the majority benefited.

No, the majority did not benefit.

Not sure.

7. From your interaction with the participants are you confident that they will be able to make choices leading to a more beneficial life?

Yes, confident.

No, not confident.

Not sure.

8. What changes would you like to see to the program so that it may be more able to achieve its aims?



CHANCES Evaluation Results

Findings from Surveys of CHANCES (Feb-Jun 2013)

As part of the evaluation process of the CHANCES program a number of surveys were conducted. This factsheet contains the results of parts 1, 2 and 3 of these surveys, part 1 was conducted in the first week the participant attended CHANCES and part 2 was done over the next few nights of attendance to allow for a relationship to be built between the participants and the interviewer. The surveys can be seen in Appendix A. Part 3 was completed at graduation of the course.

There were 14 respondents to part 1 and part 2 of the survey (2 participants started and withdrew without being surveyed). With such small numbers it is important to note that 1 respondent equates to approximately 7% and therefore can lead to high volatility in results.

Further results will be available following a survey of Service providers and presenters at the conclusion of the program.

Part 1 of Survey

79% of people who started the CHANCES program were female with 21% male. 50% were over 30 years old, 36% between 25-29 years old, 7% between 20-24 years old and 7% between 15-19 years old.

When asked which of the services provided they planned to utilise 50% have indicated that they planned to use the child care being provided and 43% indicated they planned to use the homework club provided. The bus service was intended to be used by 93%.



CHANCES Evaluation Results

When asked 'Which three of the following areas will help you the most?' the most common responses were 'looking for job options' (71%) and 'putting together a job application'. All options were chosen by at least 1 participant. The following table ranks them and shows the percent of respondents who prioritised the option.

Looking at job options	71%
Putting together a job application	57%
Improving ways to communicate with other people	33%
What's the community sector about?	36%
Help with reading and writing	21%
Using a computer, surfing the net, Facebook, Twitter	14%
What's a spreadsheet?	14%
How to write basic letters	7%
How to work safely in a job	7%

When asked 'What aspects of your present circumstances would you like to change or improve as a result of your participation in the CHANCES program?' there were varied responses with different levels of specificity. As information is being collected anonymously and the numbers are so small responses have been grouped together to avoid divulging personal information. This was discussed with participants and they expressed their permission for comments to be passed on in the evaluation to improve and target the program better for them.

Common themes were:

- Finding a job and re-skilling to improve career paths (both mentioned by the majority at 84%).
- Gaining confidence and motivation to help change current life situations (mentioned by 23%).
- Introducing kids to community and showing them that it's never too late to change and make something of your life 15%.

Some specific comments included:

- Everything
- Not being able to write stops me from being able to get jobs
- To get out of the house



CHANCES Evaluation Results

Part 2 of Survey

The following table shows education attainment levels.

year 12 or equivalent	21%
year 11 or equivalent	7%
year 10 or equivalent	36%
year 9 or equivalent	21%
Year 8 or below	14%

In the week before starting CHANCES 7% had paid employment while 93% did not. The last time those who did not have work in the week prior to CHANCES had 2 weeks of paid work was: 8% within the last 2 months, 23% within the last 6 months and 69% more than a year ago.

When asked 'How do you feel about your life as a whole, taking into account what has happened in the last year and what you expect to happen in the future?' the most common responses were 'mixed' and 'pleased'. The responses were as follows:

Delighted	7%
Pleased	7%
Mostly satisfied	50%
Mixed	14%
Mostly dissatisfied	0%
Unhappy	7%
Terrible	0%
Don't know	14%

When asked 'In general, would you say that your health is excellent, very good, good, fair or poor?' the most common response was 'good'. The responses were as follows:

Excellent	14%
Very good	7%
Good	50%
Fair	14%
Poor	14%



CHANCES Evaluation Results

64% of participants did have computers. Of those with computers 88% have internet access. Below is the breakdown of how people heard about the program.

family/friends	21%
Northside community centre	7%
Marymead	28%
Health Aboriginal Liaison Officer	7%
School/daycare	21%
Aboriginal Justice Centre	7%

Other feedback that was given included that the course was going really well, that it would be nice to have the childcare and homework club workers introduced formally and properly before they are given the children and that it is important to feel safe and that your kids are safe not being surrounded by people on drugs.

Part 3 of Survey (graduates of the program)

Twelve out of 13 graduates responded to this survey. In the week before completing CHANCES 8% had paid employment while 92% did not. The last time those who did not have work had 2 weeks of paid work was: 9% within the last month, 9% within 2 months, 9% within 6 months, 9% within 1 Year, and 64% more than a year ago.

When asked 'How do you feel about your life as a whole, taking into account what has happened in the last year and what you expect to happen in the future?' the most common response was 'mixed'. The responses were as follows:

	Part 2 of Survey	Part 3 of Survey
Delighted	7%	25%
Pleased	7%	25%
Mostly satisfied	50%	33%
Mixed	14%	17%
Mostly dissatisfied	0%	0%
Unhappy	7%	0%
Terrible	0%	0%
Don't know	14%	0%



CHANCES Evaluation Results

58% of the respondents had an improvement up the scale of life satisfaction in responses from the part 2 of the survey to part 3. 17% were less satisfied with their life and 25% gave the same response in both parts 2 and 3 of the survey.

When asked 'In general, would you say that your health is excellent, very good, good, fair or poor?' the most common response was 'good'. The responses were as follows:

	Part 2 of Survey	Part 3 of Survey
Excellent	14%	33%
Very good	7%	25%
Good	50%	25%
Fair	14%	8%
Poor	14%	8%

50% of the respondents had an improved rating of their health in part 3 compared with part 2 of the survey. 42% gave the same response in parts 2 and 3 of the survey and 8% gave more negative responses in part 3 compared with part 2 of the survey.

33% of respondents completed their highest level of educational attainment at an ACT School while 50% completed this at an interstate school. 17% completed their highest level of educational attainment at an ACT Institution.

When asked 'Which three of the following areas did you find most useful?' the most common response was 'putting together a job application' (50%).

Putting together a job application	50%
Using a computer, surfing the net, Facebook, Twitter	42%
Improving ways to communicate with other people	42%
What's the community sector about?	33%
What's a spreadsheet?	33%
How to work safely in a job	33%
Looking at job options	25%
How to write basic letters	25%
Help with reading and writing	17%

When asked 'Which three of the following areas did you find the least useful?' 50% responded 'Help with reading and writing', 17% responded 'Using a computer, surfing the net, Facebook, Twitter', 17% responded 'Looking at job options', 8% responded 'How to write basic letters' and 8% responded 'Improving ways to communicate with other people'.



CHANCES Evaluation Results

The below table shows the responses when asked to indicate their level of satisfaction with components of the course:

	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very Dissatisfied	No. Of respondents using this service
Child care	50%	50%	0%	0%	0%	6
Homework club	60%	40%	20%	9%	9%	5
Meals	42%	50%	8%	0%	0%	12
Transport	55%	18%	9%	9%	9%	11
Venue	67%	33%	0%	0%	0%	12
Presenters	50%	50%	0%	25%	0%	12

Please note that the 'Dissatisfied' was for Thursday evenings with satisfied responses for Tuesdays.

When asked if the time 4-7pm was suitable for the course 100% said yes.

Since beginning the CHANCES program 17% of participants had a job interview and 50% of these participants found the CHANCES program helpful in preparing for their interviews.

92% felt more confident about job interviews and job applications since having completed the program.

When given the opportunity to provide any other feedback the following were the most common sentiments:

- Thanks, keep it going and I had fun.
- The course and the homework club could benefit from more structure particularly Thursday nights.
- More help with writing would be good.
- Great to be around a social community.
- The course was a bit slow and presenters didn't keep people focused so those of us who wanted to learn could not get what we should have out of the course.
- Presenters could benefit from cultural sensitivity courses.
- Transport stopping and only going to the other side of Canberra was really hard to work around.
- The course should be given more clout and funding by Government and community.
- Boundaries should have been set at the beginning of the course to keep people focused and on track and when students are wrong they should be told so.



CHANCES Evaluation Results



CHANCES Evaluation Results



CHANCES Evaluation Results

Appendix A

Part 1

1. Are you: Male Female
2. How old are you?
Under 15 years (1) 15-19 years (2) 20-24 years (3) 25 -29 years (4) 30 or older (5)
3. So that we can provide sufficient support for you during the program, please indicate if you expect to use any of the following services during the program.
Child care Homework club Transport
4. In which suburb do you usually live?
5. Which three of the following areas will help you the most?
 1. – Help with reading and writing
 2. – How to work safely in a job
 3. – Using a computer, surfing the net, Facebook, Twitter
 4. – How to write basic letters
 5. – What's a spreadsheet?
 6. – Improving ways to communicate with other people
 7. – What's the community sector about?
 8. – Looking at job options
 9. – Putting together a job application
6. What aspects of your present circumstances would you like to change or improve as a result of your participation in the CHANCES program?



CHANCES Evaluation Results

Part 2

7. What was the highest year of primary or secondary school you completed?
- 1 - Year 12 or equivalent
 - 2 - Year 11 or equivalent
 - 3 - Year 10 or equivalent
 - 4 - Year 9 or equivalent
 - 5 - Year 8 or below
 - 6 - Never attended school
8. The week before joining CHANCES, did you do any work at all in a job, business or farm?
- 1 - Yes
 - 2 - No
 - 3 - Permanently unable to work
 - 4 - Permanently not intending to work
9. If you answered 'No' to the above, when did you last work for two weeks or more?
- 1 - Less than 1 month ago
 - 2 - Within 2 months
 - 3 - Within 6 months
 - 4 - Within 1 year
 - 5 - More than 1 year
10. How do you feel about your life as a whole, taking into account what has happened in the last year and what you expect to happen in the future?
- 1 - Delighted
 - 2 - Pleased
 - 3 - Mostly satisfied
 - 4 - Mixed
 - 5 - Mostly dissatisfied
 - 6 - Unhappy
 - 7 - Terrible
 - 8 - Don't know



CHANCES Evaluation Results

11. In general, would you say that your health is excellent, very good, good, fair or poor?

1 - Excellent

2 - Very good

3 - Good

4 - Fair

5 - Poor

12. Do you have access to a computer at home, regardless of whether it is used?

13. Do you have access to the Internet at home?

14. How did you hear about the CHANCES Program?



CHANCES Evaluation Results

Part 3

1. Last week, did you do any work at all in a job, business or farm?
 - 1 - Yes
 - 2 - No
 - 3 - Permanently unable to work
 - 4 - Permanently not intending to work

2. If you answered 'No' to the above, when did you last work for two weeks or more?
 - 1- Less than 1 month ago
 - 2- Within 2 months
 - 3- Within 6 months
 - 4- Within 1 year
 - 5- More than 1 year

3. How do you feel about your life as a whole, taking into account what has happened in the last year and what you expect to happen in the future?

1 - Delighted	2 - Pleased	3 - Mostly satisfied	4 - Mixed
5 - Mostly dissatisfied	6 - Unhappy	7 - Terrible	8 - Don't know

4. In general, would you say that your health is excellent, very good, good, fair or poor?
 - 1 - Excellent
 - 2 - Very good
 - 3 - Good
 - 4 - Fair
 - 5 - Poor

5. The CHANCES program covered a number of areas:
 1. - Help with reading and writing
 2. - How to work safely in a job
 3. - Using a computer, surfing the net, Facebook, Twitter
 4. - How to write basic letters
 5. - What's a spreadsheet?
 6. - Improving ways to communicate with other people
 7. - What's the community sector about?
 8. - Looking at job options
 9. - Putting together a job application

Please list the three (3) areas you found most useful?



CHANCES Evaluation Results

6. Which area, of the above 9, did you find least useful?

7. Please indicate your level of satisfaction with the following services

	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very Dissatisfied	I did not need this service
Child care						
Homework club						
Meals						
Transport						
Venue						
Presenters						

8. Where did you complete your education?

1- ACT school 2- interstate school 3- other ACT institution 4- other interstate institution

9. The program ran from 4pm to 7pm. If you would have preferred the program to have been held at a different time please tell us what time you would have liked it to be run.

10. Have you attended any interviews since starting the program?

11. Was Chances helpful in preparing it for you?

12. Do you feel more confident that you can go for interviews and apply for jobs?

13. Is there any other feedback you would like to provide?



CHANCES Evaluation Results

Service Provider Survey

1. What service did you provide for the CHANCES program?
2. We would like to know how the number of people to whom you delivered services varied during your involvement in the CHANCES program. Please estimate if you do not know the exact number.

Minimum number

Maximum number

3. Considering the service you delivered, what went well?
4. Should the opportunity arise again, what areas of your service would you change next time?
5. Considering the organisation of the CHANCES program from your perspective, what went well?
6. Should the opportunity arise again, what areas of the organisation of the CHANCES program would you change next time?



CHANCES Evaluation Results

Presenter Survey

1. Did your topic cover any of the below areas? (Select all that are applicable)

Help with reading and writing
How to work safely in a job
Using a computer, surfing the net, Facebook, Twitter
How to write basic letters
What's a spreadsheet?
Putting together a job application
What's the community sector about?
Looking at job options
Improving ways to communicate with other people
Other

2. What subjects were included in your topic?
3. What other topics would you have liked to have seen delivered during the program?



CHANCES Evaluation Results

4. Do you think the participants were engaged during the session?

Yes, the majority were engaged.
No, the majority were not engaged.
Not sure.

5. Did you form the impression that the participants understood your message?

Yes, the majority understood.
No, the majority did not understand.
Not sure.

6. Are you confident that the participants benefited from the session?

Yes, the majority benefited.
No, the majority did not benefit.
Not sure.

7. From your interaction with the participants are you confident that they will be able to make choices leading to a more beneficial life?

Yes, confident.
No, not confident.
Not sure.

8. What changes would you like to see to the program so that it may be more able to achieve its aims?

MINISTER FOR AGEING
AUSTRALIAN CAPITAL TERRITORY
LEGISLATIVE ASSEMBLY QUESTION

Annual Report Hearings

**STANDING COMMITTEE ON HEALTH, AGEING, COMMUNITY
AND SOCIAL SERVICES**

QUESTION ON NOTICE
Response by Minister

MR DOSZPOT asked the Minister for Ageing:

In relation to: Staffing Profile [Vol 1, page 227]:

1. Only 15 employees within the Community Services Directorate are aged over 65, how does this align with Strategic Priority 7 of the Strategic Plan for Positive Ageing Work and Retirement?
2. What work has being [sic] done to retain older workers in the workforce since the inception of the Strategic Plan for Positive Ageing in 2010?

MINISTER RATTENBURY: I would like to inform the Committee -

1. The ACT Strategic Plan for Positive Ageing 2010-2014 acknowledged the issue of employment in Strategic Priority 7: Work and Retirement, with a goal that "people plan for their retirement and, once retired, continue to actively participate in our community through paid and unpaid work and through educational and recreational activities".

The ACT Government is committed to the attraction and retention of older workers, and the Community Services Directorate's employment of 15 people aged 65 years and over demonstrates this.

To assist older workers remain in the workplace, the CSD 2011-2013 Enterprise Agreement included a provision for unpaid grandparental leave of fifty two weeks, over a five year period, in relation to each grandchild under care.

Prior to the introduction of the superannuation guarantee for workers over 70 years, this year, the ACT Government provided a special compensatory Mature Age Allowance Payment to employees aged over 70 years

In assisting retirement planning, a number of seminars are regularly promoted to ACT Public Service employees. They include superannuation seminars for CSS and PSS members conducted by the Commonwealth Superannuation Corporation; retirement seminars conducted by First State Super; and 'Understanding Your Pension' webinars for seniors organised by Libraries ACT.

2. The 2012-2014 Positive Ageing Action Plan includes two relevant actions: Implement a comprehensive mature age employment strategy for the ACT Public Service (to be lead by the Chief Minister and Treasury Directorate); and promote the value of mature age workers including initiating an award recognition program for ACT employers who encourage and retain older workers.

In August 2013, the Minister for Ageing wrote to the Chief Minister asking that her Directorate progress this work.

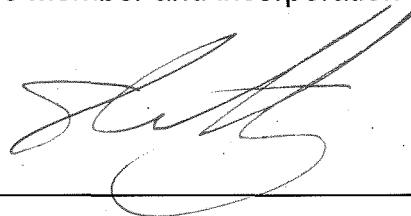
Regarding the business recognition award, the Office for Ageing has progressed the matter with the Chamber of Commerce, and expects to have an award in place in 2014.

In 2011 the Office for Ageing worked with the Economic Development Directorate, and the ACT and Region Chamber of Commerce and Industry, to produce an ACT Business Guide to Mature Workers. This was launched at the Canberra Business Events Centre, at a special event attended by business and media leaders. It was subsequently advertised in the B2B Magazine and distributed through the Chamber of Commerce. This publication is currently being updated to reflect Commonwealth Government program changes, and will then be further promoted to the business community.

The importance of ongoing employment which values mature workers was reflected in the 2012-13 Seniors Grant to the Lighthouse Business Innovation Centre for its 'Leading Lights' seniors business mentoring program.

Approved for circulation to the Member and incorporation into Hansard.

Shane Rattenbury MLA
Minister for Ageing



Date: 28/11/13

MINISTER FOR AGEING
AUSTRALIAN CAPITAL TERRITORY
LEGISLATIVE ASSEMBLY QUESTION

Annual Report Hearings

**STANDING COMMITTEE ON HEALTH, AGEING, COMMUNITY
AND SOCIAL SERVICES**

QUESTION ON NOTICE
Response by Minister

MR DOSZPOT asked the Minister for Ageing:

In relation to: World Elder Abuse Prevention Day and Older Abuse Prevention Referral and Information Line [Vol 1, page 267]:

1. Advertising was carried out on TV, paper, shopfronts etc to coincide with World Elder Abuse prevention Day. What was the cost of advertising?
2. 139 calls were received by 21 June 2013 to the Older Abuse Prevention Referral and Information Line. How is the increase being addressed to reduce it into the future?
3. What is the process involved once a call has been received?
4. How is the success of this hotline measured?
5. The funding to Anglicare for the program increased by approximately \$2,000 for the 2012-2013 financial period, why?

MINISTER RATTENBURY: I would like to inform the Committee -

1. The total cost of advertising was \$2723.27. This covered the cost of an advertisement for the phone line that was aired from 9-15 June 2013 on WIN TV, an advertisement in the Canberra Chronicle 55plus Supplement and the Canberra Times, *Caring for Canberra's Community* lift-out, and advertising on the Canberra Connect shopfront video screens.

Promotion undertaken at no cost included information displays and case studies in ACT public libraries, an information stall at Manuka Plaza, text in the Office for Ageing's Seniors enews and Multicultural enews, and messages on the Community Services Directorates' website, Twitter and Facebook.

2. The ACT Elder Abuse Prevention Program aims to reduce and prevent incidents of elder abuse through community awareness raising, accessible information and referral systems, service response guidelines and staff training. In addition to advertising and promotion of the services, education sessions are delivered to the general public and service providers. The increase in calls may reflect an increased awareness of the issue and the phone service.
3. The telephone service that provides a single point of contact for callers who do not directly approach support services, but want to discuss elder abuse issues and seek advice and referral on options.

Service responses take into consideration duty of care (confidentiality), the decision making capacity of the client and whether an emergency response is required.

The scope of functions undertaken by the phone line include:

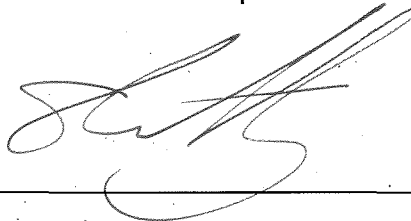
- Providing information in response to enquiries, including from older people, their families and carers, community organisations and service providers;
- Referral to appropriate services, including facilitating contact with services as required; and
- Assisting older people at risk of or experiencing elder abuse to articulate their issues and access services to resolve those issues.

The Phone Line does not have a case management role, nor does it provide crisis response services outside the identified functions.

4. The success of the phone line is measured by an assessment of the level of community awareness of this service and subsequent usage. In 2012-13, the Older Persons APRIL received 139 calls, delivered 10 information sessions and held 11 public awareness stands. The phone line is promoted through community advertising in print and on TV, education sessions, and information stalls in shopping centres and at community expos.
5. The increased program funding reflects the indexation amount.

Approved for circulation to the Member and incorporation into Hansard.

Shane Rattenbury MLA
Minister for Ageing



Date: 28/11/13

MINISTER FOR AGEING
AUSTRALIAN CAPITAL TERRITORY
LEGISLATIVE ASSEMBLY QUESTION

Annual Report Hearings

**STANDING COMMITTEE ON HEALTH, AGEING, COMMUNITY
AND SOCIAL SERVICES**

QUESTION ON NOTICE
Response by Minister

MR DOSZPOT asked the Minister for Ageing:

In relation to: Men's Sheds Canberra:

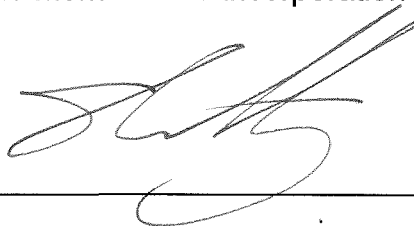
1. Have suitable locations been identified yet as part of the feasibility and design process? If yes, where will they be located?

MINISTER RATTENBURY: I would like to inform the Committee -

No specific sites have yet been identified. The Directorate is assessing current locations of men's sheds to assist in identifying where new ones could be located.

Approved for circulation to the Member and incorporation into Hansard.

Shane Rattenbury MLA
Minister for Ageing



Date: 22/11/13

MINISTER FOR AGEING
AUSTRALIAN CAPITAL TERRITORY
LEGISLATIVE ASSEMBLY QUESTION

Annual Report Hearings

**STANDING COMMITTEE ON HEALTH, AGEING, COMMUNITY
AND SOCIAL SERVICES**

QUESTION ON NOTICE
Response by Minister

MR DOSZPOT asked the Minister for Ageing:

In relation to: Canberra Seniors Centre Relocation:

1. Funding was set aside in the 2013-2014 budget to undertake a feasibility study, commence site selection, preliminary design and sketch plans, where is this process up to?

MINISTER RATTENBURY: I would like to inform the Committee -

The procurement process to engage a consultant to undertake the feasibility study has been completed. The consultant will commence work in early December 2013. The Canberra Seniors Centre was consulted in the preparation of the Request For Tender and will be involved throughout the feasibility study.

Approved for circulation to the Member and incorporation into Hansard.

Shane Rattenbury MLA
Minister for Ageing



Date: 22/11/13

**MINISTER FOR ABORIGINAL AND TORRES
STRAIT ISLANDER AFFAIRS**

**AUSTRALIAN CAPITAL TERRITORY
LEGISLATIVE ASSEMBLY QUESTION**

Annual Report Hearing

**STANDING COMMITTEE ON HEALTH, AGEING, COMMUNITY & SOCIAL
SERVICES**

08 November 2013

**Question Taken Without Notice
Response by Minister/Executive**

[Hearing Transcript: Health 08-11-13, P16 PROOF]

MS LAWDER asked: How is the Wanniasa School bush tucker garden grant and an exchange with a New South Wales School going? Is it viable into the future?

MINISTER RATTENBURY: I would like to inform the Committee -

Wanniasa School received a \$5,000 grant through the 2012-2013 ACT Aboriginal and Torres Strait Islander Cultural Grants Program. The project will be maintained by the bush tucker garden volunteer group made up of students, parents and community members. The project has been named the Ningi Ngunna Yedding Dhanan Dhaimbaliri (look here good food to eat) Project. The school requested an extension to 31 December 2013 to complete the project. The School has constructed the bush tucker garden bed and begun painting it. Greening Australia are assisting the school with the plantings in the coming weeks. Two regional schools are interested in visiting in early 2014 and doing an exchange of knowledge/sister school arrangement. These schools are Cowra High and Narooma High.

The viability and ongoing success of the project will be largely dependant on the work of the volunteer group.

Approved for circulation to the Member and incorporation into Hansard.

Shane Rattenbury MLA
Minister for Aboriginal and Torres Strait Islander Affairs

Date: 22/11/13

MINISTER FOR AGEING
AUSTRALIAN CAPITAL TERRITORY
LEGISLATIVE ASSEMBLY QUESTION

Annual Report Hearing

STANDING COMMITTEE ON HEALTH, AGEING, COMMUNITY & SOCIAL SERVICES

08 November 2013

Question Taken Without Notice
Response by Minister/Executive

[Hearing Transcript: Health 08-11-13, P34 PROOF]

MS BERRY asked:

Regarding the Ministerial Advisory Council, on page 213, there is mention of a number of major issues addressed during 2012 and 2013. Has there been any action on the importance of pet support for older people receiving aged care particular issue?

MINISTER RATTENBURY: I would like to inform the Committee -

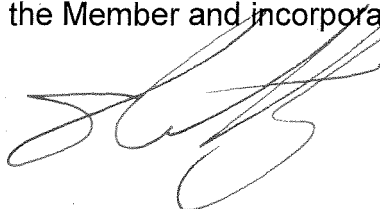
In September 2012, on the request of the Ministerial Advisory Council on Ageing, Ms Joy Burch MLA, former Minister for Ageing, wrote to The Hon Mark Butler, former Commonwealth Minister for Mental Health and Ageing, to request that the issue of pet support be given a higher priority by government and funded service providers. She relayed the specific suggestions that funding for the care of pets be included in care packages; that there needs to be a modification of the rules in residential aged care facilities to allow residents to bring certain pets with them; and that there needs to be provisions for the care of pets when people need to enter residential aged care on a temporary or uncertain basis.

In November 2012, Minister Butler replied, saying that while aged care providers must consider and balance the needs and safety of all relevant parties, and their legal obligations, specific policies about pets are the responsibility of individual aged care homes.

No further action has been taken at this time.

Approved for circulation to the Member and incorporation into Hansard.

Shane Rattenbury MLA
Minister for Ageing



Date: 22/11/13

MINISTER FOR AGEING
AUSTRALIAN CAPITAL TERRITORY
LEGISLATIVE ASSEMBLY QUESTION

Annual Report Hearing

**STANDING COMMITTEE ON HEALTH, AGEING, COMMUNITY & SOCIAL
SERVICES**

08 November 2013

Question Taken Without Notice
Response by Minister/Executive

[Hearing Transcript: Health 08-11-13, P25 PROOF]

MR DOSZPOT asked:

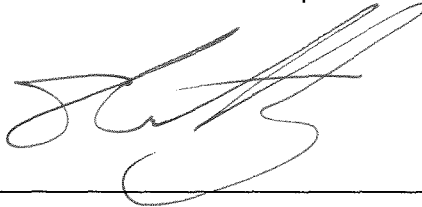
In Volume 1, page 180 of the Annual Report. Can you tell us how was that Canberra and Region Social and Market survey distributed and how many people the survey was distributed to?

MINISTER RATTENBURY: I would like to inform the Committee -

The Canberra and Region Social and Market Surveys occur regularly (usually monthly), and involve telephone interviews with a sample of 1,000 people, representative of the 18+ years Canberra community. In the case of the safety question in the February 2013 Survey, 363 respondents were aged 60 years and over.

Approved for circulation to the Member and incorporation into Hansard.

Shane Rattenbury MLA
Minister for Ageing



Date: 22/11/13

MINISTER FOR AGEING
AUSTRALIAN CAPITAL TERRITORY
LEGISLATIVE ASSEMBLY QUESTION

Annual Report Hearing

**STANDING COMMITTEE ON HEALTH, AGEING, COMMUNITY & SOCIAL
SERVICES**

08 November 2013

Question Taken Without Notice
Response by Minister/Executive

[Hearing Transcript: Health 08-11-13, P22-23 PROOF]

MS LAWDER asked:

How many ACT Senior e-news do you send out electronically and in hard copy? Can you provide actual numbers of subscribers? What is the subscription rate?

MINISTER RATTENBURY: I would like to inform the Committee -

As at 14 November 2013, the ACT Seniors Newsletter is distributed via email to 236 subscribers (including individuals and organisations), with an attached PDF for easy printing. Many organisations redistribute the Newsletter or extract stories from it for their own newsletters. It is also provided in hard copy to eight individuals, one of whom distributes a further five copies to associates. The Newsletter is provided free of charge.

Approved for circulation to the Member and incorporation into Hansard.

Shane Rattenbury MLA
Minister for Ageing



Date: 22/11/13

MINISTER FOR AGEING
AUSTRALIAN CAPITAL TERRITORY
LEGISLATIVE ASSEMBLY QUESTION

Annual Report Hearing

STANDING COMMITTEE ON HEALTH, AGEING, COMMUNITY & SOCIAL SERVICES

08 November 2013

Question Taken Without Notice
Response by Minister/Executive

[Hearing Transcript: Health 08-11-13, P22-23 PROOF]

MS BERRY asked:

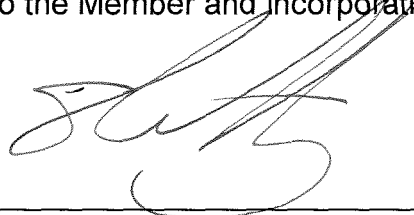
During the Nutrition Australia cooking classes, how many people participated on the day? Was the cooking program just on a day or was it over a period?

MINISTER RATTENBURY: I would like to inform the Committee -

A pilot one-off session for the project was held in November 2012. Five participants attended this session. A Seniors Week cooking demonstration and information session was held on 19 March 2013 and was attended by 15 individuals. Seniors Week cooking workshops were held on 20 March 2013 (six participants), 21 March 2013 (five participants) and 22 March 2013 (six participants). A final cooking workshop was held on 29 August 2013 and was attended by five individuals.

Approved for circulation to the Member and incorporation into Hansard.

Shane Rattenbury MLA
Minister for Ageing



Date: 22/11/13

MINISTER FOR AGEING
AUSTRALIAN CAPITAL TERRITORY
LEGISLATIVE ASSEMBLY QUESTION

Annual Report Hearings

**STANDING COMMITTEE ON HEALTH, AGEING, COMMUNITY
AND SOCIAL SERVICES**

QUESTION ON NOTICE
Response by Minister

MR DOSZPOT asked the Minister for Ageing:

In relation to: Leading Lights: The ACT Senior Mentors Program [Vol 1, page 265]:

1. How many Seniors' are taking part in the Leading Lights: The ACT Senior Mentors Program?
2. How many aspiring and existing entrepreneurs are taking part in the program?
3. What is the value of the grant for the 2012-2013 financial year?

MINISTER RATTENBURY: I would like to inform the Committee -

In total, 11 mentorship matches from a mix of ten female and male mentors were created during the pilot of Leading Lights. There were two rounds of the project:

- The first round was launched in February 2013, with six mentors and six mentees.
- The second round was launched in July 2013 and created five additional matches.

The value of the grant was \$5,000 (GST exclusive).

Approved for circulation to the Member and incorporation into Hansard.

Shane Rattenbury MLA
Minister for Ageing



Date: 26/4/13

MINISTER FOR AGEING
AUSTRALIAN CAPITAL TERRITORY
LEGISLATIVE ASSEMBLY QUESTION

Annual Report Hearing

STANDING COMMITTEE ON HEALTH, AGEING, COMMUNITY & SOCIAL SERVICES

08 November 2013

Question Taken Without Notice
Response by Minister/Executive

[Hearing Transcript: Health 08-11-13, P17 PROOF]

DR BOURKE asked:

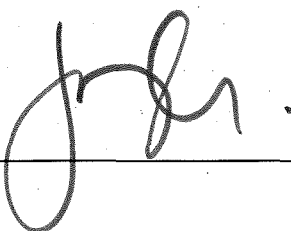
Can you share some of the less successful experiences presented at the Age-friendly cities conference?

MINISTER RATTENBURY: I would like to inform the Committee -

Speakers at the Age-friendly Cities and Communities Conference overwhelmingly focussed on the positive elements of age-friendly cities and municipalities. The commencement of the Australian Age-friendly Cities and Communities Network will allow participants to engage in critical discussions and lessons learnt as well as sharing success. Among the key repeated messages arising from experiences of participants at the conference were the importance of early and sustained involvement of seniors in planning; acknowledging and embracing diversity; and branding local age-friendly programs and initiatives.

Approved for circulation to the Member and incorporation into Hansard.

Joy Burch MLA
Acting Minister for Ageing



Date: 4.12.13

MINISTER FOR HOUSING

**AUSTRALIAN CAPITAL TERRITORY
LEGISLATIVE ASSEMBLY QUESTION**

Annual Report Hearing

**STANDING COMMITTEE ON HEALTH, AGEING, COMMUNITY & SOCIAL
SERVICES**

08 November 2013

**Question Taken Without Notice
Response by Minister/Executive**

[Hearing Transcript: Health 08-11-13, P50]

MS LAWDER asked:

In relation to Climate Change, can you tell me what is the estimated energy cost saving as a result of the Housing ACT energy efficiency improvements and how long will it take to offset the cost of the improvements?

MINISTER RATTENBURY: I would like to inform the Committee -

In response to the initial funding provided in 2007-08, Housing ACT engaged Pitt & Sherry (formerly known as Energy Strategies), to develop a comprehensive report considering the government's broader social and economic goals in regards to energy efficiency and in accordance with the priorities of the ACT Climate Change Strategy. They identified and prioritised the types of improvements that would have the greatest impact on energy use.

The exact time it will take for each household to offset the costs of improvements is determined by a range of factors, such as the unique build, age and existing condition of each property, and the energy usage patterns of tenants. It is therefore not possible to provide an exact indication across the scope of properties that have benefited from this program.

The following tables showing estimated energy cost savings were developed using information gathered from Department of Environment, Climate Change, Energy and Water (DECCEW), Pitt & Sherry (formerly Energy Strategies) and calculations based on ACTEWAGL Natural Gas tariffs.

Table 1 – Energy Efficiency Products

Carbon Dioxide Abatement, Capital Costs and Savings by product:

Table 1 - Hot Water Systems

**All dwelling types assumed to be 3-4 bed separate dwelling, brick veneer and concrete slab*

Product	Capital Cost	Tonnes of carbon dioxide (tCO ₂) pa Output	Tonnes of carbon dioxide (tCO ₂) Saved (1)	Capital Cost per Tonne of CO ₂ saved	Net annual saving to client
Solar HWS – electric boost (315L) (2)	\$3720	1.16	3.06	\$1216	\$305
Solar HWS – gas boost (315L) (3)	\$5053	0.39	3.86	\$1309	\$107 (\$334 - \$227*)
Solar HWS – gas boost (315L) (4)	\$5553	0.39	3.86	\$1439	\$107 (\$334 - \$227*)
Gas HWS – 5 Star Instantaneous (3)	\$1694	1.28	2.94	\$576	- \$52 (\$175 - \$227*)
Gas HWS – 5 Star Instantaneous (4)	\$2194	1.28	2.94	\$746	- \$52 (\$175 - \$227*)
Gas HWS – 5 Star Storage (170L) (3)	\$1687	1.37	2.85	\$592	- \$87 (\$140 - \$227*)
Gas HWS – 5 Star Storage (170L) (4)	\$2187	1.37	2.85	\$767	- \$87 (\$140 - \$227*)
Heat Pump HWS (5)	\$2755	1.45	2.77	\$995	\$276

- (1) Compared to standard tariff electric resistive HWS (3-4BR = 4.22 tCO₂ pa)
- (2) Converting from standard tariff electric resistive HWS
- (3) Converting from standard tariff if gas already connected and usage behaviour remains consistent
- (4) Converting from standard tariff If gas is not already connected (assuming \$500 connection fee)
- (5) However constant performance questionable

* Current ACTEWAGL gas supply fee is \$56.859 per quarter (\$227 pa). If gas is already connected the saving to the client's current bill would be the first figure in the brackets.

Table 2 – Building Shell Improvements

*All dwelling types assumed to be 150m², 3-4 bed separate dwelling, brick veneer and concrete slab

** All the below figures provided are approximate and representative figures only

Product	Capital Cost	Change in Heating Load (MJ/m ² /year)	tCO ₂ Saved per year	Capital Cost per Tonne of CO ₂ saved (assuming heating type is gas)	Net annual saving to client (assuming gas is already connected) (2)
Wall insulation R0 to R2.5 cavity injection	\$3500	-65	0.62	\$5645	\$50-100
Ceiling insulation R0 to R3.5 (3)	\$1300	-450	4.3	\$302	\$200-400
Ceiling insulation R3.5 to R6.0	\$600	-20	0.19	\$3157	\$30-70
Secondary Double Glazing – Entire House (1)	\$8000	-70	0.67	\$11940	\$50-100
Draught Sealing (1)	\$500	-55	0.52	\$961	\$40-80

(1) Double glazing and draught sealing while having some improvement on property energy efficiency are considerably more effective when combined with other improvements.

(2) These figures are estimations only based on information gathered from Department of Environment, Climate Change, Energy and Water (DECCEW), Pitt & Sherry (formerly Energy Strategies) and calculations based on ACTEWAGL Natural Gas tariffs from 1 July 2010 (as at 7 September 2010).

(3) The majority of Housing ACT separate dwellings currently have ceiling insulation ranging from R2.5 – R4.0. Increasing the level of ceiling insulation will not create significant energy savings (as shown above).

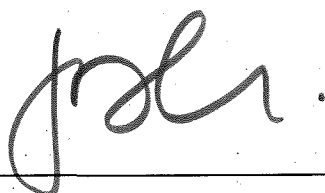
Notes

tCO₂ = Tonnes of Carbon Dioxide – in the context of this table relates to Tonnes of Carbon Dioxide released and saved from being released into the atmosphere

MJ/m²/year = Mega joules per square meter per year – in the context of this table relates to energy saved by installation of building shell improvements to reduce heating load. Mega joules are used to measure gas consumption however can be converted to electricity consumption where 3.6 Mega joules per hour (MJ/hr) = 1 kilowatt per hour (kWh) which are the units of measurement used in electricity bills.

Approved for circulation to the Member and incorporation into Hansard.

Joy Burch
Acting Minister for Housing



4.12.13

Date:.....

MINISTER FOR COMMUNITY SERVICES

**AUSTRALIAN CAPITAL TERRITORY
LEGISLATIVE ASSEMBLY QUESTION**

Annual Report Hearing

**STANDING COMMITTEE ON HEALTH, AGEING,
COMMUNITY & SOCIAL SERVICES**

05 December 2013

**Question Taken Without Notice
Response by Minister/Executive**

[Hearing Transcript: Health 05-12-13, P179-180 PROOF]

MS LAWDER asked:

What is the take-up rate of the three days in the Enterprise Bargaining Agreement for volunteering?

MINISTER BARR: I would like to inform the Committee -

In 2012-13, the number of days approved for voluntary community service activity by Community Services Directorate (CSD) staff was 33 days, by 23 individual staff members.

It should be noted that actual voluntary community service activity is likely to be higher than this indicator alone as people may volunteer in accrued flex leave or in their personal time.

Approved for circulation to the Member and incorporation into Hansard.



Andrew Barr MLA

Minister for Community Services

Date: 17.12.13

MINISTER FOR COMMUNITY SERVICES

**AUSTRALIAN CAPITAL TERRITORY
LEGISLATIVE ASSEMBLY QUESTION**

Annual Report Hearing

**STANDING COMMITTEE ON HEALTH, AGEING,
COMMUNITY & SOCIAL SERVICES**

05 December 2013

**Question Taken Without Notice
Response by Minister/Executive**

[Hearing Transcript: Health 05-12-13, P138 PROOF]

MR BOURKE asked:

What is the level of usage of the Cook Hall?

MINISTER BARR: I would like to inform the Committee -

From 1 January 2013 to 31 December 2013, the Cook Community Hall was booked for 318 days (of the available 360 days) by 40 groups.

Approved for circulation to the Member and incorporation into Hansard.



Andrew Barr MLA
Minister for Community Services

Date: 18.12.2013

LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON HEALTH, AGEING, COMMUNITY AND SOCIAL SERVICES

2012 -13 Annual Report Inquiry

ANSWER TO QUESTION TAKEN ON NOTICE

Mr Hanson : To the Minister for Health – PET/CT Scan

[referring to ACT patients being referred to Sydney or elsewhere for PET/CT scans] What is the ratio of those that are getting scanned here and those who are going elsewhere?

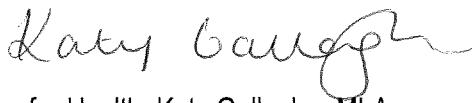
Ms Gallagher : The answer to the Member's question is:

This level of information is not recorded by ACT Health.

PET/CT scans are used for diagnostic and treatment planning purposes. Patients may be referred to Sydney from the ACT to optimise their clinical management and patients may choose to have their PET/CT scan in Sydney instead of the ACT where they are seeking a particular specialist's treatment.

Approved for circulation

Signature:



Date: 23.12.13

By the Minister for Health, Katy Gallagher MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON HEALTH, AGEING, COMMUNITY AND SOCIAL SERVICES

2012 -13 Annual Report Inquiry

ANSWER TO QUESTION TAKEN ON NOTICE

Mr Hanson : To the Minister for Health – Bed Availability

[referring to the figure on page 120 of the 2012-13 Annual Report on bed numbers]

Dr Brown: I am happy to seek to break that down to Canberra Hospital and Calvary Hospital. I am not sure whether you were wanting something broken down even more than that.

Mr Hanson: If you have it, it would be useful. But if you do not, I do not want you to necessarily - .

Dr Brown: We will see what we can provide.

Ms Gallagher : The answer to the Member's question is:

At the end of 2012-13, there was a total of 986 public hospital beds in the ACT health system. Of these, 741 are located at Canberra Hospital and 245 are located at Calvary Public Hospital. These figures incorporate both day-only and overnight beds.

Approved for circulation

Signature: 

Date: 23-12-13

By the Minister for Health, Katy Gallagher MLA

LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON HEALTH, AGEING, COMMUNITY AND SOCIAL SERVICES

2012 -13 Annual Report Inquiry

ANSWER TO QUESTION TAKEN ON NOTICE

Mr Wall : To the Minister for Health – Bed Occupancy

Mr Wall: And the 93 per cent figure that was achieved last year, obviously that is a fluctuating. On any given day it could be higher or lower. How many instances over the past 12 months did that figure hit 100 per cent?

Ms Gallagher : The answer to the Member's question is:

Neither Canberra Hospital or Calvary Hospital have reached 100% occupancy in 2012-13 for a 24 hour period. Bed occupancy is measured over a 24 hour period and there was not an instance in 2012-13 where either hospital has had all available beds filled for a 24 hour period.

Approved for circulation:

Signature:



Date: 23/12/13

By the Minister for Health, Katy Gallagher MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON HEALTH, AGEING, COMMUNITY AND SOCIAL SERVICES

2012 -13 Annual Report Inquiry

ANSWER TO QUESTION TAKEN ON NOTICE

Ms Berry : To the Minister for Health – Youth Step-up Step-down

Ms Berry: And can you tell us how many clients it has seen over the reporting period from when it has opened?

Ms Bracher: I can take that on notice and we can find that out for you.

Ms Berry: And is there any data available on whether it is utilised more heavily by clients leaving the hospital or whether it's by clients stepping up to a higher level of care than is available?

Ms Bracher: I can provide that breakdown as well.

Ms Gallagher : The answer to the Member's questions are:

- The Youth Step-up Step-down sub-acute residential facility was officially opened in March 2013 and there have been 32 residents since the facility opened.
- Of these 32 residents:
 - 24 were stepping down from an inpatient admission.
 - Eight were provided with step up care in the community to assist in avoiding an inpatient admission.

Approved for circulation

Signature: *Katy Gallagher*

Date: 23.12.13

By the Minister for Health, Katy Gallagher MLA



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON HEALTH, AGEING, COMMUNITY AND SOCIAL SERVICES

2012 -13 Annual Report Inquiry



ANSWER TO QUESTION TAKEN ON NOTICE

Ms Berry : To the Minister for Health – Healthy Lifestyle Program – Cooking Classes

Ms Berry: [referring to cooking classes, lifestyle and exercise classes] Do you – I do not know that there is any way you could measure whether or not that has worked and whether people are actually going into their homes and doing – using the new skills that they have learned.

Ms Gallagher : The answer to the Member's question is

The Community Care Program (CCP) Nutrition Service in the Division of Rehabilitation, Aged and Community Care provides a range of activities to support healthy eating to residents of the ACT. The two main education programs are Heart Fare and Adult Healthy Weight Program.

- Heart Fare is available to ACT adult residents and provides nutrition advice and education to adults with a diagnosis, or at risk, of cardiovascular disease. There are ten education sessions per year held across the Community Health Centres.
- The Adult Healthy Weight Program is available to ACT adult residents who are overweight or obese. This program is facilitated by social workers, dietitians and physiotherapists or exercise physiologists as a multidisciplinary approach. It helps adults with a non-dieting, mindfulness approach to self management of weight loss towards healthy eating.

The effectiveness of the Adult Healthy Weight Program was evaluated over a 2 year period (2010 – 2012). Participants and facilitators were surveyed at regular intervals. Results demonstrated that approximately 61% reported they had lost weight, 67% had felt their health had improved and 50% were confident to manage their weight in the long term.

Approved for circulation

Signature:

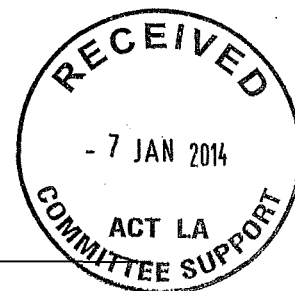
Date: 23.12.13

By the Minister for Health, Katy Gallagher MLA

LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON HEALTH, AGEING, COMMUNITY AND SOCIAL SERVICES

2012 -13 Annual Report Inquiry



ANSWER TO QUESTION TAKEN ON NOTICE

Mr Hanson : To the Minister for Health – 2012 Workplace Culture Survey

[referring to a question about where the results of the Workplace Culture Survey can be found]

Mr Hanson: Is that report broken down into specific areas within –

Dr Brown: We do have – they measure culture in – they have six different ways they describe “culture”. At the lower end they call it blame plus or blame. At the higher end they talk about a culture of ambition and success. And across our hospital we have – we do break it down into work units, and I can provide you with a graph that shows the distribution across the work units –

Mr Hanson: So it shows – it breaks it down by work units?

Dr Brown: Yes. And I can also show you the comparison for public sector government health care.

Ms Gallagher : The answer to the Member’s question is:

The details of the Workplace Culture Survey results are in the attached tables.

Approved for circulation

Signature: *K. Gallagher*

Date: 5.1.14

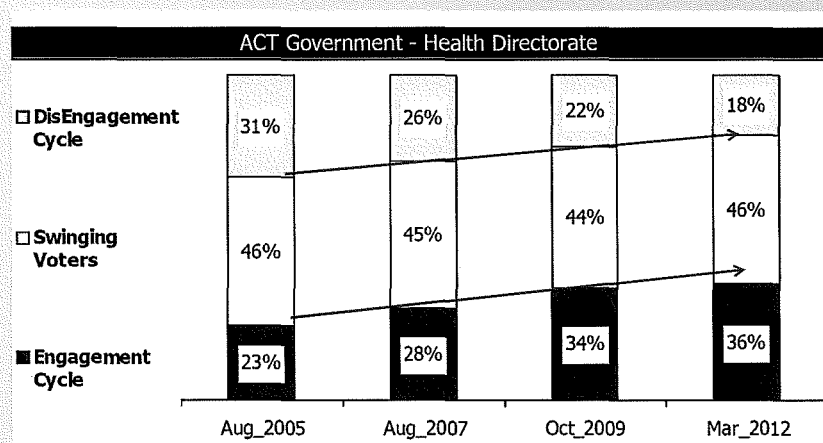
By the Minister for Health, Katy Gallagher MLA



Culture

Culture Survey process

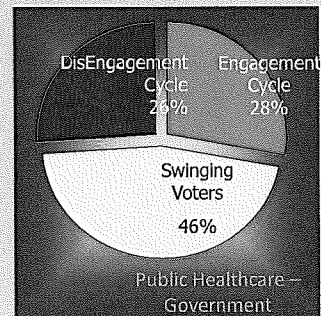
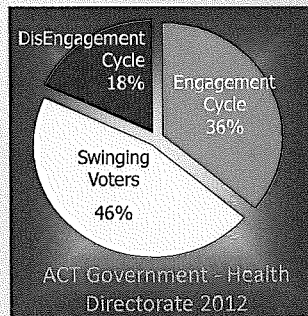
- measure of how we put our values in action
- track our organisation's progress over time
- provides valuable information for us to develop initiatives to make ACT Health an even better place to work
- *Best Practice Australia and NZ*





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Culture Survey



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