



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

Asked by Elizabeth Kikkert MLA:

In relation to: Temporarily Closing the West Belconnen Child and Family Centre

1. In hearings, Ms Saballa discussed online offerings available to clients of the West Belconnen Child and Family Centre during its closure. Did face-to-face services continue in any way at the other two Child and Family Centres during this time?
 - a. Ms Saballa also mentioned that some services were offered to West Belconnen clients at the Gungahlin Child and Family Centre. Were these online offerings or face-to-face? If any were face-to-face, how was the issue of transportation to Gungahlin handled?
 - b. Ms Saballa noted during hearings that some staff from the West Belconnen centre were relocated to the Child Development Service in Holder during the closure. What activities did these staff engage in there during the period of relocation?
 - c. Ms Saballa also stated that home visits for clients of the West Belconnen centre continued during the period of the closure. Can the minister please provide data regarding the occasions of service provided to clients of the West Belconnen Child and Family Centre during 2019 and 2020, including whether these services were online, face-to-face at the centre, or in the home?
 - d. In reference to the Strong Women's Group, the Koori Girls Group, and the Koori Boys Group, Ms Saballa noted that face-to-face meetings were resumed as restrictions allowed. When and where did each of these groups resume meeting in person?
 - e. Ms Saballa noted that an audit of clients of the West Belconnen centre revealed the technological needs of each family regarding ability to access online offerings. Was any support provided to families lacking equipment or connectivity, and if so, what was given, and to how many families?
 - f. What plans exist to not just maintain but add to or increase online offerings for the Child and Family Centres going forward?

Yvette Berry MLA: The answer to the Member's question is as follows:–

1. Online and face-to-face services for Tuggeranong and Gungahlin Child and Family Centre (CFC) families continued during this time. Some West Belconnen CFC families were supported face-to-face using the Gungahlin CFC site.



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

QON No. 7

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- a. Clients who had access to transport were given the option to attend face-to-face services at Gungahlin CFC. Staff from West Belconnen CFC who were at Gungahlin CFC to undertake face-to-face work also engaged with families via online platforms. All the families who accessed support at Gungahlin CFC had their own transport. For families who did not have transport, home visits were available as an option.
- b. These staff continued their day-to-day work. This included provision of case management support via a combination of online platforms and face-to-face contact. Parenting groups were provided online or at Gungahlin CFC. *Growing Healthy Families* groups were provided online and face-to-face in Term Four. A West Belconnen CFC intake service was maintained by CFC staff from the Child Development Service.
- c. The breakdown of data as requested is not available.
- d. The Strong Women's group resumed face-to-face delivery on 30 October 2020. The first session back was held at the Belconnen Arts Centre.

Koori Boys resumed face-to-face on 19 October 2020. The sessions were facilitated at an oval in West Belconnen in partnership with the University of Canberra, Aspire program.

Koori Girls group resumed face-to-face from the Centre on 8 February 2021.

- e. Resources which outlined how families could use Microsoft Teams to receive services were developed and distributed to families. For families who did not have internet, contact was made via telephone.

The ACT Government supported families through public schools supplying students Chromebooks, iPads and internet dongles to support children learning from home.

- f. As part of an evolving service offer, there has been scope for families to schedule Children's Behavioural and Emotional Wellbeing Clinics online. Should demand continue for online platform delivery, the CFCs are equipped to provide this as a result of the development of online service delivery in response to COVID-19.

Approved for circulation to the Standing Committee on Community Inclusion

Signature:

Date: 14/04/21

By the Minister for Early Childhood Development, Yvette Berry MLA