



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

QTON No. AR -28

STANDING COMMITTEE ON EDUCATION AND COMMUNITY INCLUSION

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

Inquiry into referred 2019–20 Annual and Financial Reports

ANSWER TO QUESTION TAKEN ON NOTICE

5 March 2021

Asked by JOHNATHAN DAVIS MLA:

In relation to:

MR DAVIS: Absolutely. And I would be, I guess, interested in exploring if you experienced, even anecdotally—if you have any data to support any changes in demand for those services throughout the COVID period? I am sure I could assume, but it would be good to know.

Ms Cover: Certainly. I can provide that out of session. But the anecdotal evidence, as I looked at it week by week, was that, yes, we did have an increase in terms of those contact points. It was also interesting because I think the actual accessibility of those services online and telephone also perhaps increased accessibility as well as the demand as well.

CHRIS STEEL MLA: The answer to the Member's question is as follows:—

During the period in 2020 when due to COVID-19, courses were briefly suspended to allow for a transition to online learning, CIT teachers and support staff actively contacted students to check on their welfare and to better understand how CIT could adapt to help them manage the challenges they were facing with their study.

When students returned to campus from the beginning of Semester 2, the demand for counselling and support services did increase but was not significantly higher than previous years.

During 2020, to better support our students during COVID, CIT enhanced counselling services by offering online video calls via Zoom, WebEx and Telehealth. Students actively engaged with these new modalities and since returning to campus, have continued to engage with remote counselling services, as well as face-to-face counselling where required.

CIT Student Support has counselling and support services for all student as well as dedicated staff and resources for Disability Support, Migrant Support, Youth Advice, Student Equity and Job Seeker Support.

Approved for circulation to the Standing Committee on Community Inclusion

Signature:

Date:

12 / 3 / 21

By the Minister for Skills, Chris Steel MLA