



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2022-2023

Mr James Milligan MLA (Chair), Mr Andrew Braddock MLA (Deputy Chair),
Dr Marisa Paterson MLA

**ANSWER TO QUESTION TAKEN ON NOTICE
DURING PUBLIC HEARINGS**

Asked by Peter Cain MLA on 1 September 2022: ACT Human President, Dr Helen Watchirs took on notice the following question(s):

[Ref: Hansard Transcript 1 September 2022 [PAGE 1103]]

In relation to:

Q320: Explanation for lack of variation in targets and estimated outcomes in JACSD Budget Statement D Output table 1.5 pages 20-21 in comparison to previous year

Dr Helen Watchirs: The answer to the Member's question is as follows: –

The estimated outcomes were based on actual outcomes at the end of the 2021-22 third quarter and took into account the significant increase in demand, partly due to the impact of COVID, as well as ongoing backlogs in the provision of frontline services within existing limited resources. These considerations meant that the Commission was not confident, at that time, about meeting its targets or about what the positive or negative variations from targets might be at the end of the financial year. Given these circumstances, the Commission determined that it should affirm the estimated outcomes in line with its targets. I am pleased to advise, however, that at the end of the reporting year, our performance was on target for two indicators, down in two indicators and up in four indicators.

We have maintained the same eight targets for 2022-2023, despite our increased workload, as we are committed to maintaining the high level of service to clients in these benchmark indicators. If we don't meet these targets in 2022/2023, then this is evidence of the need to increase HRC resources to meet greater client demands.

Approved for circulation to the Select Committee on Estimates 2022-2023

Signature:

Date: 7 September 2022

By the ACT Human Rights President, Dr Helen Watchirs