

YOUR HUMAN SERVICES PROGRESS CHART



MARCH 2015

About Your Human Services Progress Chart

Your Human Services Progress Chart provides a wide range of information about the performance of Tasmania's human services system. The quarterly *Progress Chart* helps us evaluate our activities and determine our future directions.

The *Your Health and Human Services Progress Chart* has been published continuously since 2006. From the March 2015 edition onwards Health and Human Services will be reported separately to enable a clearer focus on each of these two important service areas.

We are currently reviewing the way we report publicly on the performance of our services, including how we can improve on the *Your Human Services Progress Chart*.

Due to more accurate data becoming available, data reported from previous *Progress Charts* may differ.

Published by the System Purchasing and Performance Group, Department of Health and Human Services, Tasmania.

©Copyright State of Tasmania, Department of Health and Human Services, 2015.

This publication is copyright. No part may be reproduced by any process except in accordance with the provisions of the *Copyright Act 1968*.

Published on www.dhhs.tas.gov.au

March 2015

ISSN 1823-3015

Contents

How many people have been housed?	2
How many households receive private rental assistance?	3
What are the waiting lists for public housing?	3
What is the usual wait for people with priority housing needs?	4
How many child protection cases are referred for investigation?	4
How many child protection notifications are not allocated within established timeframes?	5
How many children are in Out-of-Home Care?	6
What are the waiting lists for people requiring supported accommodation?	7
What is the waiting list for community access clients?	8
Explanatory note	9



How many people have been housed?

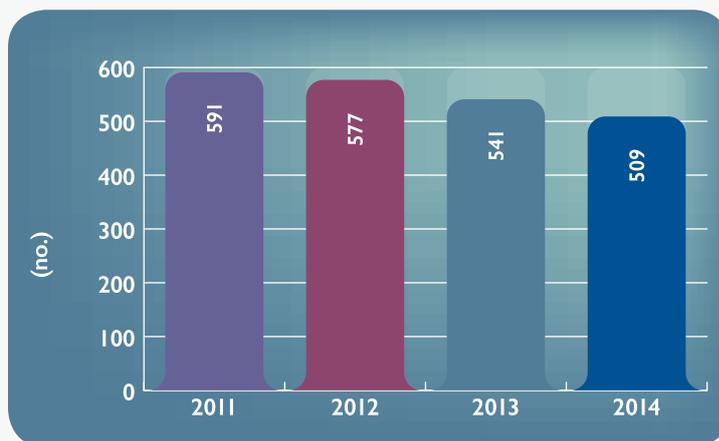
This information shows the number of people who have been allocated public housing. This includes people who have been housed by community organisations from the public housing wait list.

In the six months ending 31 December 2014, the number of people housed decreased by 5.9 per cent compared to the same period in the previous year.

The Government provided 258 new affordable housing properties at the end of December 2014.

Figure 1: Number of applicants housed

(for the six months ending 31 December 2014)

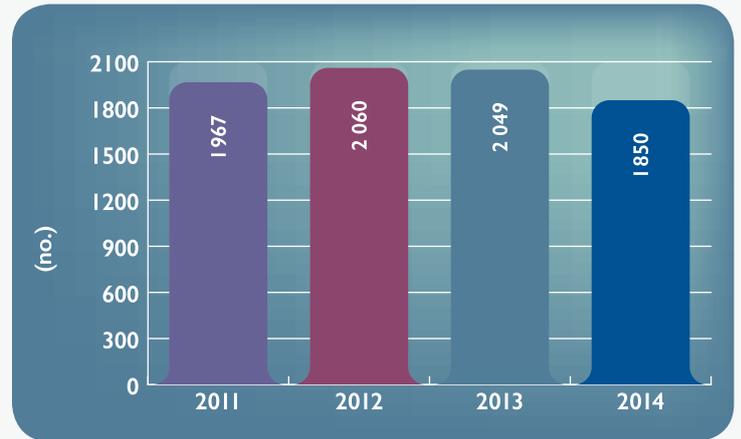


How many households receive private rental assistance?

In the six months ending 31 December 2014, 1 850 households received financial assistance through private rental assistance, a decrease of 9.7 per cent compared to the previous year.

Figure 2: Number of households assisted through private rental assistance

(for the six months ending 31 December 2014)



What are the waiting lists for public housing?

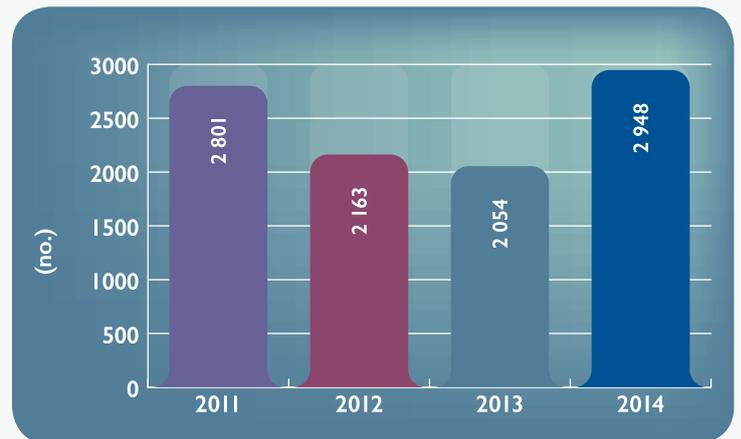
This indicator measures the total number of people who were waiting for public housing.

The public housing wait list has increased from last year. The wait list at 31 December 2014 was 2 948, an increase of 43.5 per cent compared to the previous year.

The period coincided with the introduction of the new housing help system 'Housing Connect', which may have encouraged more people to seek assistance, as it provides a portal for all enquiries in relation to housing including private rentals.

Figure 3: Number of applicants on waitlist

(as at 31 December 2014)



What is the usual wait for people with priority housing needs?

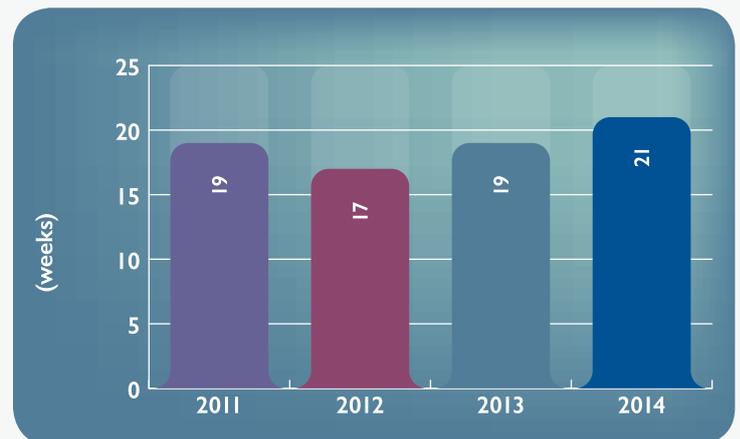
This indicates how many weeks it takes to house applicants who have the highest need, (category I or exceptional needs). The assessment of need is based on adequacy, affordability and appropriateness of housing.

In the six months ending 31 December 2014, the average time to house category I or exceptional needs applicants was 21 weeks, an increase of two weeks from the previous year.

The capacity to house priority applicants quickly is contingent upon the availability of homes that meet the applicants' requirements such as their choice of desired location, number of bedrooms and proximity to services.

Figure 4: Average time to house category I applicants

(for the six months ending 31 December 2014)



How many child protection cases are referred for investigation?

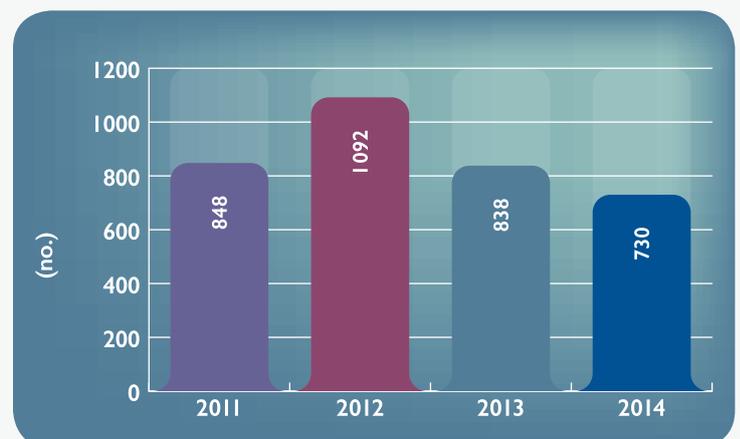
All notifications receive an initial assessment to determine if they meet the threshold for statutory intervention.

In the six months ending 31 December 2014, compared to the same period in the previous year, there has been a 13.6 per cent decrease in the number of notifications that met the threshold for statutory intervention and were referred for investigation.

Notifications that, after assessment, do not meet the threshold for statutory intervention are then referred to other services for support and also recorded in the child protection database, as the Department has no statutory mandate to investigate.

Figure 5: Number of notifications referred to service centres for further investigation

(for the six months ending 31 December 2014)



How many child protection notifications are not allocated within established timeframes?

Established timeframes for allocation of notifications that meet the threshold for statutory intervention are set according to priority as follows:

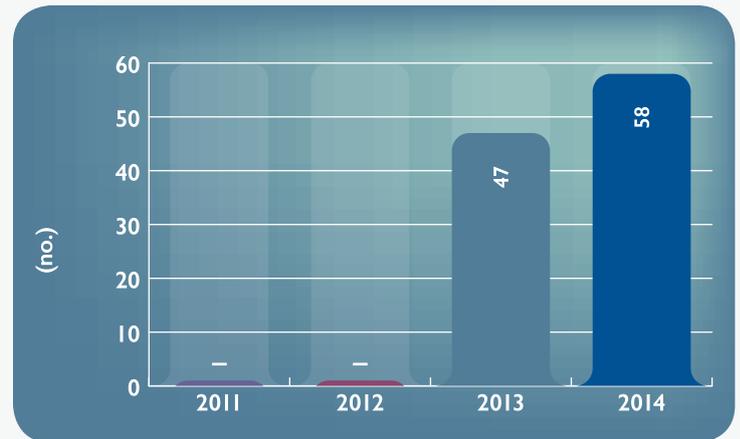
- **Priority 1** – half a day.
- **Priority 2** – five days.
- **Priority 3** – ten days.

Every notification is assessed, and every effort is made to ensure children get the help they need as quickly as possible, based on the assessed risk.

The number of unallocated notifications, which meet the threshold for investigation, can vary from day to day depending on demand (see explanatory note 1).

DHHS remains committed to keeping this number low. There were zero unallocated priority 1 cases.

Figure 6: Child abuse or neglect: number of unallocated cases
(as at 31 December 2014)

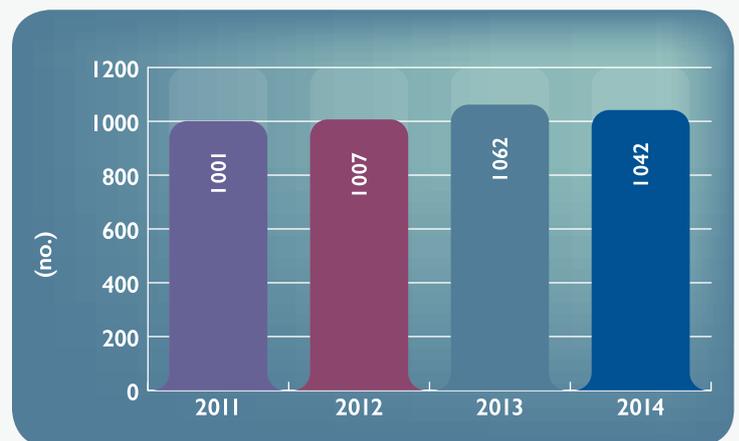


How many children are in Out-of-Home Care?

As at 31 December 2014 there were 1 042 children in Out-of-Home Care (OOHC), which represents a decrease of 1.9 per cent compared to the same time in the previous year.

Figure 7: Children in Out-of-Home Care

(as at 31 December 2014)



What are the waiting lists for people requiring supported accommodation?

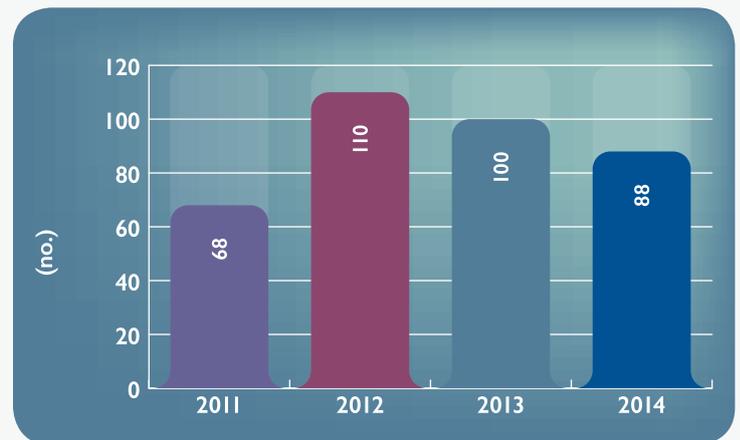
This indicator shows the number of people with a disability urgently waiting for a supported accommodation placement. Supported accommodation services provide assistance for people with disability within a range of accommodation options, including group homes and other supported accommodation settings.

In addition to providing support for daily living these services promote access, participation and integration into the local community. Supported accommodation is provided by community-based organisations that are funded by the State Government.

In the six months ending 31 December 2014 compared to the same period in the previous year, there has been a 12 per cent decrease in the number of people with a disability who are urgently waiting for a supported accommodation placement.

Figure 8: Disability services – supported accommodation – waiting list

(as at 31 December 2014)



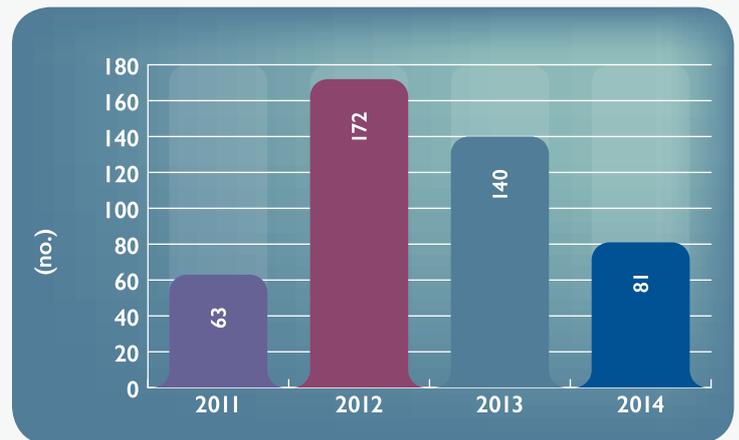
What is the waiting list for community access clients?

This shows the number of people with a disability who are waiting for a full-time or part time community access placement. Community access services provide activities which promote learning and skill development and enable access, participation and integration in the local community. Community access services can also provide an important respite effect for carers of people with disability.

In the six months ending 31 December 2014 compared to the same period in the previous year, there has been a 42.1 per cent decrease in the number of people with a disability who are waiting for a full-time or part-time community access placement. This includes people who already have a placement and are seeking additional days.

Figure 9: Disability services – community access clients – waiting list

(as at 31 December 2014)



Explanatory note

- 1 Figures for previous years have been updated following data cleansing to ensure figures accurately reflect unallocated notifications.



CONTACT

Department of Health and Human Services

GPO Box 125
Hobart TAS 7001

1300 135 513

www.dhhs.tas.gov.au