

**HOUSE OF ASSEMBLY****Tuesday, 28 July 2015****ESTIMATES COMMITTEE B****Chair:**

Mr L.K. Odenwalder

**Members:**

Hon. T.R. Kenyon

Mr J.A.W. Gardner

Dr D. McFetridge

Mr C.J. Picton

Ms R. Sanderson

Ms D. Wortley

*The committee met at 10:00**Estimates Vote***DEPARTMENT FOR COMMUNITIES AND SOCIAL INCLUSION, \$1,015,896,000****ADMINISTERED ITEMS FOR THE DEPARTMENT FOR COMMUNITIES AND SOCIAL INCLUSION, \$190,374,000****Minister:**

Hon. Z. L. Bettison, Minister for Communities and Social Inclusion, Minister for Social Housing, Minister for Multicultural Affairs, Minister for Ageing, Minister for Youth, Minister for Volunteers.

**Departmental Advisers:**

Ms J. Mazel, Chief Executive, Department for Communities and Social Inclusion.

Mr P. Bull, Executive Director Youth Justice, Community Engagement and Organisational Support, Department for Communities and Social Inclusion.

Ms S. Wallace, Executive Director, Policy and Community Development, Department for Communities and Social Inclusion.

Ms L. Young, Executive Director, Disability and Domiciliary Care Services, Department for Communities and Social Inclusion.

Mr N. Ashley, Acting Executive Director, Financial and Business Services, Department for Communities and Social Inclusion.

Ms N. Rogers, Director, Business Affairs, Department for Communities and Social Inclusion.

Ms B. Weis, Director, Community Connect, Department for Communities and Social Inclusion.

Ms K. Tattersall, Director, Screening, Procurement and Improvement, Department for Communities and Social Inclusion.

Ms T. Stephenson, Manager, Strategic Coordination, Business Affairs, Department for Communities and Social Inclusion.

Ms J. Kennedy, Manager, Community Engagement and Grants, Policy and Community Development, Department for Communities and Social Inclusion.

**The CHAIR:** Welcome, minister, to Estimates Committee B. The estimates committees are a relatively informal procedure, and as such there is no need to stand to ask or answer questions. I believe there is an agreed timetable. Changes to committee membership will be notified as they occur. If the minister undertakes to supply information at a later date, it must be submitted by 30 October, to be tabled during the sitting week of 17 November.

I will allow the minister and the lead speaker for the opposition to make opening statements of about 10 minutes, if they wish. There will be a flexible approach to giving the call for asking questions, based on about three questions per member, alternating each side. Supplementary questions, as always, will be the exception rather than the rule. A member who is not part of the committee may ask a question at the discretion of the Chair.

Questions must be based on lines of expenditure in the budget papers, must be identifiable or referenced. There is no formal facility for the tabling of documents before the committee; however, documents can be supplied to the Chair for distribution to the committee. All questions are to be directed to the minister and not the minister's advisers, although as it is an informal atmosphere and, if the minister is happy for advisers to continue answering along a line of questions, I will allow that. All argument should be directed at the minister.

During the committee's examination, television cameras will be permitted to film from both the northern and southern galleries. Welcome, Minister for Communities and Social Inclusion. I declare the proposed payments open for examination and refer measures to portfolio statement, Volume 1. I call on the minister to make a statement if she wishes and to introduce her advisers.

**The Hon. Z.L. BETTISON:** I will introduce my advisers: to my left is Joslene Mazel, the Chief Executive of the department; to my further left Nick Ashley, Acting Executive Director, Financial and Business Services; and, to my right, Peter Bull, Executive Director, Youth Justice, Community Engagement and Organisational Support. On our second table we have Tracey Stephenson, Manager, Strategic Coordination Business Affairs; Nancy Rogers, Director, Business Affairs; and, Sue Wallace, Executive Director, Policy and Community Development.

**The CHAIR:** Minister, do you have an opening statement?

**The Hon. Z.L. BETTISON:** Yes, I do. The communities and social inclusion portfolio is the cornerstone of this government's commitment to supporting vulnerable individuals and families and building strong resilient communities. The diverse programs and activities delivered in this portfolio are fundamental to ensuring all South Australians can live a decent and productive life and contribute to the government's strategic priorities of keeping South Australia an affordable place to live and building safe communities and healthy neighbourhoods.

The rising costs of living influences the quality of life for South Australians. When compared with other states, South Australia has developed a reputation as an affordable place to live and we want to keep it that way. Even with careful budgeting many households are facing difficulties making ends meet. That is why this government has various initiatives to support South Australians to better manage essential cost of living pressures.

We have acted to look after South Australian pensioners and low income earners through the introduction of the new cost of living concession, which commenced on 1 July 2015. The advantage of this concession payment, as opposed to the former council rates concession, is its flexibility. It is not restricted to a particular bill. Different households have different needs, priorities and expenses. With the new concession, households have the liberty to choose where they use it and people can assess their household budget and apply it where it is needed most.

In January this year we faced devastating bushfires in the Adelaide Hills. The Department for Communities and Social Inclusion was responsible for both emergency relief during the bushfire and leading the recovery effort after the event. The recovery effort is focused on both individual health and wellbeing and the community as a whole, and includes restoring and rebuilding the health, social, economic, built form and environmental fabric of the community. The department will continue to

provide valuable direct relief and assistance to affected individuals, working with these fire-affected communities into the 2015-16 financial year.

I would also like to acknowledge the generosity and community spirit of South Australians. Individuals, businesses and corporations, their staff and customers, have donated generously. The Sampson Flat Bushfire Relief Appeal closed on 31 May 2015 and raised more than \$1.9 million from 3,180 donations.

Youth justice services contribute to community safety and actively work to ensure that children and young people in the youth justice system are inspired to change and participate positively in their community. A youth justice administration bill is being developed. This will lay the foundation for a rehabilitative and community safety approach to managing young people in the youth justice system. Significant consultation with key stakeholders has occurred to help shape this work.

We must increasingly look towards smarter, innovative and more efficient ways to solve traditional and emerging issues in this sector. Over the past 12 months, multiple programs have been introduced. These include:

- **Thriving Communities:** Achieving community-led renewal in disadvantaged South Australian communities. This is a new and innovative program that addresses disadvantage in targeted South Australian communities using a collective impact approach to build real and sustainable change.
- **Fund My Community** is a new and exciting way we are trialling to fund community groups. This participatory budgeting initiative gives the public a say in how funds are invested across South Australia. One million dollars was made available through the program to eligible community groups to deliver projects or services to tackle disadvantage.
- The Ceduna integrated services reform uses a collective impact approach to bring together community, local government and community and government organisations to address the concern for the safety and welfare of vulnerable Aboriginal people in and around Ceduna.

From 1 July 2015, there are significant new reforms being introduced by the commonwealth government in aged care. Domiciliary care is reorienting its role in response to these changes and is engaging with new and existing clients about what these changes will mean.

This year's budget is about investing in our community and creating jobs while ensuring that the more vulnerable people in our community are not left behind. We are investing in measures that build stronger and more resilient communities, where South Australia can share in our state's prosperity.

**The CHAIR:** Thank you, minister. Does the member for Morphett have an opening statement?

**Dr McFETRIDGE:** No, I do not. As there is such limited time, we will get straight into questions.

**The CHAIR:** Certainly.

**Dr McFETRIDGE:** In your opening statement, minister, you mentioned the cost of living, and I refer to Budget Paper 4 Volume 1, page 96, the total cost of services summary. I asked questions last year about the Concessions and Seniors Information System (CASIS as it is known). I have asked questions about it for a number of years now and so has the Auditor-General. Recently, the minister announced that the whole process was being dumped, after starting at \$600,000 in 2008 under now Premier Jay Weatherill and then being handballed to minister Piccolo. And now you, minister, have charge of this. The total cost was \$7.183 million and it has been dumped. Why has it got to this stage after so many warnings and what is going to replace it?

**The Hon. Z.L. BETTISON:** Thank you for your question. I think the key things we should consider here about the CASIS project is that it was ambitious and it was complex, and we note that no other jurisdiction has actually created the kind of technology solution for concessions that we sought to build in South Australia. An important feature of the CASIS project was that it sought to

create a single entry point for concession recipients who would need to register their details only once. It would then automatically determine eligibility and calculate those entitlements across the concessions.

We looked at those variabilities and complexities, and when it started in 2009 that is obviously what we were looking to achieve. In order to achieve that outcome we had to work with the concession partners and the developer company to look at extensive testing and responsive development of the system. There was some slippage in deadlines and time frames, and that was to be expected, but we were assured that the current developer, the software people from ac3, would deliver. I was given that commitment as minister in this portfolio.

The project vendor ac3 has now walked away from further software development. After seeking information from the Office for Digital Government I have been advised that pursuit of the CASIS project in that form is unviable.

**Dr McFETRIDGE:** Do we own the software? Do we own the IT or the IP, the intellectual property? Are we getting any of this money back from ac3, who have walked away, as you said? How could they walk away?

**The Hon. Z.L. BETTISON:** As a way forward, my first thing is to determine what are our legal options for ac3, because my understanding was that as a department we were going to achieve those milestones and go live. We will be seeking to not pay those invoices because we do not believe that work has been completed. We do own the intellectual property.

**Dr McFETRIDGE:** How much was overpaid? I think at one stage there was something like \$600 million that was out there in concessions being paid to energy providers incorrectly, there were people who were eligible for concessions who did not get those concession payments. Do you have a figure that you can give the committee on where we stand at the moment? We are now rolling out this new cost of living concession—I am told that the cheques are in the mail—but what faith can this committee have that that will work, because the previous one has not?

**The Hon. Z.L. BETTISON:** Let me start by saying that I do not accept the figure that you proffered earlier; I never have. What we have identified—and I have spoken about this in the house—is that there were unmatched energy concession customers and people who were deemed eligible and non-eligible. We did go through a process to ask them to respond about their eligibility.

The total value of the concession overpayments calculated as at 31 March this year was \$1.388 million. To put this into context, the total value of our energy concessions paid in 2014-15 was \$42.8 million. What we have done is make sure that we have the concessions working, make sure that the data matching exercise was complete, and make sure that that does not happen again. We have also recovered money that is owed to us; I am informed that we have recovered \$116,892 including GST from energy retailers, and we will continue to do so where they have been overpaid.

**Dr McFETRIDGE:** Can we be sure that the amounts you are using there are the actual amounts? There seems to be a lot of uncertainty about the whole system.

**The Hon. Z.L. BETTISON:** These are the amounts to March, as I have indicated.

**Dr McFETRIDGE:** What is the current budget and time line for a replacement system?

**The Hon. Z.L. BETTISON:** We are currently undertaking a business case for a new IT system which will be called the Cost of Living Concession Information (COLIN) to administer the government's new concession. One of the key things we have obviously seen in the six years that CASIS has been rolling out is a dramatic change in technology. Most specifically, what we see is that there is an increased range of commercial off-the-shelf systems and Software as a Service options that are now available on the IT market.

The department has been allocated \$2.2 million over the next two years to build the COLIN system for the new concession. This is a hybrid solution, using commercial off-the-shelf systems and Software as a Service options. One of these Software-as-a-Service options is Salesforce, software that the department currently uses quite successfully in other areas.

The department will purchase these components through standard procurement processes. It is anticipated that there will be a number of vendors providing the various commercial off-the-shelf

systems and Software as a Service. These components will be integrated with custom software using common industry-standard technologies. Oversight of this custom build will be with the department's IT area. This is a standard approach across government and will utilise IT systems that have a proven record.

The Office of Digital Government has advised that the transition of the CASIS project to this new IT solution was the most viable option for the department, on the basis of the new technological opportunities now available and ac3's withdrawal from further development work. Success will be ensured through the following means:

- Utilisation of new, low-risk technologies that are currently available and widely used. These opportunities were not available at the time that the CASIS project was commenced.
- We will be looking to the marketplace for the provision of the various components, which is likely to result in multiple contractors, rather than a reliance on one developer or firm.
- Development of the system will be staged, rather than all components commencing at once. Success of each stage will determine moving on to the next stage.
- Contracts for the COLIN system will be on a fixed-price basis to contain costs. Fixed-price purchasing of off-the-shelf components was not readily available when CASIS commenced.
- Risk management and associated planning is a major focus for the COLIN project. A risk management committee has been established and the first major workshop has been facilitated by DCSI's Manager, Risk Management. The committee comprises senior officers from across the department.
- A senior executive governance group with a representative from the Office of Digital Government will oversight the project to ensure strict adherence to the COLIN project plan and the government's IT policies. The department will seek advice from ODG about extended membership of appropriate external parties.
- A thorough scoping of the COLIN system is being conducted as part of the business case. This will form the basis for the procurement process as well as the customised build.
- The transition of the other concessions IT systems and data management tools to the COLIN system will be the subject of a separate business case. That business case will consider the issue of cost.
- A Salesforce solution for two concessions, the Spectacles Scheme and the Personal Alert Systems Rebate Scheme, has already been the subject of a business case, and due to the flexibility of this software option, once developed, these will be easily fitted into the COLIN system.

**Dr McFETRIDGE:** That is all very well, minister, but what is the budget for that? We have seen cases go from \$600,000 to over \$7 million—12 times the cost, and this government, unfortunately, has a track record. Whether it is TRUMPS, EPAS, Oracle, ESMI, a whole range of programs were just blown out of the water. I do not want to talk about Collins submarines, which are an excellent product, an excellent machine, but I want to know whether COLIN is going to stay afloat, so to speak.

**The Hon. Z.L. BETTISON:** As much as you are concerned, I am concerned, member for Morphett. As indicated, we have allocated \$2.2 million over the next two years to build the COLIN system for the new concession. As we go through the business case, we will determine the cost required to implement the other aspects of the systems.

**Dr McFETRIDGE:** What is the budget for it?

**The Hon. Z.L. BETTISON:** I am not able to give you that figure at the moment, but we do have the figure, as I have given you, for the new concession.

**Dr McFETRIDGE:** Let us hope we are not back here next year talking about it, and that the Auditor-General is not. Let us move on to the other hot topic, so to speak. It is the same budget reference: Budget Paper 4, Volume 1, the DCSI screening checks. Can you tell the committee how many screening applicants are currently registered on the database and what percentage of those applicants require more than just a straightforward police check?

**The Hon. Z.L. BETTISON:** You are asking, as of today, how many people have an application in?

**Dr McFETRIDGE:** Yes, how many are sitting there on your database that are needing screening checks done, and what percentage of those in the past have required a second check rather than just a straightforward police check?

**The Hon. Z.L. BETTISON:** Okay. Let me take each of those as we go. I am advised that there were approximately 6,998 outstanding applications at 30 June 2015. That is from something that has come in on day 1 to still with us now, and 3,985 of those are under the 30 business days.

**Dr McFETRIDGE:** But how many of those actually require more than just a standard police check? I heard a figure of 3 per cent at one stage, so 97 per cent just require a standard police check.

**The Hon. Z.L. BETTISON:** I do not think that that figure would be accurate. I will endeavour to get you an answer now. We do have the five different types of screening, as you are aware: the working with children check, the aged care check, vulnerable persons check, the general probity check and the disability check are the different ones that we have. Obviously we do not make that decision; it is the agencies that make that decision, particularly if it is within government or if it is part of a contract, about the type of screening that would happen. Are you asking how that decision is made or are you asking for the breakdown?

**Dr McFETRIDGE:** Really the breakdown, because I understand that a police check could be back within hours, not 30 days; more like three hours.

**The Hon. Z.L. BETTISON:** We are certainly endeavouring to reduce those numbers. I am going to ask Mr Peter Bull to talk to you about where we are at with that. There are different types of response. A lot of it is waiting for CrimTrac to come back now, which can be very quick or can be several days. Certainly, if you are doing a general probity check it can be very, very quick. I will ask Peter Bull to respond.

**Mr BULL:** The applications at the moment: within, say, 15 business days, 64.1 per cent are returned and completed in that time frame, which would indicate that they are the applications, as you are suggesting, that do not really have a lot of name matches or databases to look over, so they are very quick. A police check will only look at the criminal history, which is what we call a probity check, and they would be a very small percentage of the applications that we would do. The vast majority are working with children and disability checks, and probably the ageing checks. They would make up in the high 90 per cents.

**Dr McFETRIDGE:** And the systems you are using now, are they manual systems, or is there some sort of software program where you can do these checks? I would imagine that on the databases that are held now everywhere from the tax office right down to the department of motor vehicles, or whatever they call themselves now, there is plenty of crosschecking. Is it a manual system you are using?

**Mr BULL:** No, we are using electronic systems, apart from very old child protection information, when a manual file may need to be viewed. That is a very small number of cases where that might need to happen; otherwise they are electronic systems.

**Dr McFETRIDGE:** Why is it then that private providers say that they can produce most of these checks within hours rather than days? Why is it they are coming in telling me that it's the government?

**Mr BULL:** Those private providers are only using the criminal history information from CrimTrac. They will enter that into the system. It could be a matter of hours to a month, depending on how long CrimTrac takes to come back with that information, because they look at all police jurisdictions right across the country. So yes, and in our case we have some that are back in that

time frame as well, just the same as a private provider. Anything that needs more than just criminal history information is when it takes that little bit longer to look at other databases.

**Dr McFETRIDGE:** So you are able to do some of these checks within hours?

**Mr BULL:** There would be circumstances where they would come back in that time frame from CrimTrac, yes.

**Dr McFETRIDGE:** Is the whole process that you are using for screening considered to be a commercial activity by the government? For example, how much is DCSI charging SAFECOM to do the CFS volunteer checks?

**Mr BULL:** Everybody is charged the same rates that we publish. There is a volunteer rate and there is an employer rate so there are no special exemptions with regard to the fees.

**Dr McFETRIDGE:** I have a real problem with one part of government paying another part of government for a service that I think could be provided basically for free, particularly when you are dealing with CFS volunteers or other volunteers having to have these checks. There is no doubt we should do those, but part of the ESL that we are paying is going to SAFECOM to pay DCSI for their screening checks which I think is a nonsense. It would be nice if you could perhaps take it on notice and let us know how much SAFECOM or the CFS and SES are paying DCSI.

**The Hon. Z.L. BETTISON:** Can I just add that people only require checks if that is part of the work that they do.

**Dr McFETRIDGE:** The CFS and SES do.

**The Hon. Z.L. BETTISON:** One of the questions, obviously, has been that when you are working with children it is about what comes under the Children's Protection Act. My question would be about the CFS. Depending on what that volunteer is doing, and, of course, they are up to a variety of things, they might only require the national police check which is covered under VOAN which is the volunteer organisation and that is for free. We are happy to take it on notice to say how many CFS volunteers actually required the screening.

**Dr McFETRIDGE:** They all require it, 100 per cent. Perhaps those who are dealing with cadets might need a working with children check, but I would be interested in the dollar value of what DCSI is charging SAFECOM.

**The Hon. Z.L. BETTISON:** I will take that on notice. In relation to the time taken, let me break this down: about 78 per cent of screening applications require more than a national police check—

**Dr McFETRIDGE:** 78 per cent?

**The Hon. Z.L. BETTISON:** Yes, about 78 per cent, but when we break down the application finalised for all types in 2014-15: within five days 28.4 per cent were complete, in 10 days it was 24.6 per cent, in 15 days it was 11.1 per cent, in 20 days it was 7.9 per cent, and in 25 days it was 4.8 per cent. So there are a substantial number that are completed in a very short space of time. I will be very clear, and I have been very straightforward, that we did have a backlog which I concentrated on with regard to the organisation of the screening unit. I worked with the department with the identification that it was the assessment officers who required a lot more support and we have tripled the staffing of the screening unit to make sure things are as efficient as they can be.

**Dr McFETRIDGE:** I heard Mr Bull on radio this morning on the Leon Byner program and I think Leon Byner said he had over 600 inquiries in the last few months about people being unable to work because of the delays. Is there some way of prioritising the pre-employment checks? I know of one taxi driver who came to see me. He had just reapplied and apparently he reapplied a little bit late. It was three weeks before his current clearance expired and he was unable to work because it had not come through.

**The Hon. Z.L. BETTISON:** I am very concerned when people are not able to work and this has been something that I have worked on with the organisation to escalate. Let me talk about the various options that we have. If someone is unable to work, we have been talking about escalating that screening and that is one of our elements.

The other area that we have worked on is the fact of over screening. What we have seen throughout the last financial year is that there were a substantial amount of people who already had a valid screening, but it was not being recognised by their organisation. We have worked with our screening reference group and with our key users to identify portability and validity of those checks. If they have more than six months to go on their screening check, we have asked them to accept that check they have.

The other thing is to identify people to accept the check if they move between organisations. Because this is an organisation-led screening application, people often believe that with a different organisation they need a new check and that is not the case; that check is portable.

**Dr McFETRIDGE:** Isn't the problem, though, minister, that on the screening unit website applicants do a thorough and detailed description of the role that they are applying for, so would that not limit portability of any check if they were moving to a new role and they have had to do this thorough and detailed description? How you are overcoming that?

**The Hon. Z.L. BETTISON:** I think one of the key things is that you have to look at the act, the Children's Protection Act, and what that defines as working with children. That organisation will develop their risk assessment strategy and determine which positions require that screening. If someone has already been screened, we believe that that is portable and valid for three years.

**Dr McFETRIDGE:** Obviously, there is some work to go, but the most ludicrous case I heard recently was of a 15-year-old school student who wanted to assist in her own school who had to have a screening check. Is that something that the government is trying to get a handle on? That just seems like absolute nonsense.

**The Hon. Z.L. BETTISON:** I think that is a matter for the Department for Education and Child Development.

**Dr McFETRIDGE:** But surely you are the ones doing the screenings, so should you not be saying, 'That particular role doesn't require screening'?

**The Hon. Z.L. BETTISON:** The minister responsible for that policy is the Minister for Education and Child Development.

**Dr McFETRIDGE:** That would obviously be adding to your backlog, so have you had some discussions with minister?

**The Hon. Z.L. BETTISON:** We regularly discuss with the two major departments—Health SA and Department for Education and Child Development—to make sure that we are clear about who requires a check, and that is their decision based on that act.

**Dr McFETRIDGE:** On identifying individuals and the 100-point check, how can you be sure that is a valid check? If somebody from interstate, say, is using their married name and they have had convictions under their maiden name, or they have changed their name, how can you be certain that is as rigid as it needs to be?

**The Hon. Z.L. BETTISON:** I understand that your question relates to the verification process.

**Dr McFETRIDGE:** I will give you an example I was given of a woman who applied for a job. There were some concerns raised about her application, and they went back and found that under her maiden name she had actually been in gaol for 14 months; they had not twigged that there was an issue there. She could have gone through and—

**The Hon. Z.L. BETTISON:** Well, let's be very clear that when you are filling out a form it is similar to a statutory declaration. This is a very similar process to when you are doing a statutory declaration, and I am sure that people would come to your electorate office, if someone there is a Justice of the Peace, for them to sign that form. People are required to answer truthfully in that application; it is just as important as if you are applying for a passport.

We ask people for their previous names. Obviously, we go through a process where, if there are name matches, we identify what that information is and we also go through a period of natural



justice, to talk with those people directly about the situation. I am going to ask Mr Bull whether he would like to add anything further.

**Mr BULL:** Thank you minister. One of the issues is the pseudonyms, where people may be known by other names; sometimes they do not declare those on their forms. We often find those with name matches, with birth dates, addresses, etc., that relate to an individual, so we can establish that we are talking about the same individual. As the minister said, we do engage with those applicants to then elicit that further information, but in our experience people who are trying to, I suppose, avoid the system are very few indeed.

**Dr McFETRIDGE:** The need to make sure that everybody is who they say they are is obviously vital. I still am concerned if we are leaving it down to people to fill out all the forms without actually sighting the original documents. I am not saying that they need to come to the department.

One company is suggesting that pharmacists do it and sign off as they do with other documents. In fact, hundreds of people come in to my office wanting documents witnessed and copies of documents. I am sure MPs would be more than happy to help improve the flow through the system by having identity checks done more quickly.

**The Hon. Z.L. BETTISON:** Perhaps I could touch on the online system which went live this morning. We think that this supports that concern you have and follows through what we see in other areas where they are looking at this verification process. The online application will work as follows: the requesting organisation will send an email to the employer or volunteer requesting that they complete the application, and the applicant will then need to register by creating a user name and password and verifying their identity before completing the application and submitting it to the screening unit.

Applicants will be able to verify their identification in three ways: by using their passport or birth certificate and driver's licence through the Document Verification Service; by presenting their identification to the requesting organisation, who will then physically sight and verify the documents; or by completing a physical form and verifying their identification with a verifying officer, exactly as they do now. Just like other online services, online applications will not be signed, as they are completed in a secure environment through an individual secure user identification and initiated by a requesting organisation.

Instead, each applicant is required to accept a declaration statement before submitting the application form to secure the approval of submission of the application. The DCSI Screening Unit will use the Document Verification Service to verify identity documents online as part of the new online application form.

**Dr McFETRIDGE:** On the same reference, my understanding is that the DCSI Screening Unit has been making contact with prospective employers about issues, including cancellation. Is the unit contacting both the employees and the employers, and how does that work with privacy and those sorts of issues?

**The Hon. Z.L. BETTISON:** Sorry, can you clarify your question? Are you saying if it requires to be removed, the—

**Dr McFETRIDGE:** Yes, I understand that the unit has been making contact with prospective employees and employers when issues arise, including cancellations. How are you handling privacy issues with employees and employers? Is there an issue or not? If there is not an issue, that is good.

**The Hon. Z.L. BETTISON:** The application forms give us the consent.

**Dr McFETRIDGE:** The DCSI College for Learning and Development—I think it is called the Stanton Institute now—promotes that students undertaking the Certificate III in Disability Studies will receive their parchment and a full DCSI screening at the completion of the eight weeks of study. How does the department guarantee that is going to happen? Is there preferential treatment for these applicants?

**The Hon. Z.L. BETTISON:** You talk to me about how we work with other groups to reduce the levels of overscreening. One of the areas we also identified was those groups, such as students who are nursing students or education students, who then go on to do work placement through the

year. One of the ways we are working with the universities is to make sure that they complete the screening in the January or as they start the first year of that course, and that will then obviously be valid for three years.

This is a similar thing that we would be doing with the Stanton Institute. I do not necessarily think that they would get any priority at all because, obviously, as we become more efficient—and I am advised that since 1 June, 95 per cent of applications have been completed within 30 business days—that would fit in with the time line.

I think it is very important that, if people are looking to do training in particular areas that require a screening, they get that screening completed, particularly if the opportunity is there for them to get it completed as they start the course or before they start the course to make sure that there are no issues with them working in that field.

**Dr McFETRIDGE:** On the same topic, the NGOs who are involved in providing disability services have expressed concerns to me about the government being a service provider and also the provider of screening services in a competitive environment. Are there any issues there about competitive neutrality and the need to make sure everybody is on an equal basis?

**The Hon. Z.L. BETTISON:** I am advised that there are no issues of competitive neutrality. Member for Morphett, you have raised with me previously about other people who believe they may be able to do the system more quickly, some private companies, perhaps. My door is always open to talk to people about what they offer. My experience thus far has been that they do not tend to understand the details of our system, and I am happy to meet with them and talk about that aspect.

Obviously one of the challenges we have is that we have lots of different databases that are not interoperable, so they require different ways of logging in and checking the system. We even have to look at DECD information that is on microfiche if we have to look back. There are always ways that I am going to look for more efficient use of the officers' time in the screening unit. One of the key things to remember is that, when these systems were developed and the databases, it was not with a view that they would be used in this screening unit process.

**Dr McFETRIDGE:** So the government is then open to private providers coming in and actually participating in providing these services in competition with the government?

**The Hon. Z.L. BETTISON:** I think the national police check is something they can do, and they can continue to do that work.

**Dr McFETRIDGE:** But accessing other databases, at this stage the government has a monopoly on them?

**The Hon. Z.L. BETTISON:** I would have serious concerns about them having access to that information. I am always interested in the systems they use and how it could be more efficient.

**Dr McFETRIDGE:** But if these other providers are recognised interstate and nationally, as some of them are that I have spoken to, surely they would have the credibility to have access to what are now other exclusive databases.

**The Hon. Z.L. BETTISON:** I would be very concerned, given the detailed information retained within those databases, that I would not be in a position at this point for access to be there, but that also would be a question for other ministers responsible in this area as it is their database.

**Dr McFETRIDGE:** With the NDIS coming into South Australia there will be a massive number of potential employees. Are you confident that those employees will be able to go through the system as quickly as we would like them to, so they will not be restricted in getting their job applications processed?

**The Hon. Z.L. BETTISON:** Yes.

**Dr McFETRIDGE:** With the cost of screening, is there any way the government is looking at reducing the cost of screening with unemployment at 8.2 per cent in South Australia? Getting people into jobs now is so important. I am talking to some of the NGOs, and they are paying hundreds of thousands of dollars for getting their employees screened every year, and it is a significant impost on their business.

**The Hon. Z.L. BETTISON:** The screening unit was set up on a cost-recovery basis. In order to ameliorate that cost, volunteers are charged a lower amount and they can have multiple screens on that in the same application. So, we kept that cost down. The key issue (and you made reference to it) is for people to accept the portability and validity of the screen for three years. That would be a cost distributed over three years.

**Dr McFETRIDGE:** Is the government looking at a system like the blue card or the ochre card system, so there is complete portability and checking? It is accepted interstate and seems to be working well.

**The Hon. Z.L. BETTISON:** We have a green letter that has a particular aspect to it so that it cannot be replicated easily, and we think it is equal to a blue card. There is an across government screening process being conducted by the Attorney-General, and at all times, as I have already indicated, we are open to reviewing this system and looking at it.

If I recall, member for Morphett, last year we talked about a potential national screening process that you were particularly interested in. At the moment each state has an individual system and different requirements on how they screen.

**Dr McFETRIDGE:** Just on the same reference, the screening unit publishes statistics relevant to the administrative process of the screening but not statistics relevant to the outcomes or the success of the current policy. Is there any particular reason for that, or is that something that the government is looking at doing?

**The Hon. Z.L. BETTISON:** I am sorry, I need you to break down the question. Are you talking about published statistics?

**Dr McFETRIDGE:** Yes, relevant to the administration of the process and how many applicants you have. Are you publishing statistics relevant to the outcomes and the success of the current policy, regarding how quickly people are able to go through the system and have their screening undertaken in comparison to other states and jurisdictions?

**The Hon. Z.L. BETTISON:** The time of the system to do the application?

**Dr McFETRIDGE:** Yes. How do we perform relative to other states and jurisdictions?

**The Hon. Z.L. BETTISON:** I do not have that detail in front of me. I think the key aspect here is that each state has a different system. Sometimes it is very difficult because you are not measuring apples with apples. Our system is quite different. We do not wait for a trigger to look at child protection databases and care concerns information. Other jurisdictions would wait for some kind of trigger to look into that information. Therefore, I would put it that our system is already more robust in that respect. But as you and I have talked about, I think we could work towards some national principles about child screening, because people do not stay in one state, they do move from state to state. I think that would be something that we could look towards, and I will continue to talk to the Attorney-General about us progressing that.

**The CHAIR:** Thank you, minister. According to the agreed timetable, I now declare that the examination of the Minister for Communities and Social Inclusion is completed. Thank you to your advisers. I call on the minister to change advisers, if she needs to. We are now moving to Housing SA.

#### **Membership:**

Mr Bell substituted for Dr McFetridge.

Mr Williams substituted for Mr Gardner.

#### **Departmental Advisers:**

Ms J. Mazel, Chief Executive, Department for Communities and Social Inclusion.

Mr P. Fagan-Schmidt, Executive Director, Housing SA, Department for Communities and Social Inclusion.

Mr N. Ashley, Acting Executive Director, Financial and Business Services, Department for Communities and Social Inclusion.

Ms N. Rogers, Director, Business Affairs, Department for Communities and Social Inclusion.

Ms R. Hulm, Director, Corporate Services, Renewal SA.

Ms T. Stephenson, Manager, Strategic Coordination Business Affairs, Department for Communities and Social Inclusion.

**The CHAIR:** Welcome back, minister. You are now here as the Minister for Social Housing. I invite you to make a statement and introduce your new advisers.

**The Hon. Z.L. BETTISON:** Thank you. To my right is Mr Philip Fagan-Schmidt, the Executive Director of Housing SA. To my left is Joslene Mazel, the chief executive. To my far left is Nick Ashley, the Acting Executive Director, Financial and Business Services. Behind me to my left on the second table is Tracey Stephenson, Manager of Strategic Coordination, Business Affairs. In the middle is Nancy Rogers, Director of Business Affairs, and to my right on the second table is Rosa Hulm, Director of Corporate Services.

**The CHAIR:** Minister, do you have an opening statement?

**The Hon. Z.L. BETTISON:** Yes, I do. Access to safe, stable housing is essential to health, wellbeing, participation and productivity. Housing SA delivers a range of vital, affordable housing services, including managing social housing properties, private rental assistance, specialised housing programs, support to the community housing sector, and services for people who are homeless or fleeing family violence.

I became concerned last year to learn that the National Partnership Agreement on Homelessness (NPAH) was extended to only 30 June 2015. The South Australian government has invested considerably in the reform of our state's homelessness sector, and the loss of commonwealth funding would have a significant impact on the sector's ability to help those most vulnerable in our community. The Department for Communities and Social Inclusion has worked tirelessly with the specialist homelessness sector to advocate to the commonwealth government to extend the NPAH funding, and I would like to extend a special thank you to this sector. It worked very closely with us in a series of roundtables about the options going forward, as we were very concerned that the NPAH agreement was not going ahead.

However, I am pleased to say that in March this year we secured commonwealth funding of \$8.87 million per annum for the next two years. The state government has matched this funding, providing \$35.48 million for the homelessness sector to the end of June 2017.

During this year we have worked collaboratively with many partners to achieve better housing outcomes for the people of South Australia. An example of what has been delivered is the affordable housing project Common Ground Mellor Street, which was completed in November 2014. This important Adelaide CBD development provides an additional 52 apartments for people who are currently homeless or at risk, continuing our commitment to make a real impact on homelessness in South Australia.

In December 2014 the state and commonwealth governments agreed upon South Australia's 2014-2016 National Partnership Agreement on Remote Indigenous Housing (NPAH) bilateral implementation plan. Housing SA will receive over \$26 million over the next two years to build 15 new houses and refurbish 34 existing properties on the APY lands. This funding also reimburses Housing SA for costs associated with the overachievement of dwelling construction and refurbishment targets in previous years. The plan also provides for the expansion of South Australia's Employment Related Accommodation program. This program provides affordable housing in locations that offer a greater range of employment and educational opportunities for remote Aboriginal residents, something that is often a barrier for Aboriginal people.

This government has a bold vision to rebuild and renew the suburbs once built by the great South Australian Housing Trust. To support this, in January 2015 the government implemented changes to the governance of the SA Housing Trust to further focus Renewal SA as the state

government's primary urban renewal authority. As a consequence, Housing SA is strengthening its role as the provider of customer and tenant services to vulnerable people in the community.

Housing SA manages around 43,000 South Australian Housing Trust properties, enabling thousands of our citizens to access stable, safe and affordable housing. As landlord, Housing SA takes a proactive approach, putting customer fairness, individual and community wellbeing and sound financial management at the forefront.

Over the past year Housing SA has been transforming its business to better meet the needs of its customers and the community, with a new service delivery model designed to improve its capacity to proactively and appropriately respond to the increasing risk and vulnerability of its tenants. The new approach is being progressively implemented across the state, and results today are very promising.

Housing SA has organised its resources around a people-centric service, engaging government and non-government agencies to provide their expertise and diverse views. Redesigned customer support roles have been implemented with new tools and work processes focusing on customer risk and vulnerability. The new model enables proactive identification of at-risk tenancies and also tenants including, importantly, where there may be children at risk due to child protection concerns. This service delivery approach aims not only to deliver immediate results but to build a foundation for longer term change for our customers and the community.

In January of this year, South Australia saw one of its worst natural disasters since Ash Wednesday, when the Sampson Flat bushfire caused huge loss of property but, thankfully, no loss of life. More than 4,000 people sought assistance from the government, with almost 13,000 hectares of land and 24 homes destroyed, along with many more damaged. Housing SA swung into action and assisted those people needing help with accommodation, grants and advice. Their willingness to respond quickly to help those people who were in need of assistance was heartwarming and very much appreciated.

I would like to make a special note of Housing SA staff. After having a meeting with the police commissioner, the Premier and the CFS to understand what was happening on that day, I went out to the relief centre in Golden Grove, which was set up and running from 5am. There were 800 people there and the Housing SA staff were there for, I think, more than two weeks and did a terrific job, helping people at a time when they were incredibly stressed.

Stable, safe housing is essential for people to be able to engage and participate, and Housing SA will therefore be playing a key role in supporting the Thriving Communities initiatives which we are looking at throughout the department. This government continues to demonstrate its commitment to keeping South Australia affordable, delivering new affordable housing initiatives and supporting and protecting our most vulnerable in the community.

**The CHAIR:** Does the member for Adelaide have an opening statement?

**Ms SANDERSON:** No.

**The CHAIR:** Would you like to ask some questions?

**Ms SANDERSON:** Yes. Referring to Budget Paper 4, Volume 1, page 115: Program summary, can the minister provide a total and detailed breakdown of the net debt position of the Housing SA client debt as of 30 June 2015?

**The Hon. Z.L. BETTISON:** I do not have that detail to 30 June 2015, but I have it as at 31 May. The total outstanding debt is \$25.3 million. The number of tenants with a debt is 7,366 and we have debt of non-tenants as well, which is at about the same level—7,974. The percentage of total tenant debt on arrangement is 79.7 per cent and the percentage of total non-tenant debt on arrangement is 84.1 per cent.

**Ms SANDERSON:** How much debt was written off for the 2014-15 year?

**The Hon. Z.L. BETTISON:** We will take that on notice.

**Ms SANDERSON:** What about the amount that was reinstated for 2014-15, as well?

**The Hon. Z.L. BETTISON:** What do you mean by 'reinstated', member for Adelaide?

**Ms SANDERSON:** That is a very good question. I was going to ask the minister to explain the 'reinstatable debt' and what accounting principle that follows, because it has been used continually and I have never come across it in my accounting experience.

#### **Membership:**

Ms Digance substituted for Hon. T.R. Kenyon.

**The Hon. Z.L. BETTISON:** In order to provide you with accurate information about that accounting treatment, we will take that on notice.

**Ms SANDERSON:** Given that the amount of Housing SA client debt is continually increasing year on year, what is the minister doing to rectify this situation and get this debt under control?

**The Hon. Z.L. BETTISON:** Let us just go back to my original answer, that the total outstanding debt on arrangement, if we look at tenant and non-tenant debt, is 81.6 per cent. The debt might apply to someone who owes a small amount of money or a large amount of money. Maybe someone has had a bill come in, an electricity or a water bill, that they could not pay. I think one of the key things to understand is traditionally we have people who are very vulnerable. More than 80 per cent of people in Housing SA properties are on a fixed income. I just want to put us into the picture when we talk about this debt and where it is at. I think what we are doing is very sensible and very rational. When people have a debt, we expect them to pay it, and we expect them to have a repayment plan, which we see with approximately 80 per cent.

Obviously, one of the areas that we think that we can improve on and where the new service delivery model will support us, is that as soon as people do have a debt we have contact with them. One of the key things we have is the majority of people, as I understand it, elect to have their rent deducted from their Centrelink payment. They can opt out from that deduction and to me that is a very clear trigger that we need to go and have a conversation with that tenant. That is what we will do when we roll out the new service delivery model; that is one of the tools that we will look at when someone who perhaps has not had any debt at all starts to accrue debt, that we will go and see them straightaway.

**Ms SANDERSON:** With respect, minister, your government has been in government for 13 years and this is increasing year upon year. To now say that the only initiative that you have to get this debt down is that you will ring people when you notice that their direct debit is not going through; I cannot believe that that has not been done for the last 13 years. Given that their rent is capped at 25 per cent of their income, being vulnerable or not vulnerable is no excuse for not being able to pay your rent.

**The CHAIR:** Member for Adelaide, this is not a forum for impromptu speeches. Do you have a question at the end of that?

**Ms SANDERSON:** It is clearly a management issue; are there any other initiatives?

**The CHAIR:** That may be the case, but this is not the forum for impromptu speeches.

**Ms SANDERSON:** The question is, what other initiatives is the minister taking to reduce that debt level and recover the money?

**The Hon. Z.L. BETTISON:** We have arrangements with 82 per cent of people and they have agreed to arrange to pay the debt. I am satisfied that that is a positive way forward, but of course we continue to do the best and to look at the world's best practice national standards on doing that. We will do a review on the current debt management practices and policies in this financial year, to look at the best practice in debt management and to ensure that the most effective mechanisms are in place to ensure the best possible outcomes for the customer, the agency and the government.

**Ms SANDERSON:** My next question refers to Budget Paper 4, Volume 1, page 115, under the description Waiting Lists. What is the total number of people who were housed and those who

are on the Housing SA waiting list for the 2014-15 year and the breakdown for each category in those years, and how many were under the age of 25?

**The Hon. Z.L. BETTISON:** As at 31 May this year, this relates to the number of customers on the register: category 1, 3,368; category 2, 5,837; category 3, 11,904; low demand, 32; pending, 49; for a total of 21,190. The number of customers allocated over the past five years, once again as at 31 May 2015 for the 2014-15 year: category 1, 2,087 were allocated; in category 2, 245; and in category 3, 151; and the total number of customers allocated up to 31 May 2015 was 2,484.

You asked specifically regarding customers aged under 25 years. Once again, as at 31 May 2015: those on the Housing SA register, 2,964; and those that were allocated to public housing during 2014-15, 451.

**Ms SANDERSON:** Do you have the breakdown of the categories at all?

**The Hon. Z.L. BETTISON:** For those aged under 25?

**Ms SANDERSON:** Yes.

**The Hon. Z.L. BETTISON:** I do not have that. We can take that on notice.

**Ms SANDERSON:** Great, thank you.

**The Hon. Z.L. BETTISON:** Can I just go forward though. You were talking about allocations. I would like to focus on category 1 and the length of time in category 1. We went through where we are at. For 2014-15 as at May 2015 those that are allocated in less than six months are 65 per cent of those people on category 1, and that is something that I wanted to put on the record.

**Ms SANDERSON:** My next question is also page 115, rent and occupancy reviews. Can the minister please advise the following: the total number of houses that Housing SA or the Housing Trust owns, the number of those that are tenatable, and the number of those that are waiting for sale or development and those that are empty due to waiting on repairs and maintenance?

**The Hon. Z.L. BETTISON:** Thank you, member for Adelaide. As you know, there were changes in January of this year and I will endeavour to go through very clearly how that is broken down now. Once again, this is at 31 May 2015. Rental stock that is occupied is 41,074. The rental stock that is vacant and tenatable is 671. Rental stock that is vacant and untenatable that requires major maintenance is 194. What is specifically Housing SA responsibility is 41,939 houses. Rental stock vacant and untenatable for sales and acquisitions is 319. Capital projects is 243. Renewal SA has responsibility for those 562 houses. Rental stock vacant, untenatable and under consideration is 443, and that is a shared responsibility between Renewal SA and Housing SA. That takes us to the total stock of 42,944.

**Ms SANDERSON:** Other than the 1,100 properties that were transferred earlier this year, how many other Housing SA properties have been transferred to community housing groups?

**The Hon. Z.L. BETTISON:** That is a question for minister Rau, the Minister for Housing and Urban Development.

**Ms SANDERSON:** Of the houses that are empty and untenatable due to waiting on repairs and maintenance—I think you said 194—what would be the estimated cost of those repairs and maintenance and the waiting time before they are ready?

**The Hon. Z.L. BETTISON:** While I get some of those answers for you, I will say that one of the key things that I am working on with Housing SA is the re-tenanting of our properties, and we have had a key project on that in relation to decreasing the time that it takes to re-tenant a property. I look forward to coming back to you in the next few months about our, I guess, truncated time process for that rental stock that is vacant and tenatable. While we believe we are very much in line with other jurisdictions and the private rental market, it is an area of interest of mine and I will continue to look at that.

We have a benchmark performance of five weeks for those tenatable dwellings, including any vacancy maintenance work. I do not believe I have a breakdown in regard to time for major

maintenance or the costs. Vacancy maintenance is \$35 million for the 2015-16 allocated budget, but I do not have the breakdown looking at those that require major maintenance at this stage.

**Ms SANDERSON:** Has Housing SA undertaken the rent and occupancy review that was due in August 2014 and, if so, what were the outcomes of those reviews as far as unapproved household members and extra household income?

**The Hon. Z.L. BETTISON:** I will ask Mr Fagan-Schmidt to speak.

**Mr FAGAN-SCHMIDT:** I do not have the data on the specific outcomes but, yes, we undertake occupancy reviews as part of our ordinary business, but I do not have the data on that particular one.

**Ms SANDERSON:** Are you able to bring that back to the house?

**Mr FAGAN-SCHMIDT:** Sure.

**Ms SANDERSON:** Yes, I believe there was an amnesty in 2013 so you did not do your standard review, and then you went back to your standard reviews in August 2014.

**Mr FAGAN-SCHMIDT:** Yes, that is right. We have it as a periodic part of our business, yes.

**Ms SANDERSON:** You may have just answered this, but I think you gave a budget, minister, of \$35 million per annum of repairs and maintenance. Can you verify if that was the figure for both the 2013-14 and the 2014-15 year; and how much of that figure would relate to evicted tenants, for the cost of repairs and maintenance?

**The Hon. Z.L. BETTISON:** Let's talk about maintenance for this year, and I will break it down because we have different aspects of it. The total 2015-16 allocated budget is \$123.6 million for maintenance. The first is responsive maintenance at \$43 million; that is the allocated budget and that responds reactively to health, safety and security issues and includes horticultural work and addresses urgent building maintenance and repair requests.

Program maintenance for this financial year is \$27.3 million, and program maintenance proactively maintains the condition, amenity, environmental sustainability, quality and serviceability of the properties. That includes things like painting, minor modifications for tenants with a disability, maintaining common garden area maintenance in group housing sites, and fire safety management. Vacancy maintenance is \$35 million of this 2015-16 allocated budget, and that looks at returning the condition of vacant houses to accommodation standards for reletting or preparation for sale.

We also have \$14.2 million for capital maintenance. Capital maintenance improves the overall condition, amenity, quality and serviceability of dwellings which have been identified for longer term retention. Capital maintenance includes items of significant expenditure, such as kitchen and wet area upgrades, internal and/or external upgrades of group sites, and major modifications for tenants with a disability. We also allocate money for double unit separations, \$2 million, and other, including Aboriginal communities, community housing and office maintenance of \$2.1 million. That takes us to \$123.6 million.

**Ms SANDERSON:** Minister, of the \$35 million you mentioned, which was vacancy management, how much of that is recovered from bonds that tenants are normally required to pay in commercial properties?

**The Hon. Z.L. BETTISON:** I will ask Mr Fagan-Schmidt to answer that.

**Mr FAGAN-SCHMIDT:** The vacancy management is doing things with the convenience of people not being in the home to bring it back to a vacancy standard or to prepare it for sale. Unless the damage were done as a result of unfair wear and tear, there would not be automatically an on-charge to the tenant.

If in the course of either a home visit, or an inspection in the context of a property becoming vacant, it was identified that some of those costs were to be passed on to the tenant through non-fair wear and tear, an order would be raised; in fact, we communicate first with the tenant about having with it repaired and then an order would be raised for the work to be done, and that invoice would be passed on. If there were a bond lodged by that tenant, obviously that is a form of security. But, in any event, we would pursue the tenant if they were moving out of public housing for the debt.



**The Hon. Z.L. BETTISON:** You talked about damage to properties.

**Ms SANDERSON:** Yes.

**The Hon. Z.L. BETTISON:** Housing SA manages over 40,000 properties, and therefore—and I have made this very clear publicly—the vast majority of our tenants do absolutely the right thing. They take great pride in their homes, and also they know that having the set rent at 25 per cent is very beneficial to their sustainability in going forward. There is, however, damage to properties by tenants, and this factor is incorporated in that overall maintenance program. It is a fairly small proportion of overall cost of maintenance, estimated at 6.8 per cent of the overall responsive and vacancy maintenance budget of \$77.52 million in 2014-15.

**Ms SANDERSON:** What would that figure be? You are saying it is 6.8 per cent of—

**The Hon. Z.L. BETTISON:** Damage, as you have raised before, we allocate to both part of responsive and also the vacancy budget aspects.

**Ms SANDERSON:** That is \$78 million, so 6.8 per cent of that. That is a lot of money.

**The Hon. Z.L. BETTISON:** This financial year that is \$78 million; I am referencing the financial year previously of 2014-15, so we estimate at 6.8 per cent of that budget, which was \$77.52 million, so there is a slight increase.

**Ms SANDERSON:** How much of that is then recovered? Given that is actual damage caused by tenants, how much of that is recovered and what are you doing about improving that recovery rate?

**The Hon. Z.L. BETTISON:** It is my understanding that the majority of that is recovered. We will take some time to have a look at that aspect. One of the key things—and I think this has been raised before—is people understanding what their responsibilities are as tenants. While we do have many ongoing tenant leases, people who come into Housing SA properties do go on to a probationary lease; this might be one year or two years. We make it very clear to them what their responsibilities are during that time. That is one of the ways that we are supporting to make sure people are aware of what is required to maintain their home. If that is not maintained, then people are evicted.

**Ms SANDERSON:** Just to be clear on those figures, the figures that you gave me, in relation to responsive maintenance and program maintenance, were to do with the 2014-15 year, or was that the 2013-14 year?

**The Hon. Z.L. BETTISON:** Obviously, we do not have the final figure for the 2014-15 year.

**Ms SANDERSON:** And the 6.8 per cent, as long as that is from the same year I can actually get a figure.

**The Hon. Z.L. BETTISON:** It is for damage, and that is non-fair wear and tear, and it is estimated at 6.8 per cent of the overall responsive and vacancy maintenance budget of \$77.52 million for 2014-15.

**Ms SANDERSON:** Is it possible to find out how much of that 6.8 per cent related to tenants who were evicted? These are obviously troublesome tenants you have forcibly removed or evicted.

**The Hon. Z.L. BETTISON:** I do not know if we have that specific percentage. Perhaps Mr Phil Fagan-Schmidt can speak of his experience in this respect.

**Mr FAGAN-SCHMIDT:** I think to do that we would have to correlate evictions with individual property files. Probably the other thing to say is that, because we do not have powers of eviction, quite often what occurs is that as many people as we move with eviction will, in fact, terminate their own tenancy as those who are formally evicted. I think it would be a matter of putting those files together with the property cases.

I think the important point to make is that when a debt is raised, whether the tenant remains in the property or moves elsewhere or moves as a result of our actions to evict or is ultimately evicted, all those are treated the same in terms of the way that we follow up on the debt with them.

**The Hon. Z.L. BETTISON:** I know that this is an area of interest to you, so perhaps I can run through the evictions we have had for 2014-15 as at 31 May: 35 are related to debt, but then we have 55 evictions related to other areas, including:

- abandoned properties;
- access;
- expiry of lease;
- illegal activity;
- unapproved alterations;
- non-residing;
- property condition;
- property ownership;
- section 87, which is a serious breach;
- section 90, which is disruption; and
- tenant versus tenant.

So, that is 90 evictions as at 31 May 2015. We have seen a decrease in the evictions because we believe that our new service model has early intervention as a key part, and that means that, as soon as we identify that there is an issue, we provide that case management support. We do not want people getting themselves into debt when what they need is extra support services.

**Ms SANDERSON:** Can the minister advise the amount and type of crisis accommodation available, and any plans to expand it?

**The Hon. Z.L. BETTISON:** Crisis accommodation relating to the homelessness sector?

**Ms SANDERSON:** Yes, and in particular for women and families, what crisis care is available?

**The Hon. Z.L. BETTISON:** As you are fully aware, we had the gateway system, which enables people to contact in the different areas. We have a separate gateway for youth and for domestic violence. The specialist homelessness sector in South Australia is comprised of 40 non-government and government organisations, providing 75 programs over 97 outlets. They include specialist services for women and children escaping domestic violence. These services are funded through the NPAH, which I talked about in my opening address, and the NAHA.

We know that it is quite critical to respond to people in crisis, providing early intervention and emergency accommodation. While we are talking about the National Partnership Agreement on Homelessness (NPAH), I would like to put on record my incredible disappointment at part of the commonwealth. While I was incredibly pleased that they agreed to the next two years, it did not include indexation—so no provision for CPI—nor did it include equal remuneration order wage increases, which have been mandated by the Fair Work Commission.

We wrote to minister Morrison to identify this and say, 'Thank you very much, we are pleased to match your NPAH, but there was a shortfall around \$740,000 in 2015-16 rising to \$1.46 million in 2016-17.' There is also no funding for capital projects that we have had previously. This state government has committed to indexation and to the government's share of ERO, and I just want to put that on the record.

**Ms SANDERSON:** For the crisis care available for women and families, can the minister advise at what capacity rates they were or how many families were helped?

**The Hon. Z.L. BETTISON:** The Central Domestic Violence Service, as an example, has 11 crisis and 19 transitional accommodation opportunities for victims of domestic and family violence which, while not located in the CBD, are available in the eastern metropolitan area for women and their children escaping violence.

**Ms SANDERSON:** Have they been at capacity, are there plans to expand, are there waiting lists or how is that going?

**The Hon. Z.L. BETTISON:** I do not have that detail; we will endeavour to get an answer for you. There is no doubt at all that we have had an increase in our homelessness services. One of the key aspects from the youth aspect, which is part of the strategy for youth, is identifying the triggers and preventing youth homelessness. Over the last few years we have seen an incredible increase in identification about what is homelessness.

What I mean by that is that, traditionally, people think that someone who is homeless is an older man with a drug or alcohol issue. Yet, what we actually see often with homelessness is women and children escaping domestic violence, and often young people who are couch surfing. Going back five years, that cohort was not always well identified, and we have seen that change and we continue to offer those services to support women.

We know that we have had an increase in the CBD with Common Ground. From a youth perspective we have had the Uno apartments and The Ladder Project. It is a key aspect of the youth strategy that I announced in February this year. The Service to Youth Council, along with a key working group, is looking at best practice throughout South Australia, Australia and the world with regard to preventing youth homelessness.

**Ms SANDERSON:** Can the minister please break down the type of leasing contract and the number of Housing SA tenants as at 31 May 2015? Last year that was broken down for me in short-term lease, direct lease, probationary, fixed term and ongoing.

**The Hon. Z.L. BETTISON:** In order to identify that, we are going to have to take that on notice. If I recall from my many briefings, about 80 per cent have an ongoing lease.

**Ms SANDERSON:** Last year, the figure for short-term lease and direct lease, which was three to six and 18 to 24, was near 600 out of the 43,000 houses at the time. I assume they will be fairly similar percentages. On that basis, given how many people are on permanent contracts, how will the government achieve its stated policy of redeveloping 4,500 houses within 10 kilometres of the city by 2020? When people are on a fixed lease, it is a lot more difficult to redevelop their home and move them.

**The Hon. Z.L. BETTISON:** We will be working very closely with Renewal SA on the relocation program. Just because people have an ongoing lease does not mean that they cannot then be offered a different property. I do not think that that will be the issue. I am interested, however, in regard to short-term leases, if we have identified that a property is going to be utilised for part of the Renewing our Streets and Suburbs project, there still might be the opportunity for short-term leases until that property is required.

**Ms SANDERSON:** The very historic leases that I have read require the tenant to be rehoused in a house 'no smaller than' and 'in the same suburb as' and 'must be no lesser than the home they have', which makes it quite difficult if you are trying to redevelop and put two houses onto one block. First, how will you resolve that? Secondly, has that been removed from the new fixed leasing contracts that you are engaging in?

**The Hon. Z.L. BETTISON:** No, it has not been removed. We will have a dedicated tenant relationship and transition unit. That is being established within Renewal SA to manage the relocations of tenants. We will have relocations officers who will assist by communicating and liaising directly with tenants regarding their relocation. When we have relocated people, I think the key aspect has been people. It is about talking to the person about their needs. While there are definitions within our policies about how we will do that, I think the key aspect is looking at what that person needs. One of the key areas is an increasing ageing tenant population. One of the key things is that, if they are to be provided with a new property, it should have universal access. As they age, whether they are ageing or whether they have disability needs, the newer houses will provide that much better.

**Ms SANDERSON:** I have another quick question, if I might. I am right near the end. What mechanism exists for contractors completing repairs and maintenance on behalf of Housing SA to report where a child's living environment is squalid, unhygienic or unsanitary? This is in the example of the 'house of horrors'. I have heard from other contractors that they are aware of many houses

like this, yet they are not mandatory reporters, and maybe they should not be. But what mechanism is there for them to pass that on to Housing SA?

**The Hon. Z.L. BETTISON:** My understanding is that we have made it very clear to those contractors that they are to report to us any concerns they have. They are not mandatory reporters, but obviously any evidence of squalor, any evidence of children not being looked after, we would expect that they would report that to Housing SA immediately.

**Ms SANDERSON:** Is that in their contract? Is it in writing? Do they know to do that?

**The Hon. Z.L. BETTISON:** My understanding is that it is made very clear in our operational discussions with our contractors who deliver those multitrade contracts that that is a key aspect that we expect them to do.

**The CHAIR:** Thank you, minister. According to the agreed timetable, I declare the examination of the Minister for Social Housing completed. I thank the minister and her advisers. The committee stands suspended until 11.45.

*Sitting suspended from 11:29 to 11:45.*

#### **Membership:**

Mr Pisoni substituted for Ms Sanderson.

Mr Duluk substituted for Mr Bell.

Mr Tarzia substituted for Mr Williams.

#### **Minister:**

Hon. Z. L. Bettison, Minister for Communities and Social Inclusion, Minister for Social Housing, Minister for Multicultural Affairs, Minister for Ageing, Minister for Youth, Minister for Volunteers.

#### **Departmental Advisers:**

Ms J. Mazel, Chief Executive, Department for Communities and Social Inclusion.

Ms S. Wallace, Executive Director, Policy and Community Development, Department for Communities and Social Inclusion.

Mr N. Ashley, Acting Executive Director, Financial and Business Services, Department for Communities and Social Inclusion.

Ms N. Rogers, Director, Business Affairs, Department for Communities and Social Inclusion.

Mr G. Myers, Principal Coordinator, Strategic Projects, Business Affairs, Department for Communities and Social Inclusion.

Mr P. Bull, Executive Director, Youth Justice, Community Engagement and Organisational Support, Department for Communities and Social Inclusion.

Ms J. Kennedy, Manager, Community Engagement and Grants, Policy and Community Development, Department for Communities and Social Inclusion.

**The CHAIR:** I welcome the minister in her role as the Minister for Multicultural Affairs, as well as her advisers, and I ask her to make a statement, if she wishes, and to introduce those advisers to us.

**The Hon. Z.L. BETTISON:** To my left is the Chief Executive of the Department for Communities and Social Inclusion Joslene Mazel, and to my far left is Nick Ashley, the Acting Executive Director, Financial and Business Services. To my right is Sue Wallace, Executive Director,

Policy and Community Development. On the second table we have, to the left, Greg Myers, Principal Coordinator, Strategic Projects, Business Affairs, and to the right Nancy Rogers, Director, Business Affairs. In the third row is Peter Bull, Executive Director, Youth Justice, Community Engagement and Organisational Support, and to the right Justine Kennedy, Manager, Community Engagement and Grants, Policy and Community Development.

Here in South Australia we can pride ourselves on a successful living model of cultural and linguistic diversity in action, where people from a wide range of cultures, language groups and religions live together with mutual respect and in relative harmony. We have a long history of diversity, and we have seen several waves of migration.

If we flash forward to today, we are seeing an unprecedented diversity in our migration. In 2014 alone nearly 9,000 people arrived to call South Australia their home. It really is a privilege to be the Minister for Multicultural Affairs, and I note that the member for Unley as well as the opposition parliamentary secretary for multicultural affairs are very active participants in supporting our multicultural community to celebrate and commemorate their cultures.

We know that people have moved here to reunite with family, others in search of job opportunities, meeting the needs of our labour market and skills shortages in South Australia. Others have made the bold move to flee war and persecution in search of refuge or safety.

Multicultural SA has an important role to play in supporting and promoting an open, inclusive, cohesive and equitable society. One of the ways we do this is by administering the Multicultural Grants Program. Multicultural grants are available to community groups to assist them to promote and maintain their culture. The Multicultural Grants Program has grown from \$75,000 in 2002 to \$1 million in 2014, significantly reflecting this government's commitment to our diverse and peaceful communities.

I am delighted that this program is expanding again. Over the next four years we will offer an additional \$8 million of funding to support multicultural communities and community harmony in South Australia. This substantial increase in investment is a practical indication of this government's commitment to multicultural communities.

Funding will support communities to modernise their facilities, including better access to venues for an ageing population, and expand a number of festivals to appeal to a wider audience. Further, the funding will support the establishment of the Stronger Families, Stronger Communities program that will fund community development projects covering areas such as family and relationship support, domestic violence and racial discrimination.

As highlighted in the Governor's speech to parliament outlining the government's agenda for South Australia, it is time to move to the next step of our great multicultural project, by moving beyond the acceptance of cultural and religious diversity to promote understanding. In 2015-16, Multicultural SA will be leading the development of new policy directions for the South Australian government to reflect significant changes in the diversity of our population and contemporary concepts in multiculturalism. This includes building on the outcomes of the InterculturAdelaide summit, which was held recently in Adelaide, as a basis for developing new policy directions.

I am also pleased that Multicultural SA will hold its second Multicultural Festival on 1 November 2015. After the success of the inaugural festival in 2013, we will once again fill Rundle Mall with colour, excitement, music, culture and tradition at this one-day festival to celebrate our state's diversity. In collaboration with Adelaide City Council, we will invite over 50 new and established communities to share cultural performances, market stalls and activity workshops with all South Australians.

As you can see, being the Minister for Multicultural Affairs is something I enjoy. We live in a culturally rich state and I thoroughly believe in supporting our culturally diverse communities to continue to enrich the lives of all South Australians.

**The CHAIR:** Do you have an opening statement, member for Unley?

**Mr PISONI:** I will make a few comments, Chair. First of all, I would like to thank the minister for her generous comments in regard to both the work I do as the shadow minister for multicultural

affairs and the work of my parliamentary secretary, Jing Lee. I think it is fair to say that one of those areas where there is true bipartisan support in South Australian politics is multicultural communities in South Australia, and really, that is the only way it is going to work.

The only way we will see South Australia receive the full benefit of our multicultural communities is for them to be embraced and supported by all sides of politics, so that we know there is a consistent policy for our multicultural community and that, regardless of who is in government, everyone will be welcome not only to migrate to South Australia and become South Australian citizens but also to participate in the South Australian community.

I cannot help spending a few minutes looking at this committee, which itself is a beneficiary of some of the early migration to South Australia. We have the member for Davenport; Duluk is, of course, a Polish name.

**Mr DULUK:** A very traditional Polish name.

**Mr PISONI:** A very traditional Polish name. I do not know how common it is. I have not seen it very often in Australia and I am not familiar with how common it is in Poland. Of course, his father was Australian-born of Polish migrants, which would make the member for Davenport the second Australian-born generation, but the third generation actually participating in Australia. It is the same with Mr Tarzia, my colleague the member for Hartley. Again, his grandparents were migrants, as was my father in the early 1950s. South Australia has definitely benefited enormously from the multicultural community that we have here in South Australia.

As my father often comments, it was a very English place when he arrived in 1952, and we should congratulate those who put up with quite a bit of discrimination in the early days to break down those barriers. I think, in all fairness, it did not take very long for those, if you like, English-type Australians, those from the old country, to work out what a tremendous contribution the non-English-speaking people were making to South Australia.

If it is okay, I would like to move to some questions now. My first question relates to Budget Paper 4, Volume 1, page 123. This is the multicultural grants outlined in the financial commentary. It states that extra expenses are primarily due to increases in grants to multicultural organisations; I think there is \$0.4 million. Are you able to provide a list as to where those grants were and give us the exact figures?

**The Hon. Z.L. BETTISON:** You are seeking which specific of the grants?

**Mr PISONI:** Yes.

**The Hon. Z.L. BETTISON:** All of the grants?

**Mr PISONI:** If you have those, they could be brought back to the committee; that would be appreciated. Also, if possible, the values as well.

**The Hon. Z.L. BETTISON:** I have the full list. Perhaps I can just touch on some of those on the list. I am happy to provide the list to the committee. We have this in alphabetical order, and perhaps the best thing for me to do is touch on perhaps one or two for each of the groups.

We supported the Adelaide and Metropolitan Malayalee Association in the last financial year for the cost of hall hire for the Onam Festival and also the cost of hall hire, light, sound and stage for the 2014 Kerala Festival, and some costs towards the sports meet. They were total costs of \$7,220 over those three events.

We supported the Adelaide Bangladeshi Cultural Club with three grants: hire costs for the Bangladesh Food and Culture Festivals (\$2,000); International Mother Language Day 2015; and the Bengali New Year 2015 (\$3,000).

We supported the Adelaide Kannada Sangha Inc. with the cost of hall hire and banners for Kannada Rajyotsava (\$1,500); the Adelaide Russian Ethnic School for the cost of theatre hire for the New Year Festival (\$1,000); and the Adelaide Sri Lanka Buddhist Vihara Incorporated for hire costs for the Sri Lankan Curry Night 2014 (\$1,500) and for their Sri Lankan New Year Festival and multicultural program (\$3,200).

The Adelaide Tamil Association received support for the cost of hall hire for the Deepavali 2014 and for the Adelaide Pongal 2015 Harvest Festival. I attended that festival. It was a quite unique festival in Bonython Park, where we had 30 different pots of rice to become Pongal. What is really unique is that every family does it slightly differently, so there was great pride in tasting and determining the difference between those. We also supported them for the SANGAMAM 2015, and, if I remember correctly, some overseas artists came to celebrate with the Tamil Association.

The African Communities Council of South Australia received \$1,000 for equipment hire for stage and sound and also \$4,000 for the cost of hall and soccer ground hire for the Azande Young Dynasty of South Australia, and hire costs for Africa Day celebrations (\$3,000) for the African community organisation of South Australia. We also supported the African Community Organisation of South Australia for venue hire, uniforms, transport, entertainment and security for the May Africa Day celebration; that was \$7,960.

The Alliance Française received a grant towards furniture and venue hire for the French Christmas Markets of \$4,500. I remember at the time that the mayor of Unley also attended that event, and I think that Unley council contributed towards that cost as well.

The Arabic Language and Culture Association of South Australia received \$800 for venue hire and movie screening for their launch; the Armenian Cultural Association of South Australia received support for theatre hire costs for *Aleppo*, which was a production; and the Association of Latvian Organisations in South Australia sponsoring the SA Latvian Youth Group received support for some overseas performers and printing of the Latvian Youth Arts and Cultural Festival.

We supported the Australia Day Council with cost of materials (\$5,000); the Sri Lankan Association, towards the eligible costs of the Sri Lankan Cultural and Food Fair 2015; the Australian Refugee Association with some costs towards their refugee week and 40<sup>th</sup> anniversary celebration (\$10,000); the Bangladesh Australian Society of South Australia with the cost of hall hire for the Bengali New Year (\$1,200); and the cost of the 30<sup>th</sup> anniversary event of the Bangladesh Australian Society. I was pleased to attend both of those events. It was the 30<sup>th</sup> anniversary of probably one of the more established groups that we have in South Australia.

We supported the Bosnian and Herzegovinian Muslim Radio Program of South Australia (\$2,670) for labels, cards, brochures, venue hire and insurance for The People of Srebrenica event 2015. I attended that event. That was the commemoration of the massacre. It was a deeply moving event. It was a massacre that happened in my lifetime and still today people are searching for the bodies of their missing relatives. It was an excellent and professional recognition of the search, that continues today.

We supported the Celebration of African Australians for the celebration of the African Australian Awards 2015 (\$3,500); Chinatown Adelaide of South Australia towards the Chinese New Year Festival (\$15,000); Chinese Language Teacher Association of South Australia for printing and a banner for the Chinese Language Award ceremony (\$750); the Chinese Welfare Services of South Australia for sponsoring the School of Chinese Music and Arts for the OzAsia Moon Lantern Festival (\$720); the same organisation sponsoring Cantonese Opera Adelaide as part of the Cantonese Opera Concert 2015 (\$1,500); the same organisation sponsoring the School of Chinese Music and Arts (\$1,500) towards Chinese musical instruments; the Coordinating Italian Committee (or CIC as it is known) towards the cost of the Carnevale Italian Festival (\$75,000); and Co.As.It, the Italian Assistance Association (\$14,300) towards the cost of an Italian language android and management application.

We supported the Congolese Community Network Access with two grants, \$2,000 for the festival and independence day and \$4,000 towards the costume materials and tailor expenses for that culture and independence day 2015; the Coober Pedy Historical Society towards the cost of filming, editing and production costs for the Welcome Back to Coober Pedy 2015 Project (\$3,300); the Coober Pedy Multicultural Community Forum towards the cost of the centenary celebration street party (\$5,000); the Croatian Sports Centre of South Australia (\$1,200); and the Don Dunstan Foundation towards the cost of the migration update (\$5,000).

We supported Dozynki, which is the Polish community for equipment hire, printing and advertising for the Polish Harvest Festival (\$6,000); Ethnic Radyo Pilipino towards the cost of

material to make traditional Filipino costumes (\$1,000); and the Federation of Hellenic Associations for Pensioners and Aged South Australia, which I think the member for Unley has been very supportive of many of their other areas of interest, for the cost of printing a book about the contribution of Greek pensioners in South Australia (\$1,000).

We supported the Filipina Network of South Australia for eligible costs of the 2015 Philippine Fiesta of South Australia (\$6,900). If I recall, I understand the member for Unley was also at that event. What I was incredibly pleased with at that event is that they brought together five Filipino associations as a working group to have the Philippine Fiesta. We will continue to talk to them about giving that Fiesta major festival status. It was particularly memorable because the focus, although there was dancing and culture, was the roast pig which was something that they spoke to me about with pride and it is a big part of that culture.

The Glendi Greek Festival, \$60,000 to support that; the Greek Orthodox Community and Parish of Norwood and Eastern Suburbs, tables, chairs and dance floor for the 2015 Norwood Greek Festival, \$4,000. It was only about 40° that night but still the crowd was magnificent and a great turnout.

The Greek Orthodox Community of South Australia, 25<sup>th</sup> Celebration of the Assumption of the Virgin Mary, \$3,000; and also the same group, cost of venue launch, lectures, culture evening, printing and the cost of the 2014 George Street Community Greek Festival; Greek Orthodox Community of the Nativity of Christ Port Adelaide and Environs, equipment hire for the 2015 Semaphore Greek Festival, \$6,000.

The Hindu Society of South Australia, \$5,000 for the installation and purchase of new audiovisual system; the Guru Nanak Society of Australia, towards the cost of staging and marquees for the Lohri Mela 2015, \$3,500; the Indian Australian Association of South Australia, the most significant funding was towards the cost of the Indian Mela, \$20,000, but also support for Indian Independence Day celebrations and technical services for the 2014 Diwali event.

The Iraqi Women's Voice of South Australia towards the eligible costs for the Eid Festival for Arabic Speaking Women and Families, \$2,520; the Islamic Information Centre of South Australia, \$5,000 towards the Multicultural Eid Al Fitr Festival and \$2,000 towards the cost of equipment hire for the Eid Al Adha Multicultural Festival.

The Japan Australia Friendship Association, \$15,000 towards the Kodomo-no-Hi (Children's Day) Japan Festival 2015; the Korean Community of South Australia, towards hire costs for the 10<sup>th</sup> Korean Culture and Food Festival, \$8,000. We also supported the 11<sup>th</sup> Korean Cultural and Food Festival for \$10,000.

Laziza Festival Incorporated, marquee hire for the Laziza Mediterranean Festival 2015, \$8,000; the Liberian Community of South Australia received two grants, cost to deliver a forum using religion to promote peace, unity and harmony, \$2,150; and towards the costs of Liberia's 168<sup>th</sup> Independence Day Celebrations, \$5,000.

Messinian Association, towards bus hire costs to transport disadvantaged CALD members to regional soccer matches in Port Elliot and Port Pirie, \$1,700; the Middle Eastern Communities Council of South Australia, towards the cost of the Nowruz Festival, \$5,500; the Migrant Resource Centre sponsoring the Fusions Beats which participated in the OzAsia Moon Lantern Festival, \$875; and the same group, towards the hire and marketing, promotional and administrative costs for the 2015 Limestone Coast Harmony Day events, \$3,500.

One of the things that the Migrant Resource Centre does is that it is often a lead supporter to help people apply for grants and they have done that for the Federation of African Communities Councils in Australia for the national conference of the federation; and also in sponsoring MRCSA and the Hawke Centre towards SA Refugee Week. I commend them for their support. In particular, they received \$50,000 towards the cost of the Domestic and Family Violence Awareness and Prevention in New and Emerging Communities project.

Millicent Community Access Radio, which sponsors Millicent Community Access Radio Inc. Radio 5THE FM, \$15,000 towards the cost of purchasing two Audio Arts slot consoles and for broadcast training; Multicultural Communities Council of SA, \$14,600 towards eligible costs of the



Future Building from the Past, history gathering project; Multifaith Association of SA, towards the cost of printing, advertising and venue hire for their 2014 Interfaith Symposium.

The Overseas Chinese Association of SA towards the cost of marquee hire for the 'Infused: All About Tea' event, \$1,000; the Pakistani Australia Association of South Australia received two grants, one for \$6,000 towards staging, lighting and sound for the Pakistani Australian Festival and towards two-way radios and chafing dishes, \$1,000.

The Pan Macedonian Association of South Australia, towards the hire cost for the 36<sup>th</sup> Dimitria Greek Festival, \$4 000; the Papua New Guinea Association of South Australia Incorporated, \$1,500 for the PNG Independence Day celebration; Port Lincoln Tunarama, towards the hire and printing costs of the Mosaic on Eyre Project, \$4,000; the Punjabi Association of South Australia, towards equipment hire for the 2014 Diwali Mela Festival, \$2,000; the Riverland Greek Pensioners Aged and Younger Disabled Association towards the cost of bus hire; the Riverland Youth Theatre, sponsoring Riverland Harmony Day organising committee, and the cultural event in 2015, \$6,700.

The Serbian Community Radio Program, towards the cost of a USB, CD and laptop for the Vidovdan Celebration 2015, \$2,500; the Sikh Society of South Australia, towards eligible costs for the annual Vaisakhi Dinner and Dance 2015, \$4,500. They also sponsored the Welfare Club of the Sikh Society of South Australia towards hire costs for the Punjabi Mela in 2014.

The Solomon Islands Wantok Association of South Australia, \$1,600 for the Solomon Islands Interstate Games; Somali Bantu Community Association of Australia, \$1,000 for hall hire for the Independence Day and Eid celebrations. They also sponsored SUCASA Incorporated, sponsoring WellnessXperts towards portable workout equipment for fitness and wellbeing for the Somali population, \$1,500.

Sophia Ecumenical Feminist Spirituality Incorporated, sponsoring Pictures in My Heart, towards the cost of printing and launching the *Pictures in My Heart: Sharing stories and supporting refugees* book, \$14,920; the South Australian German Association towards the hire costs of the 2015 Schutzenfest, \$20,000.

The South Australian Bangladeshi Community Association received three grants for the hall hire and sound system for the Pohela Boishak event in 2014 and Bengali New Year in 2015, and Bijoy Dibosh 2014, \$3,600. The South Australian Council for the Greek Cultural Month Incorporated, \$5,000 towards the stage and production costs of Greece, Mother of Mine 2015; the South Australian Lebanese Women's Association towards eligible costs of Global Village: Where the world comes together, \$7,260.

The St Catherine Society of South Australia, a Maltese community, received three grants towards gazebos and flags, venue hire for the St Catherine Feast Ball, and towards the costs of the Feast of the Catherine Celebration.

St Spyridon's Greek Orthodox Community—I think that is in your electorate, member for Unley—towards equipment hire for the 2015 Delphi Bank Unley Greek Festival, \$5,000; TAFE SA towards the cost of the Women's Leadership Course, \$12,000.

The Telugu Association of South Australia had three grants: the TASA Winter Get Together, \$500; the Ugadi Celebrations, which is Telugu New Year, \$2,330, and the costs of the 2014 Deepavali Celebrations, \$2,000.

The Burundian Community of South Australia, celebrations of their 10<sup>th</sup> anniversary and 53<sup>rd</sup> Multicultural Independence Day, \$4,400. I understand I was represented there by the member for Little Para, so thank you for that.

The Bantu Ethnic Community of South Australia, \$10,000 towards the cost of governance and volunteer training and \$4,000 towards the cost of purchasing office equipment. The Burmese Christian Community of South Australia, towards the venue and equipment hire for the Living Well in Australia Information Seminars 2015, \$3,540; the Congo-Kinshasa Council of South Australia, \$4,430 towards eligible costs of the anniversary and Independence Day event 2015; the Dutch Community, towards eligible costs for the Dutch Festival, \$12,000; the Greek Orthodox

Community of Port Pire, \$10,000 towards the costs of the St George Greek Community 90<sup>th</sup> Anniversary 2015.

The Igbo Community of South Australia, which is the Nigerian community, towards their sound system hire, \$2,000; and also venue hire for the Iri-Ji Festival 2015.

The Kenyan Association received three grants for Madaraka Day for \$1,000, and I think the member for Unley attended that event, as did I; the 2014 Kenyan Independence Day and KASA 10-year anniversary celebration; and, \$3,970 towards the eligible costs of Madaraka Gala 2015.

The Society of St Hilarion Incorporated (sponsoring the Society of St Hilarion aged care), \$2,000 towards the hire costs of St Hilarion feast day; the Sudanese Cultural and Social Society of South Australia, \$2,000 for the men's soccer team; the Tongan Community Association hall hire, \$750; and the Ugandan community of South Australia received two grants, venue hire for Independence Day celebrations, \$500, and the costs of cultural costumes, drums and equipment for cultural events, \$2,440.

We supported the Ukrainian Women's Association for the cost of their Festival of 65 years of Ukrainian Dance in SA, \$2,100. The Ethnic Link Services, as part of UnitingCare Wesley, Port Adelaide, \$10,000 for Connecting to Community and Culture: An IT Education Learning Project; the Vietnamese Community of South Australia, towards costs of Tet, \$20,000; and, Welfare Rights Centre, towards costs of multilanguage fact sheets and forums, \$15,000. While I have not detailed every single grant, I have done the majority.

**The CHAIR:** I hope, minister, you will furnish us with the rest of that list later.

**Mr PISONI:** For fear of another 15-minute answer, can the minister advise how much of 2015-16 multicultural grants budget has already been finalised? I ask that perhaps for those that have been confirmed a list be provided. I would be happy to move that it be inserted into *Hansard* without reading it.

**The Hon. Z.L. BETTISON:** I could summarise that list: there has been a substantial increase, so the majority of the money in the budget has not been distributed or allocated per se.

**Mr PISONI:** Actually allocated, not distributed.

**The Hon. Z.L. BETTISON:** Has not been allocated. However, we have core areas of support, such as the Migrant Communities Council.

**Ms WALLACE:** The core funding for the Multicultural Communities Council for the Ethnic Broadcasters Association for the Migrant Resource Centre—

**The Hon. Z.L. BETTISON:** So there are about five or six that have what I call 'core funding', and then there are those major festivals that have three years of funding. While they are the ones you would have attended quite regularly, we are happy to provide you with a full list.

**Mr PISONI:** Could that full list also include any commitments for annual funding for events over the forward estimates?

**The Hon. Z.L. BETTISON:** Annual funding for 2014-15 for the major festivals was \$195,000. At this stage I would expect the allocation would be a similar figure, but because we have additional ability to support, that will go up, but that is what would have been allocated for 2015-16.

**The CHAIR:** To clarify, the list you have committed to providing to the committee will be provided by 30 October—it will not be inserted into *Hansard* immediately.

**Mr PISONI:** No problem. I refer to page 112 of Volume 1. I refer to expenses, and so forth: can you provide the committee with the annual budget last year and for next year of SAMEAC?

**The Hon. Z.L. BETTISON:** In 2014-25, \$105,000 was allocated by Multicultural SA to support the role and function of SAMEAC. They were also supported by three FTEs from the department at a cost of approximately \$297,000. The allocated budget for 2015-16 is \$105,000, allocated for Multicultural SA to support the role and function of SAMEAC, and it will be supported by those three FTEs at a cost of \$304,425.

**Mr PISONI:** So the budget is 305 and then there is 340,000 in support. Is it like buildings and staff who work within a department?

**The Hon. Z.L. BETTISON:** Sorry, can you ask that question again?

**Mr PISONI:** You mentioned \$105,000. That is—

**The Hon. Z.L. BETTISON:** Supporting the role and function.

**Mr PISONI:** Okay. You then mention \$304,000.

**The Hon. Z.L. BETTISON:** For the three FTEs.

**Mr PISONI:** So they are staff.

**The Hon. Z.L. BETTISON:** Yes.

**Mr PISONI:** So the \$105,000 is the chairman and the board members. And what about expenses? Is there a budget for expenses?

**The Hon. Z.L. BETTISON:** That would be incorporated in the \$105,000.

**Mr PISONI:** Can I have a breakdown of the 56.4 FTEs as of 30 June 2015-16, which is in your budget. How many of those are in the translation services area? Perhaps you could give a breakdown of where the others are, what roles they are in.

**The Hon. Z.L. BETTISON:** Sure. You said 56.4?

**Mr PISONI:** Yes, which is your budgeted figure for 2015-16.

**The Hon. Z.L. BETTISON:** Multicultural SA has 11.4 FTEs assigned to the Policy and Community Development division, of which 8.4 FTEs support policy development, community engagement and grant making programs and three FTEs support the role of SAMEAC, as already discussed. The Interpreting and Translating Centre employs 10 FTEs and over 300 casual interpreters and translators who undertake assignments equivalent to 30.1 FTEs.

**Mr PISONI:** So that accounts for the total. Okay.

**The Hon. Z.L. BETTISON:** Yes.

**Mr PISONI:** Regarding the policy area, it says here in your objectives that Multicultural SA provides advice to the government on cultural, linguistic and religious diversity matters. Did your department offer any advice to the education department dealing with the inquiries about the Islamic College at Croydon?

**The Hon. Z.L. BETTISON:** Not that I am aware of.

**Mr PISONI:** Were you asked to provide any advice?

**The Hon. Z.L. BETTISON:** No.

**Mr PISONI:** Obviously you spoke about the grants that were granted; do you have the number of grants that were applied for?

**The Hon. Z.L. BETTISON:** I will endeavour to get that answer for you.

**Mr PISONI:** Just the number, minister.

**The Hon. Z.L. BETTISON:** It appears that I do not have the number of applications for grants, but the applications funded were 188, as I have just listed, the average grant being about \$5,000.

**Mr PISONI:** You will bring back to the committee the number of applications?

**The Hon. Z.L. BETTISON:** I am happy to take that on notice.

**Mr PISONI:** Can you advise what the process is in allocating the grants? Once the department receives a grant, what is the process, first of all, for the grant going forward? How is that decided? Also, how is it decided whether the grant is provided and whether all of it or part of it is provided? Can you explain the process?

**The Hon. Z.L. BETTISON:** It is my understanding—and I will ask Ms Wallace to provide extra detail—that there are several rounds per year where we assess those grants. Two members of SAMEAC sit on the Grants Advisory Committee, and also people from the Department for Communities and Social Inclusion, and they put forward to me as the minister their recommendations. Quite often I note that they do not support the full grant that is applied for and they may often recommend a smaller amount.

**Mr PISONI:** And are terms and conditions from the government ever part of receiving those grants?

**The Hon. Z.L. BETTISON:** It would be my understanding that there would be fairly standard terms and conditions on acquittal of that grant, but I will ask Ms Wallace for more detail.

**Ms WALLACE:** A grant-successful organisation would receive a service agreement and sign off on that service agreement with the conditions of the grant.

**Mr PISONI:** And with the service agreement, are there opportunities for specific terms of the grant for that particular organisation or that particular event?

**Ms WALLACE:** It would depend on the size of the grant through to the nature of the grant or the purpose of the grant.

**Mr PISONI:** So what you are saying, minister, is that there is an opportunity for specific terms for specific purposes or specific organisations or events.

**The Hon. Z.L. BETTISON:** It is my understanding that there would be a fairly standard service agreement for these grants. In fact, the key thing we are working on is simplifying the grants process. Obviously I will come back to the house to talk about that, because, particularly if you have a very small grant, we want to make it as easy as possible for people to apply and to acquit that grant. So we continue to simplify and reduce red tape as part of that. However, I am not specifically aware of set requirements or additional requirements on individual communities as part of the grant.

**Mr PISONI:** So there is never an occasion where there would be advice from the department to, for example, exclude from the invitation list one group or one person—

**The Hon. Z.L. BETTISON:** Sorry; I thought you were referring to the service level agreement.

**Mr PISONI:** I am referring to conditions of receiving the grant.

**The Hon. Z.L. BETTISON:** That would be a recommendation from the Grant Advisory Council (the GAC, as we call it). Obviously there are guidelines for people to apply.

**Mr PISONI:** Yes, but I am asking whether there have been occasions where grants have been received and then there has been correspondence, or alternatively advice, to avoid inviting a particular person or a particular group to the function or the event.

**The Hon. Z.L. BETTISON:** I think you are referring to whether there is a condition on that grant, for example.

**Mr PISONI:** Yes, or even advice that is given with that grant.

**Ms WALLACE:** I am not aware of any recommendations to exclude people from attending events. They most certainly would not be included as part of the service agreement.

**Mr TARZIA:** Minister, I have some omnibus questions for you:

1. Will the minister provide a detailed breakdown of expenditure on consultants and contractors above \$10,000 in 2014-15 for all departments and agencies reporting to the minister listing the name of the consultant, contractor or service supplier, cost, work undertaken and method of appointment?

2. For each department or agency reporting to the minister in 2014-15, please provide the number of public servants broken down into heads and FTEs that are (1) tenured and (2) on contract and, for each category, provide a breakdown of the number of (1) executives and (2) non-executives.

3. In the financial year 2014-15, for all departments and agencies reporting to the minister, what underspending on projects and programs (1) was and (2) was not approved by cabinet for carryover expenditure in 2015-16?

4. Between 30 June 2014 and 30 June 2015, will the minister list the job title and total employment cost of each position with a total estimated cost of \$100,000 or more—(1) which has been abolished and (2) which has been created?

5. For each year of the forward estimates, provide the name and budget of all grant programs administered by all departments and agencies reporting to the minister and, for 2014-15, provide a breakdown of expenditure on all grants administered by all departments and agencies reporting to the minister listing the name of the grant recipient, the amount of the grant and the purpose of the grant and whether the grant was subject to a grant agreement as required by Treasurer's Instruction 15.

6. For each department or agency reporting to the minister, what is the budget for targeted voluntary separation packages for the financial years 2015-16, 2016-17, 2017-18, and 2018-19?

7. What is the title and total employment cost of each individual staff member in the minister's office as at 30 June 2015, including all departmental employees seconded to ministerial offices and ministerial liaison officers?

**The CHAIR:** Thank you, member for Hartley. I now declare the examination of the Minister for Multicultural Affairs completed, and thank everyone for a respectful discussion. The committee stands adjourned until 1.30pm.

*Sitting suspended from 12:29 to 13:30.*

## **DEPARTMENT FOR HEALTH AND AGEING, \$3,184,564,000**

### **Membership:**

Dr McFetridge substituted for Mr Pisoni.

Ms Redmond substituted for Mr Duluk.

Mr Speirs substituted for Mr Tarzia.

### **Departmental Advisers:**

Mr D. Swan, Chief Executive, SA Health, Department for Health and Ageing.

Ms S. Jacobi, Director, Intergovernment Relations and Ageing, SA Health, Department for Health and Ageing.

Ms J. Walters, Manager, Policy and Programs, Office for the Ageing, SA Health, Department for Health and Ageing.

**The CHAIR:** I welcome the minister back, this time in her role as Minister for Ageing, and call on her to make a statement if she wishes and to introduce her new advisers.

**The Hon. Z.L. BETTISON:** To my left is David Swan, Chief Executive, SA Health. To my far left is Skye Jacobi, Director, Intergovernment Relations and Ageing and to my right is Jeanette Walters, Manager, Policy and Programs, Office for the Ageing.

Over 16 per cent of South Australia's total population of 1.6 million is aged over 65 years, and these older South Australians are a uniquely diverse group, with more than 125 countries of origin represented amongst our 65-plus community. In South Australia, baby boomers—those born between 1946 and 1964—make up almost 70 per cent of the 50-plus population. In 2011, they were

38 per cent of the workforce. This is a vital group of consumers, customers, volunteers, workers and employers.

At the 2011 census, of the 37,408 people of Aboriginal background in South Australia, 1,383 were aged over 65 years. We know the proportion of people aged over 65 is expected to increase from 16 per cent to 25 per cent between now and 2036, while those over 80 will almost double from 5 per cent to 9 per cent.

In 2014-15, working with this background of scale and diversity, the state government, through the Office for the Ageing, continued to provide policies, plans, programs and projects that reflect the diversity of views, opinions, needs and priorities of older South Australians. We did this in accordance with the three priorities of our state ageing plan entitled Prosperity Through Longevity: South Australia's Ageing Plan 2014-2019. These priorities are health, wellbeing and security, social and economic productivity, and all-ages friendly communities.

Into the future, our older population will live, work and remain active for much longer than previous generations. It is vital, then, that the rights of older South Australians are supported and promoted. It was with pleasure that, in June this year, I launched the action plan to implement the Strategy to Safeguarding the Rights of Older South Australians. This strategy and plan will be a driver for acknowledgement, protection and enactment of the rights of older South Australians to safety, security and wellbeing.

Another highlight of the year was the Planning Ahead day in September 2014, promoting the Planning Ahead message and encouraging people to take control of their future by putting legal measures in place to ensure their healthcare, housing and legal choices are known.

This government has a strong commitment to jobs and enabling all sectors of the community to have access to work, including mature workers. To support this, we have worked in collaboration with partners like Business SA, COTA, Active Ageing Australia, the University of Adelaide and the office of the Commissioner for Equal Opportunities, on a range of projects. These were variously aimed at reducing age discrimination in the workplace, improving the health and wellbeing of older workers, promoting the considerable benefits arising from the recruitment and retention of mature workers and identifying economic opportunities for South Australia arising from our particular demographic profile.

I am a great believer in all-age friendly communities, where people can thrive over their life course. I am pleased to have seen the age-friendly communities network expand to 13 local governments over the year. I am also excited to see a pilot underway which enables two of these councils to focus on making key retail precincts and the businesses that sit within them age friendly.

Each year, the Office for the Ageing manages the allocation of a series of grants, such as the well-received Positive Ageing Grants and Grants for Seniors, and a new initiative in 2014-15, the Innovation in Ageing Challenge. The Innovation in Ageing Challenge was one of our 2014 election commitments, focused on driving greater community engagement and innovation in addressing ageing policy matters of importance for South Australia.

The ageing challenge used an open call to seek new and creative ideas to respond to two key policy challenges for government. I announced the three Innovation in Ageing Challenge winners in December 2014, and I congratulate Meals on Wheels, Community Centres SA and Seniorpreneurs for their commitment to creativity and innovation in ageing. I look forward to announcing a new innovation in ageing challenge for 2015-16. Through the Positive Ageing Grants and Grants for Seniors, we allocated nearly \$300,000 in grants to numerous community organisations for projects and equipment to support the active social and physical participation of older South Australians.

The South Australian seniors card continues to provide a range of benefits to older South Australians, including public transport concessions, discounts on local businesses and access to information. With close to 350,000 registered seniors card members in South Australia, this represents 90 per cent of our older community who have chosen to be part of this program. In 2014-15, the seniors card unit produced 26 editions of *Weekend Plus*, a fortnightly digital magazine for seniors card members. Subscription has grown to 47,000, and it is now established as a key source of information specially designed for older South Australians.

The focus for 2015-16 will include expanding the readership of *Weekend Plus*, increasing the discounts and benefits for older South Australians through the seniors card discount directory, *Weekend Plus* and other marketing opportunities. All South Australian seniors card members are invited to participate in the seniors card member online survey, which was promoted in the 2015 discount directory and also *Weekend Plus*. More than 5,600 seniors card members completed the survey. Sixty per cent of respondents said they use their seniors card at least once a week. The results will assist with the development of new discounts and benefits for seniors.

Housing remains an important issue for older South Australians, and the Office for the Ageing administers the Retirement Villages Act 1987 and the Retirement Villages Regulations 2006. Currently, there are 526 registered retirement villages in South Australia, with approximately 25,330 residents, that is 126 more villages than in 2007, just after registration commenced, and indicative of the scale of growth of this industry.

Acknowledging the need for reform highlighted through the select committee review of the Retirement Villages Act in 2014-15, I launched a package of broad measures to ensure the ongoing confidence and growth of the retirement village industry. These included the better practice guidelines, retirement village advocacy service and the ongoing legislative reform.

The Retirement Villages Better Practice Guidelines were released in October 2014. They were developed in conjunction with industry and residents to provide a benchmark for good practice, to assist in the resolution of commonly occurring issues and to promote improved relationships between residents and operators. An advocacy service for residents of retirement villages provided by the Aged Rights Advocacy Service (ARAS) commenced in December 2014. This provides an important service to older South Australians, advocating for and providing information to retirement village residents about their rights.

The draft retirement villages bill 2015 was released for public consultation in February and closed in April 2015. There were 13 public information sessions held across the state, seven of which I presented personally. As a result, 2015-16 will see the introduction to parliament of a new retirement villages bill and supporting regulations.

While the commonwealth now has carriage of policy and funding for aged-care services, the state plays a significant role as a provider of a large number of these services. The South Australian government continues to be the contracted provider of comprehensive assessment in South Australia through the Aged Care Assessment Program. Throughout 2014-15, South Australia continued to build on the reform initiatives identified in the 2012 evaluation of the state's Aged Care Assessment Program and Aged Care Assessment Teams by completing the realignment of the Adelaide Aged Care Assessment Team across the three metropolitan Local Health Networks.

In addition, South Australia was involved in negotiations with the commonwealth and successfully signed an extension to the current program agreement taking SA Health's role as the auspice of the Aged Care Assessment Program in South Australia through to 30 June 2016. South Australia also completed the implementation of the ACAT system to all Aged Care Assessment Teams, allowing electronic submission of assessment information to the Department of Human Services (Medicare). From 1 July 2014 to 31 May 2015, 10,148 assessments were undertaken across South Australia. It is anticipated the actual assessment volume for 2014-15 will be 11,500. In 2015-16 it is anticipated that 12,600 assessments will be undertaken.

South Australia will continue working with the commonwealth throughout 2015-16 on implementation of the commonwealth's aged care reforms. The year 2014-15 was a busy and productive year in the ageing portfolio and I expect 2015-16 will be equally so. This is an area of emerging awareness and opportunity, and I look forward to many more positive outcomes over this next year.

**The CHAIR:** Member for Morphet, are you the lead speaker?

**Dr McFETRIDGE:** I am the lead speaker, but the member for Heysen and I will be playing tag on this, ably backed up by the member for Bright.

**The CHAIR:** Excellent. I look forward to it. Do you have an opening statement?

**Dr McFETRIDGE:** I will just hand straight across to the member for Heysen.

**Ms REDMOND:** If I can firstly ask a few questions on the lengthy statement just delivered by the minister. It was a very lengthy statement and I would like to ask a few questions on some of the things that you mentioned in it. Earlier on you mentioned the idea of Prosperity Through Longevity and I wondered if you could give some explanation of exactly what you meant by that because rationally one would think that the longer you live, the less prosperous you are going to be because you have a limited amount of funds, and we all know that the federal government is not going to be in a position to provide pensions. Could you provide some information on just what you mean by Prosperity Through Longevity?

**The Hon. Z.L. BETTISON:** Member for Heysen, you have obviously referenced my opening statement, but is there a budget line in reference to this?

**Ms REDMOND:** You made the opening statement, minister.

**The CHAIR:** You do need to refer to a budget line. There are rules.

**Ms REDMOND:** In that case, you do not want to answer questions on your opening statement, minister.

**The Hon. Z.L. BETTISON:** As I made clear in the opening statement, we have three priority areas in this area: health, wellbeing and security; social participation and economic productivity; and all-ages friendly communities.

**Ms REDMOND:** Yes, but I do not need to hear the statement again. What I want to know is what you meant by your statement that you would be looking to achieve with Prosperity Through Longevity.

**The Hon. Z.L. BETTISON:** Prosperity Through Longevity is obviously a recognition of the triumph of civilisation. We continue to live for 30 years longer—

**The CHAIR:** You asked for it, member for Heysen.

**The Hon. Z.L. BETTISON:** —and one of the questions is—

**Ms REDMOND:** And you are a minister of the crown. Can we move on perhaps?

**The CHAIR:** Member for Heysen, let's keep it civilised.

**Ms REDMOND:** Could you explain then—

**The CHAIR:** Could you reference a budget line before you go into your question?

**Ms REDMOND:** I am referencing the minister's opening statement. She was left quietly uninterrupted while she made an opening statement.

**The CHAIR:** No. You have an opportunity to make an opening statement, if you wish.

**Ms REDMOND:** No, I do not want to make an opening statement. I just want some clarity about what the minister said in her opening statement.

**The CHAIR:** You are not here to question the opening statement: you are here to examine the budget and the appropriations.

**Ms REDMOND:** You can question the opening statement.

**Mr PICTON:** You need a reference.

**Ms REDMOND:** Yes, the opening statement is the reference.

**The CHAIR:** You can clarify it, but let's keep the argument to a minimum.

**Ms REDMOND:** Well that is what I am trying to do—is to clarify. Minister, you then said, 'This government has a strong commitment to jobs.' Now with this state having an 8.2 per cent average, and much higher with youth unemployment, 8.2 per cent unemployment being the highest in the nation, can you explain what the government's strong commitment to jobs, that you have referenced, is going to do to help senior unemployment?



**The Hon. Z.L. BETTISON:** As I have recognised through Prosperity Through Longevity, we recognise that people are living longer, and because of that, one of the things is that some of the traditions around people's life patterns are changing. So where one might think that they would retire at 65, or perhaps even earlier as in the case of my own parents who retired earlier, we will see that if you are living to 85 or longer, one of the areas we see post-50 is that sometimes people find it harder to get jobs.

So with mature workers, we are working with, I guess, those companies that we have seen that have been particularly outstanding in this, like Bunnings which is one of the groups that we have seen that hires older people. These might not always be full-time jobs but they are part-time jobs and if people are fully reliant on the aged care pension, any other additional income gives them choices in life about where they live and how they spend their time.

**Ms REDMOND:** But what is the government doing? When you say that you have a strong commitment to jobs, what are you doing for this age profile in particular, given 8.2 per cent unemployment in the state which leads the nation as, therefore, the highest unemployment?

**The Hon. Z.L. BETTISON:** One of the key things that we have done is collaboration and partnerships with the Office for the Ageing focusing on older workers. The Business Benefit Forum in July 2014 delivered in conjunction with Business SA, highlighted benefits to business of older workers and positive approaches to their recruitment and retention. It was at that forum that Bunnings spoke and there was also a winery—Taylors Winery—which spoke about what they saw as the benefits of having a diverse workplace, particularly with mature age workers who are incredibly reliable and maintain great corporate knowledge, so some positives about continuing to support mature age workers.

One of the other areas that was highlighted me during that Business Benefit Forum is that often people still have older parents who they are responsible for, and just as when people are parents and have young children, we look for support in caring and time off and flexible work practices, that is one of the areas that was raised during that time.

There was the Boomers in the Workplace Forum in August 2014. This partnership with the Council on the Ageing engaged baby boomers in a dialogue about issues and opportunities impacting mature workers. In October 2014, a collaboration with Active Ageing Australia resulted in the #celebrateageprogram focusing on engaging older workers around the issues and opportunities of active ageing.

The Mature Economy Research Project has been established in conjunction with the University of Adelaide and the Stretton Centre to explore economic opportunities and directions associated with South Australia's ageing demographic profile. Throughout 2014, a partnership with the Office for the Commissioner for Equal Opportunity on The Greatest Asset Project has led to the development of workforce planning tools to support ageing workforces in small to medium businesses.

The Office for the Ageing supported the implementation of policy changes for older drivers enabling people to maintain mobility as they age, and we continue to support the all-ages friendly communities in conjunction with local governments to make sure that people have accessibility and continue to work.

**Ms REDMOND:** Thank you minister. Still on your opening statement, you mentioned, and again you mentioned it just then—

**Mr ODENWALDER:** Again, member for Heysen—

**Ms REDMOND:** It is in order, Mr Chair.

**Mr ODENWALDER:** Well, not according to the standing orders I have in front of me. You must refer to a budget line and it must be identified.

**Ms REDMOND:** Okay, I will refer to Budget Paper 4, Volume 3, page 16, and in particular the section, Program 1: Policy, Clinical Services, System Transformation and Administration. I first of all wanted to clarify that that is in fact where we find the details for the Office for the Ageing,

because as at last year, there was actually an organisational health chart for SA Health which showed that the policy and commissioning section was where one found the programs relating to ageing.

If you went to the end of the plot of this organisational chart it showed under policy and commissioning, management and administration of state-funded grant program, including grants for seniors and positive ageing, administration of retirement villages, administration of the aged care assessment program, and so on.

What I want to find out first of all is: where does that appear in the new organisational chart that now appears on the website? I assume it is under the Deputy Chief Executive for Finance and Corporate Services and, in that case, am I correct in assuming that page 16 is where we find the information about the number of people employed and so on?

**The Hon. Z.L. BETTISON:** I will ask the CE of SA Health to answer those questions.

**Mr SWAN:** SA Health has undergone a restructure during 2015 and we have made a range of changes in the department to ensure that we move to a better response to our charter of responsibilities. The area you are talking about is the policy and governance section which is now in Finance and Corporate Services division, which is headed up by Mr Steve Archer as Deputy Chief Executive.

**Ms REDMOND:** Can I then again ask, regarding page 16 of Budget Paper 4, Volume 3: because at 1.2 on that page it says Finance and Corporate Services, is that where we then find the details of what previously used to be discretely mentioned in the budget papers?

**Mr SWAN:** I would have to take that on notice to check where those resources are. The restructure that you are talking about has only occurred over the last two to three months and I am unsure as to whether the changes in budget line went ahead as part of that process.

**Ms REDMOND:** Can the minister advise whether the Office for the Ageing rates a mention anywhere, other than that page—and it does not even get a mention there—in the budget?

**The Hon. Z.L. BETTISON:** I refer to Budget Paper 4, Volume 3, Sub-program 1.2, Finance and Corporate Services, page 22.

**Ms REDMOND:** So you are telling me that that is now where I will find the information on the Office for the Ageing—on page 22?

**The Hon. Z.L. BETTISON:** That is as I am advised.

**Ms REDMOND:** I assume that the Office for the Ageing is not accounting for all of the 1,074 people who are the full-time equivalents that appear on page 22, so can the minister provide information on the size of the Office for the Ageing and whether it is the same or smaller or larger than it was last year?

**The Hon. Z.L. BETTISON:** I am advised that it is the same as last year. The FTE is 21, plus an additional five people who work for ACAP, the commonwealth assessment program, which is commonwealth funded.

**Ms REDMOND:** So the 22 are full-time equivalents within the Office for the Ageing, and that is the same number as last year?

**The Hon. Z.L. BETTISON:** Yes; as advised in my previous response, there are 21 FTE.

**Ms REDMOND:** How does the Office for the Ageing's budget appear compared to last year's? Since we cannot tell from the budget papers, what part of what appears on page 16, or part of what appears on page 22 is discretely the Office for the Ageing?

**The Hon. Z.L. BETTISON:** The Health budget is obviously \$5.5 billion, as—

**Ms REDMOND:** I know how big the Health budget is. What I am trying to get to is that we have been allocated an hour on ageing and, given the money paid to the people who are sitting here with you and the money paid to the people who sit up the back, and the money paid to all the people who have spent weeks and weeks preparing for these budget estimates, I would have thought that

when we got the hour allocated for ageing that it would be reasonable to know how much of the overall budget is actually spent on ageing.

**The Hon. Z.L. BETTISON:** I can advise you that \$4,220,571 was the budget in 2014-15, and the allocation for 2015-16 is \$4,837,793.

**Dr McFETRIDGE:** On the same budget reference, Finance and Corporate Services, I note there are descriptions for Objectives-aged care, but it really does not talk about the Office for the Ageing. Going on to aged care, minister, in your opening statement you made comment on the number of aged care assessments being undertaken. Can you give the committee some information about how many were undertaken and how many were outstanding at the end of the year 2014-15?

**The Hon. Z.L. BETTISON:** As I indicated in my opening statement, up to 31 May 2015, 10,148 assessments were undertaken, with an anticipated actual assessment total for 2014-15 of 11,500. My understanding is that your question is how many people are outstanding, or waiting times?

**Dr McFETRIDGE:** Yes, both.

**The Hon. Z.L. BETTISON:** My understanding is that there are three categories given when an assessment is required—categories 1, 2 and 3—and we have key performance indicators in all of these areas. For category 1, all teams were 83 per cent (so that is seen within 48 hours): metro north, 96 per cent; metro south, 55.6 per cent; Riverland/Mallee/Coorong, 100 per cent; Barossa/Hills/Fleurieu, 100 per cent; and, Yorke and Northern, South-East, Eyre/Flinders and Far North, all 100 per cent.

**Dr McFETRIDGE:** What was metro south?

**The Hon. Z.L. BETTISON:** Metro south does seem to be rather lower than normal. It appears to be a data error. Due to data reporting errors in one team, some clients were incorrectly assigned to the priority 1 category, and as a result South Australia did not meet the benchmark by 2 per cent, which in real terms equates to two people not being seen within the requisite time frame of 48 hours. If they were correctly assigned to priority 2, which is to be seen within 14 days, the benchmark would have been met as clinical intervention occurred within 14 days.

So, running through the 14 days, it was 91.3 per cent for all teams: metro north, 94.3 per cent; metro south, 86.9 per cent; Riverland/Mallee/Coorong, 95.7 per cent; Barossa/Hills/Fleurieu, 92.9 per cent; Yorke and Northern, 97.4 per cent; South-East, 86.5 per cent; and, Eyre/Flinders and Far North, 93.8 per cent.

Priority category 3 is persons seen within 36 days, and was 80.2 per cent for all teams in that area: metro north 77.4; metro south, 74.8 per cent; Riverland/Mallee/Coorong, 94.4 per cent; Barossa/Hills/Fleurieu, 82.7 per cent; Yorke and Northern, 95 per cent; South-East, 91.5 per cent; and Eyre/Flinders/Far North, 95.3 per cent.

**Dr McFETRIDGE:** On page 39 under 'Activity indicators' it states:

The reduction in estimated assessments is due to significant Commonwealth and state reform initiatives undertaken.

Can you give the committee some idea of what those reform initiatives are?

**The Hon. Z.L. BETTISON:** I will get some details from Ms Walters, but I understand that the reductions are due to those changes. I am advised that this has resulted in a short-term decrease in productivity, but it is anticipated that the state will see longer term efficiencies and productivity gains through these reform initiatives. I will ask Ms Walters to give some details about those reform initiatives.

**Ms WALTERS:** The other reform initiatives have been: the distribution of the Adelaide ACAT team to the three metropolitan teams to embed them closer to the communities and closer to the geriatric units that they work closely with; the transition of all teams across South Australia onto the e-ACAT system, allowing the streamlined provision of information through to Medicare to reduce any delays in the processing of people ACATs; and also the preparation of all teams to use the new My Aged Care system, which was introduced on 1 July this year.

**Dr McFETRIDGE:** Thank you for that. Member for Heysen.

**Ms REDMOND:** I refer to page 22 of Budget Paper 4, Volume 3, the third dot point under the financial commentary, and indeed further down under the estimated result, the third dot point on the same page. Both refer to growth in, first of all, the 2014-15 savings targets and in the 2015-16 savings targets. Can you advise, minister, whether any part of the Office for the Ageing or any of the programs that you referred to in your opening are affected by those savings targets?

**The Hon. Z.L. BETTISON:** No, they are not.

**Ms REDMOND:** So the Office for the Ageing has been exempted from any of the savings targets?

**The Hon. Z.L. BETTISON:** As I am advised, it has not been affected and it has not been changed. As I said, the FTEs remain the same as last year.

**Ms REDMOND:** And no change to the amount of funding?

**The Hon. Z.L. BETTISON:** No.

**Ms REDMOND:** In that case, minister, given your obvious enthusiasm for ageing issues highlighted by your lengthy opening statement, I wonder why nothing concerning ageing or programs under ageing appears in either the highlights for the past year or the targets for this year.

**The Hon. Z.L. BETTISON:** The document is obviously the Treasurer's document. Yes, I am enthusiastic about ageing. I am enthusiastic about us understanding the triumph of civilisation. I am enthusiastic about understanding the diverse experience of people, because ageing is but a number. I know 55-year olds who are old and feel very old and 85-year old people who are very sprightly.

**Ms REDMOND:** And that is your answer as to why there are no highlights?

**The CHAIR:** No, the answer was that she is not responsible for the document, and then she got more florid.

**Ms REDMOND:** I take it, minister, that if there was room to put it into the document—and I accept that the budget is already a very big document and not everything can go in there—you would include in the highlights things like your digital magazine for seniors, *Weekend Plus*, and that it would appear as a highlight at this page. You mentioned online surveys and 5,000 being completed, but there remain in the community a significant number of seniors who are not online and not part of the digital community.

They have taken it up at far greater numbers than was ever anticipated, but there are still significant numbers that are not engaged. Does your department, the Office for the Ageing, have any information on what proportion of those people are not getting information because of the fact that they are not part of the digital engagement?

**The Hon. Z.L. BETTISON:** I take on board what you say and it is something that I always remain aware of, the technology literacy divide, as one might talk about it. We often see a similar difference in the lower socioeconomic areas as compared to areas of more income. My understanding is that the directory is physically sent to people every year and it is also available in places like councils and libraries. As far as the *Weekend Plus*, because of a focus on efficiencies and availability, it has been primarily online and will continue to be.

**Ms REDMOND:** When you say primarily online, is it available in any way other than online?

**The Hon. Z.L. BETTISON:** I am advised—and I correct my statement—that it is only available online. I guess one of the key things we look at, through the Positive Ageing Grants, is increasing people's literacy in and use of IT and supporting training programs that way.

**Ms REDMOND:** On the same page, minister, the position of the director of the Office for the Ageing is established under section 3 of the Office for the Ageing Act. Who is the current director, and is it completely full-time or does that officer do other duties within the department?

**The Hon. Z.L. BETTISON:** That director is to my far left, and that is Skye Jacobi, Director of Intergovernment Relations and Ageing. So she does have other areas that she is responsible for.

**Ms REDMOND:** When was that appointment made and for what term?

**The Hon. Z.L. BETTISON:** I will ask Ms Jacobi directly.

**Ms JACOBI:** I have been working in the role since July 2013.

**Ms REDMOND:** I am curious, minister, because I understand that Greg Mackie was the previous executive director of the office until February 2013 and, according to his LinkedIn profile, former minister Jack Snelling abolished the position.

**The Hon. Z.L. BETTISON:** That predates my time as minister.

**The CHAIR:** Nor is the minister responsible for Mr Mackie's LinkedIn profile.

**Ms REDMOND:** Nor is minister responsible for anything much. I go to Budget Paper 3, page 53 or, if you prefer, Budget Paper 4, Volume 3, page 39, regarding the aged care assessment program. You mentioned in your opening statement that funding is provided by the commonwealth. In the financial year 2014-15 the funding provided by the commonwealth was more than originally expected, but we cannot tell from the budget papers how much more. Can you explain how much more it was?

**The Hon. Z.L. BETTISON:** I think we will take that one on notice.

**Ms REDMOND:** Could the minister also take on notice this question which I put on the record: just how much salary is paid to each of the people who are here with you, for how long they are here and for how long they have prepared, have spent hours preparing, so that we can find out just what that non-answer cost?

**The Hon. Z.L. BETTISON:** That is a ridiculous question and I will not put it on notice.

**The CHAIR:** I agree.

**Ms REDMOND:** I will put it on notice anyway.

**The Hon. Z.L. BETTISON:** Good for you.

**Ms REDMOND:** I refer to Budget Paper 5, page 21, and aged care concessions. It is also in the budget speech, so, if you want, Budget Paper 2, page 2. The Treasurer, in that speech, described pensioners as 'the most vulnerable in our community', and you have mentioned, in fact, a cost of living allowance being introduced to assist eligible older citizens with key cost of living expenses.

That is supposedly to replace the council rate concessions that were removed. What strategies are in place to fund the shortfall? In particular, what strategies are in place to assist self-funded retirees? Interest rates are at record lows, as we all know, and while that is an excellent thing for all of us with a mortgage, if you are in the self-funded retirees category and you are reliant on income from your savings, then you are worse off because of low interest rates. What is the government doing to assist self-funded retirees?

**The Hon. Z.L. BETTISON:** That budget item is not relevant to this ageing portfolio.

**Ms REDMOND:** I refer to Budget Paper 4, Volume 4, page 63, and the healthy ageing strategy designed to 'improve the livability of older people and capture the economic growth possibilities'. What resources have been allocated to implement the healthy ageing strategy?

**The Hon. Z.L. BETTISON:** The allocated budget for ageing strategic projects and grant funding in 2014-15 was \$2,316,617; the allocated budget for 2015-16 is \$2,554,079. I have already highlighted some of the areas that we have done. Obviously, when we are looking at Prosperity Through Longevity and then we have our action plans for safeguarding—I'm sorry, do you have an issue with elder abuse and raising awareness of a key issue?

**Ms REDMOND:** I have an issue with your being unable to explain what you mean by Prosperity Through Longevity when I asked a very direct question about it at the outset, and then you refer to it again.

**The CHAIR:** Do you want to continue with your answer, minister? Don't respond to interjections.

**Ms REDMOND:** I didn't interject. She asked me a question.

**The CHAIR:** I think you are interjecting wordlessly.

**Dr McFETRIDGE:** How does that show in *Hansard*?

**Ms REDMOND:** I will just get that straight for *Hansard*, that I am interjecting wordlessly.

**The CHAIR:** Indeed, you are. I will repeat it, if you like—non-verbal interjection.

**The Hon. Z.L. BETTISON:** To support the priorities of the plan, regardless of whether you agree with the name of the plan, the Office for the Ageing manages the allocation of a series of grants, specifically peak organisational funding to the Council on the Ageing, the Every Generation Festival funding to the Council on the Ageing, elder protection grant funding to Aged Rights Advocacy Service and Radio for the Third Age.

We also provide ethnic ageing grants to five organisations—Co-ordinating Italian Committee, Associazione Nazionale Famiglie degli Emigrati, Greek Orthodox Archdiocese of Australia through the Greek Welfare Centre, the Greek Orthodox Community of South Australia and the Federation of Polish Organisations in South Australia—and positive ageing grants for one annual round and grants for seniors for two rounds annually, the highlight of which, I would put in the budget papers, is the Innovation in Ageing Challenge.

**Ms REDMOND:** While you look at that minister, can I ask further to that last response: those communities—and, in fact, I was at a function for the Co-ordinating Italian Committee on Sunday afternoon—the Italian, the Greek, and in fact most of the European communities, are very well established in South Australia and so we have a number of retirement and nursing home facilities that almost specialise in people from particular ethnic backgrounds. That is terrific, but we have an increasing population of South-East Asian people and, following on from that, a newer group of African migrants.

Has the Office for the Ageing yet assembled statistics on the ageing profile of those various communities? I think I have mentioned in estimates before that we know that as people age, and particularly if they start to suffer from dementia, they may well revert to their original language, even if they have become quite fluent in English, because they will go back to an earlier age. It is therefore a problem that we can foresee and I would like to know what, if anything, is being done in terms of collecting statistics on this issue and/or making arrangements to address this issue.

**The Hon. Z.L. BETTISON:** I could not agree with you more, member for Heysen. OFTA is working with Multicultural SA to identify those groups. As far as the ethnic ageing grants to the five organisations are concerned, I will be reviewing those grants this year to look at the distribution, because it does focus at this point on those older European migrants who came post-World War II. You might have noted in the budget that there was a substantial increase to multicultural funding, so this government takes very seriously supporting our multicultural communities.

**Ms REDMOND:** When you say you are working closely with Multicultural SA, could you be any more specific as to what you are doing with them?

**The Hon. Z.L. BETTISON:** The key things would be obviously the identification of those groups that are ageing most rapidly. It is my understanding those groups include the Vietnamese population predominantly, and the Indian population, some of 25,000 people who are in South Australia born in India, some who have come since the Colombo Plan in the 1970s.

To follow up on your points, we are very well aware that often people who speak English as a second language, and have for some time, go back to their birth language and also prefer, for example, cultural appropriateness around that time, including the food and the celebrations. We do have through South Australia, as I am sure you have visited, Italian nursing homes and Greek nursing homes. We have also seen in other areas that you have a cluster within an aged-care facility.

**Ms REDMOND:** Thank you. Can I just follow on from that with a question—and it may be something that I am happy for you to take on notice. Some years ago, up at Tailem Bend hospital,

which is at least partially funded by the state government, there was a trial site for a computer software system. That computer software system, amongst other things, was able to provide translation for those services. It is clear that in our community people do not see a viable career path in the aged-care sector and it is often the least qualified and most desperate people needing a job who go into it, so they are often people who do not have good English skills themselves. This computer system enabled both translation for a patient or from a person who might be a carer in such a facility, and it also provided ability to do a whole range of other things, including physical therapies, with pictures on screen and so on.

**The Hon. Z.L. BETTISON:** I am very familiar with this and we have recently launched the Italian Ciao program. It is an application. Obviously, technology has changed somewhat quite rapidly and it is an app that does that. It also, from a dementia perspective—and this is with my Department for Communities and Social Inclusion hat on—reminds people with pictures, as you said, to keep their language up and also for the assistants. I am very delighted that the member for Kaurana has rejoined us, because he represented me at the Greek Welfare Centre and their application to have translations in Greek also targeted at our aged community and their language needs.

**Dr McFETRIDGE:** Just following on from that answer and going back to the screening process we talked about this morning, you have a lot of new migrants coming in to work in the aged-care sector. How are we able to go back and check on their histories? Is there some international system that we are using nowadays or is it just since the day they arrive?

**The Hon. Z.L. BETTISON:** Member for Morphett, that would be relevant to the screening unit.

**Dr McFETRIDGE:** You are the minister, so I thought you might have some idea, that was all.

**The Hon. Z.L. BETTISON:** There would be a protocol as to people who have been here for, I propose, probably less than 10 years. I do not have that detail with me.

**Dr McFETRIDGE:** It would be interesting to find out what precautions we are taking, because there are many new migrants who are finding the only job they can get is in the aged-care sector. Budget Paper 3, page 93, the budget statement reports that the cost of state disability support is increasing, and it identifies the ageing population and their carers as expenditure risks. What additional allocation has been provided in this year's budget to address the increasing costs of supporting older people with disabilities and older carers?

**The Hon. Z.L. BETTISON:** Sorry, which page are you on?

**Dr McFETRIDGE:** It is Budget Paper 3, page 93. The budget statement reports the cost of state disability support is increasing.

**The Hon. Z.L. BETTISON:** I am sorry; can you refer to which expenditure risk title?

**Dr McFETRIDGE:** I would if I had it with me, but it will be on that page, I guarantee it.

**The Hon. Z.L. BETTISON:** I am sorry, I do not see the relevant budget area.

**Dr McFETRIDGE:** It is a question you should perhaps take on notice. I can refer back to just the cost of the whole subprogram then if we need a particular individual reference.

**Ms REDMOND:** It is not Volume 3; it is Budget Paper 3, page 93.

**Dr McFETRIDGE:** Yes.

**The Hon. Z.L. BETTISON:** Sorry, just repeat: the essence of your question is an increased risk in?

**Dr McFETRIDGE:** What additional allocation has been provided in this year's budget to address the increasing costs of supporting older people with disabilities and older carers?

**The Hon. Z.L. BETTISON:** That is not relevant to this portfolio.

**The CHAIR:** The budget line did not match anything I can find.

**Dr McFETRIDGE:** Does the minister or her Office for the Ageing visit aged-care facilities as part of the aged-care assessments? Would that be a correct assumption?

**The Hon. Z.L. BETTISON:** Relevant to aged-care facilities?

**Dr McFETRIDGE:** No. That they would be visiting aged-care facilities.

**The Hon. Z.L. BETTISON:** My understanding, and I will stand corrected, is that mostly it is either people in their own home or probably in hospital who require that assistance. There would be some, but the majority would be those other areas.

**Dr McFETRIDGE:** The reason I ask that is that, while the previous budget reference was for older people with disabilities, I am very concerned about the number of young people with disabilities in aged-care facilities. I wonder if you have done any work on that because, obviously, if young people are in aged-care facilities, that is stopping older people coming into aged-care facilities. It would be an interesting figure. I know it is probably minister Piccolo's department, but have you had discussions with him about that at all?

**The Hon. Z.L. BETTISON:** It is not relevant to what we are talking about now. The state does have responsibility for people under the age of 65 and that is relevant to minister Piccolo.

**Dr McFETRIDGE:** I think it is relevant in as much as we are trying to assess people on behalf of the commonwealth to go into aged-care facilities and if those spaces are taken up by young people, I think that would be an issue.

**The Hon. Z.L. BETTISON:** I am advised that the Aged Care Assessment Program and the Aged Care Assessment Team work very closely with Disability SA in regard to those people.

**Dr McFETRIDGE:** Do we know how many people there are at all? Any idea?

**The Hon. Z.L. BETTISON:** Under 65?

**Dr McFETRIDGE:** Under 65, yes.

**The Hon. Z.L. BETTISON:** I do not have those details, particularly those recorded with Disability SA. You need to direct your question to minister Piccolo.

**Dr McFETRIDGE:** Budget Paper 4, Volume 3, page 16. I had a quick look at the Strategy to Safeguard the Rights of Older South Australians Action Plan 2015-21 before we came into committee. According to the action plan, the Office for the Ageing will develop an awareness campaign on elder abuse. I know there was a similar question asked before, but how much funding has been allocated for the development and maintenance of the action plan's site and when will it be up and running?

**The Hon. Z.L. BETTISON:** That will be under existing resources. We expect that it will be up and running in October. Just to be clear about this action plan, we have a budget for these projects of \$305,000 allocated for this year. We are doing a population-based awareness-raising media campaign, \$125,000; workforce awareness campaign phase 1, \$30,000; age-friendly communities initiative and age-friendly forum, \$60,000; the SA Elder Abuse Helpline pilot, \$60,000; and a review and evaluation of client outcomes from the pilot phone line, \$30,000. That is the total budget.

**Ms REDMOND:** Just further to that response on this issue of elder abuse, we all know, and internationally it is common, that with elder abuse generally financial abuse is going to be the largest proportion, physical abuse the next largest, and sexual abuse the smallest. Obviously, our media get very excited about the last mentioned, but do not get terribly excited about financial abuse. Does the Office for the Ageing or anyone else have any research into what numbers of people are subject to any of those forms of elder abuse?

**The Hon. Z.L. BETTISON:** I understand that, at the moment, there is no South Australian specific data that identifies a prevalence of elder abuse, and as you accurately identified there are several types that you would consider. The Aged Rights Advocacy Service does keep clear statistics on that area since we are rolling out the program here and we are also engaging the University of South Australia to do some research to understand the prevalence in this state.

**Ms REDMOND:** When are we likely to get any information resulting from the research?



**The Hon. Z.L. BETTISON:** I will ask Ms Walters to answer that.

**Ms WALTERS:** We expect that to come early next year.

**Ms REDMOND:** Thank you.

**Dr McFETRIDGE:** Thank you, Mr Chair. Budget Paper 4, Volume 3, page 36, the completion of the new 120-bed ViTA complex at the Repat, is recorded in the budget papers as one of the highlights. In April the government announced plans to convert the Repat Hospital into a health, aged care and supported accommodation precinct. Given that the Repat is a centre of excellence for the health of the ageing, how is the Office for the Ageing participating in the closure of the Repat Hospital?

**The Hon. Z.L. BETTISON:** That is not relevant to this portfolio. I request that you refer to minister Snelling.

**Dr McFETRIDGE:** So there are no discussions at all between the Office for the Ageing and—

**Ms REDMOND:** Why would they be involved in something about ageing?

**The Hon. Z.L. BETTISON:** Well, you know, it is interesting that you talk about that, because let's talk about the projects that OFTA that has been involved in in 2014-15: Resilience and Wellbeing for Older People, \$50,000; Age-Friendly Communities and Age-Friendly Businesses, \$75,000; Our Directions for Living in a CALD Age-friendly South Australia, \$25,000; Planning Ahead for the CALD Community—we spoke earlier about the additional needs and the increased vulnerability for those who are culturally and linguistically diverse.

South Australian Elders Living a Positive Life DVD, \$40,000; Supporting Carer Awareness of Financial Abuse and Risk, \$25,000; and Rights Awareness Raising Resources for Seniors \$30,000. We have also got the research component of the Office for the Ageing, the Elder Abuse Prevalence Study which we have just made note of, \$50,000; Building Resilience in Individuals Communities Research, \$45,000; Single Ageing Women and Housing Security, \$30,000; and the South Australian Framework for Using International Human Rights Norms as a Basis for Ageing Strategies, \$12,000. That is \$408,000 for those projects and research funds for the previous financial year.

**Dr McFETRIDGE:** Thank you minister for that information. Budget Paper 4, Volume 3, page 16. In last year's estimates committee answers, the committee was told that there were 523 retirement villages in South Australia with four new ones being established in the same period, that is, 2013-14. Can the minister tell the committee how many retirement villages closed during the last financial year, what the reasons were for these closures, how many new retirement villages opened, and how many retirement villages do we expect to open in the current financial year?

**The Hon. Z.L. BETTISON:** I have been spending a lot of time in retirement villages and with people who live in retirement villages and choose that way of life. If there is one thing that I have realised it is the diversity in the owners and operators of retirement villages: not-for-profits very small groups, and not-for-profits very large groups, and for-profit communities. So really while there continues to be growth, as I understand it, and there are some challenges, I think you cannot say that retirement villages have all the same parameters; they certainly have different operations of how they do that.

I do not believe I have that detail. We know that there are 526 registered retirement villages in South Australia with approximately 25,330 residents. We have seen considerable growth where there were 450 villages in 2007. The retirement village's unit within the Office for the Ageing consists of four staff and provides information, assistance and education sessions on retirement village matters, clarifying areas of concern as well as providing a mediation service to help resolve disputes between residents and operators.

**Ms REDMOND:** I have a last question in relation to that, minister. In all your travels around the state going into retirement villages and talking to people who live in them as well as presumably to operators, have you gained any sense that there could be some problems in the future? What I want to put to you minister is this: the baby boomers are now reaching what has been considered to

be retirement age, and a number of them may make the choice to go into retirement villages, but the product that has been on the market up until now is, in my discussions with various people, unlikely to fit with what baby boomers want and expect.

I understand from some members of that community that the product will not match the expectation of the baby boomers and we could therefore find that, whilst there are new villages being built, we may well have villages that are failing simply because there is no market interest in moving into them. Are you aware of that problem on the horizon?

**The Hon. Z.L. BETTISON:** I do not think the issue is a lack of market interest in retirement villages.

**Ms REDMOND:** No, I mean of the product of particular retirement villages.

**The Hon. Z.L. BETTISON:** I think the area of interest and the area of growth is the diversity of product, some which may be under the Retirement Villages Act and under that type of product. However, I think people are also interested in having maintenance-free housing. One of the challenges going forward will be to provide diversity to the housing market of different types.

What you are raising with me is that retirement villages, while it has been one of the most dominant areas for older people—those who choose to not live in their own home—the interest will still remain there; I think that will happen. However, I think that people are looking for different opportunities and different options, particularly those that provide low maintenance and a feeling of security and community.

**Ms REDMOND:** What I was trying to get at was the fact that a number of the villages in this state are, you would say, fairly small accommodations that baby boomers are not going to be willing to move into, and that there is on the horizon the prospect that some of these older, smaller units in established retirement villages may not be a product that people want.

Even if they choose that lifestyle—I accept the low maintenance, low cost and lock up and go and all that sort of thing that attracts about a retirement village—a lot of what we have as product in that sector at the moment will not be a product that the baby boomer generation is going to want to purchase.

**The Hon. Z.L. BETTISON:** There is enormous diversity in what people's needs are, and also about what they can afford. One of the key things is that we have people entering retirement villages for less than \$200,000 and some up to \$850,000 so, as much as people want different sizes, particularly when we have a high proportion of people living on their own, what they can afford will be the main driver of that.

**The CHAIR:** Thank you, minister; thank you to your advisers. I now declare the examination of the Minister for Ageing complete, and the committee stands adjourned until 2.45pm.

*Sitting suspended from 14:32 to 14:45.*

**DEPARTMENT FOR COMMUNITIES AND SOCIAL INCLUSION, \$1,015,896,000**  
**ADMINISTERED ITEMS FOR THE DEPARTMENT FOR COMMUNITIES AND SOCIAL**  
**INCLUSION, \$190,374,000**

**Membership:**

Ms Sanderson substituted for Ms Redmond.

Mr Bell substituted for Mr McFetridge.

Mr Duluk substituted for Mr Speirs.

**Minister:**

Hon. Z.L. Bettison, Minister for Communities and Social Inclusion, Minister for Social Housing, Minister for Multicultural Affairs, Minister for Ageing, Minister for Youth, Minister for Volunteers.

**Departmental Advisers:**

Ms J. Mazel, Chief Executive, Department for Communities and Social Inclusion.

Ms S. Wallace, Executive Director, Policy and Community Development, Department for Communities and Social Inclusion.

Mr N. Ashley, Acting Executive Director, Financial and Business Services, Department for Communities and Social Inclusion.

Ms N. Rogers, Director, Business Affairs, Department for Communities and Social Inclusion.

Mr G. Myers, Principal Coordinator, Strategic Projects, Business Affairs, Department for Communities and Social Inclusion.

Ms J. Kennedy, Manager, Community Engagement and Grants, Policy and Community Development, Department for Communities and Social Inclusion.

**The CHAIR:** I reopen the Department for Communities and Social Inclusion in part. I welcome back the minister in her role as Minister for Youth and invite her to introduce her new advisers and make a statement if she wishes.

**The Hon. Z.L. BETTISON:** Thank you. To my left is the Chief Executive, Department for Communities and Social Inclusion, Joslene Mazel, and to my far left Nick Ashley, Acting Executive Director, Financial and Business Services. To my right is Sue Wallace, Executive Director, Policy and Community Development. On the second table to the left is Greg Myers, Principal Coordinator, Strategic Projects Business Affairs. To the right is Nancy Rogers, Director of Business Affairs. In the third row is Justine Kennedy, Manager, Community Engagement and Grants Policy and Community Development.

The Office for Youth has an important role in supporting our government's efforts with young people. This is principally a strategic and policy role, including through youth sector support and advocacy, and events which promote and celebrate the contribution of young people. The conclusion of the 2010-14 youth strategy has provided the opportunity to review the strategic direction of the youth portfolio. This year I released new youth strategy, It Starts With YOUth, which takes a new approach with key issues being identified and responded to on an annual basis.

Each year a working group will be established to apply a concentrated focus to understanding and responding to the identified issues. The working group will be comprised of representatives from relevant sectors, including external to government. In 2015 the area of focus is homelessness, a significant issue for young South Australians and a key priority for this government.

The government has engaged the Service to Youth Council to form the South Australian youth homelessness working group, which includes representatives from the state government and leaders in property development, real estate, education and training, industry and social services. The working group's mandate has been to focus on the most effective ways to stop young people moving into homelessness and to support them to move out of it. It has also considered improving housing accessibility and affordability for young people in South Australia, as well as reducing homelessness.

The working group is currently developing a white paper, Pathways: Improving the economic and social participation for young people experiencing homelessness in South Australia. It is anticipated that the paper will be provided to me for my consideration in September 2015. To support this focus on homelessness we have also considered the transitions of young people from education to further education, training and employment. Successful Transitions is a new structured youth

mentoring program that specifically supports vulnerable and severely disadvantaged young people to ensure they have access to a range of services that connect them to meaningful employment and learning in their local area.

The program funding has been targeted to five regions, which have large numbers of disengaged and unemployed young people. These are northern Adelaide, southern Adelaide, the Limestone Coast, Yorke and Mid North and the Adelaide Hills/Murray Mallee. The program is being delivered by five specialist youth services that have the necessary experience and knowledge to support vulnerable and marginalised young people.

Our government is committed to engage with young people, ensuring that their views are listened to, captured and acted upon. In order to facilitate new and creative methods of engaging with young people across South Australia, I have asked the Office for Youth to lead the development of a new model of youth engagement in partnership with the youth sector. The youth engagement steering group has been established to focus on building community engagement with young people and to provide advice on methods and tools that are most effective when engaging with young people. The advice of the steering group will influence the development of a guide to assist government agencies in effective youth engagement.

In 2013-14, the Office for Youth began the pilot of the *leap* program, a youth development program intended to support the youth sector to deliver site-specific programs and structured activities for young people. The aim of the *leap* program is to develop participants' skills, encourage them to engage with their community, and promote partnerships between young people and the youth sector. An evaluation of the program will be undertaken at the conclusion of the pilot in November 2015. The outcomes of that evaluation will determine the future of the program.

During 2014-15, the Office for Youth established a scholarship program to enable more young people from regional areas to participate in the 2015 Youth Parliament program. The Office for Youth provided the YMCA with an additional \$10,000 in funding to ensure that a minimum of 25 per cent of the young people who participated in the 2015 Youth Parliament program were from regional areas. I look forward to working with the Office for Youth in undertaking its work in the areas that I have identified and working with young South Australians to determine the focus for action for young people in 2016.

**The CHAIR:** Thank you, minister. Member for Adelaide, do you have an opening statement?

**Ms SANDERSON:** No, I do not.

**The CHAIR:** We will go straight to questions.

**Ms SANDERSON:** Budget Paper 4, Volume 1, page 129, performance indicators. Point one is the number of young people involved in government and community decision-making processes. How does the minister feel about the closure of the Minister's Youth Council.

**The CHAIR:** I will let the minister answer this however she sees fit. I do not know that her feelings really enter into it, but we will see how we go.

**The Hon. Z.L. BETTISON:** The Minister's Youth Council meetings were discontinued after its meeting in July 2014 as part of the government's reform of boards and committees. This review identified that there were more contemporary and effective ways of engaging with young people and hearing from them about issues that matter to them. The review found that the council was not the best way to engage with young people. Modern engagement strategies, including the use of social media and online tools, will enable broader and deeper consultation and engagement with young people. Youth engagement is a key focus of the 2015 It Starts with YOUth strategy. As part of the strategy, the Office for Youth is currently developing a youth engagement strategy that assists government agencies in engaging with young people.

**Ms SANDERSON:** Was there a full assessment and evaluation before it was closed, and is that publicly available? Do you plan that it will be replaced and, if so, by what?

**The Hon. Z.L. BETTISON:** As I have outlined in the strategy, going forward we are looking at a new youth engagement program. One of the other ways that I am adding to that is that I am actually going out myself and having youth forums. So, whenever we have a country cabinet or I am

in a metro cabinet area, I am also holding a youth forum, engaging with people so that I can hear firsthand what their concerns are. I think we have a number of tools and techniques to engage people. I always attend the Netfest in February of each year—I think you may have joined me there in February—and make sure that I go out and hear face-to-face what people's concerns are. As I said, with the working group we have a particular focus on issues, and that has actually come from issues raised with me by young people during those metro and country cabinets.

**Ms SANDERSON:** My next question refers to Budget Paper 4, Volume 1, page 128, under expenses. Can the minister please break down the *leap* program expenditure of \$430,000 for 2014-15 into the programs?

**The Hon. Z.L. BETTISON:** Member for Adelaide, are you asking about the expenses of the program or are you asking how much grant was allocated?

**Ms SANDERSON:** The grant allocations from the \$430,000; how they were allocated.

**The Hon. Z.L. BETTISON:** How did we allocate them?

**Ms SANDERSON:** To what programs, how many participants?

**The Hon. Z.L. BETTISON:** Certainly. Let me go through my list:

- The Adelaide Secondary School of English: the project name was Healthy Lifestyles for Newly Arrived Young People and their Communities. It was to promote healthy eating and exercise to 20 newly arrived students and their communities. One of the key aspect of *leap* programs is that we ask them to have a 12-month program; 12 months of structured, regular activity that builds skills for a specific group of young people. This project was allocated \$15,990 and it was located in the western and northern suburbs and Adelaide metropolitan area.
- AJZ Productions Incorporated, project name True North Youth Theatre Elizabeth Scholarship Program. This was a professional, arts-based workshop for 16 young people delivered at The Platform in Elizabeth on Saturday each week for two hours during school term. Participants chose to deliver a short film, a theatre-based presentation, a piece of music or movement. That was allocated \$15,000.
- The Australian Refugee Association Incorporated and the project Different Journeys from Different Places: One People. That supported 20 young people from Woodville High School who expressed their opinions and had a voice within the community by making a short film featuring young people talking about their personal histories, journeys, cultures, experiences of racism and how they feel about contributing to society. They launched their film during Harmony Week at the school and during Refugee Week, and also at the Australian Refugee Association's event in 2015. That project supported youth primarily in the western region of Adelaide, and was \$12,630.
- Barossa Lower North Futures Incorporated, and the project Regional Youth Bus Social Media Internship Program. This had social media internships for 10 young people with staff from Social Media Monitors. The interns met fortnightly—either face-to-face or linking up through technology—on designated aspects of the program. It was a real-work environment which provided the opportunity for learning and a range of social media platforms, employability skills, basic corporate governance, leadership and marketing. They were provided at Nuriootpa, Kapunda, Mallala, Balaklava, Eudunda and Burra. Funding allocated was \$15,000.
- The Burra Community School project Get Jiggy With It Performing Arts Program, which provided an extra-curricular performing arts program. Burra Community School draws on various service providers such as Turning Point Dance School from Clare and AusDance SA's Dancers in Schools program. That supported Burra and the surrounding Goyder region, with allocated funding of \$15,470.

I was really delighted with this, because we did to a country cabinet out to the Peterborough region, including Burra, and I held a youth forum there to hear some of their concerns. Being a country girl myself, I know that if football and netball are not for

you often feel a little bit as if you not part of the picture, and this was expressed to me. So it is groups like this, the performing arts program, and I think we have recently supported the development of a community gym through the Fund My Community program, that are some of the core things that help people to be less socially isolated and more engaged.

- Carclew Youth Arts' project Subjects Matter: Portraits by Kids supported 15 young people aged 12 to 15 to develop social skills that improved their engagement with the broader community. An educator and artists work with young people to develop skills in face-to-face engagement, cross-generational interactions and active citizenship. They also participated in a portrait-sitting event in Rundle Mall and an exhibition event as part of Come Out. That supported Adelaide and North Adelaide with funding of \$15,000.
- The City of Port Adelaide Enfield and the Youth Engagement and Leadership Program benefits young people by building skills and opportunities, and identifying local issues within their communities. People across that council region have been invited to be supported and mentored as a youth leader in their community. That is the City of Port Adelaide and Enfield suburbs with funding of \$15,000.
- The City of Salisbury and the project Jibba Jabba TV. This is a mentored but youth-directed youth voice project using video production skills. It mentors 10 young people to produce a weekly 10-minute TV show focused on DCSI'S target group, youth. It is not only a youth-led project, building skills and empowering young people, it also gives a voice to other young people. That was in Salisbury for \$14,910. Corporation of the City of Unley with the project Sport for the Mind—Science and Maths is Cool.
- The Student Robotics Club of South Australia empowers 15 young men and women aged 13 to 18 to foster their interest in science and technology and create a functioning robot which they can take to competition. They will use teamwork and collaboration, learn skills in computer-aided designs, mechanical skills, use of tools, welding, pneumatics, electrical circuits and design. Their team goes wherever space is offered. UniSA has provided space, as well as Unley, St Morris and Seaton, and the project is funded for \$15,000.
- District Council of Lower Eyre Peninsula's Cummins Youth Advisory Committee. Ten young people aged 14 to 17 gain skills in project management, community consultation skills, funded for \$5,500.
- District Council of Tumby Bay, with the project Bunk Down and Boogie. As my advisers know, I do love a good hip-hop performance. We know that this included musical jam sessions, driver education, recreational activities and a meal a month with the RSL or Hospital Auxiliary. Transport was being provided for part of this, and we supported them with \$7,630.
- Ink Pot Arts Incorporated's Positive Connections for Wellbeing project. Fifteen Guardianship of the Minister participants formed a youth reference group to identify the needs of Guardianship of the Minister adolescents in the Adelaide Hills region. That is located at Mount Barker, and they were supported with \$15,700.
- Muslim Women's Association of South Australia's Young Muslim Girls Mentoring and Leadership Program. This program was to focus on youth 18 to 22 to increase their knowledge in running a group on their own and develop leadership qualities, in partnership with the YWCA. That was in Adelaide city, funded for \$15,000.
- Plaza Youth Centre Incorporated, with a peer education program. I had the opportunity to visit the Plaza Youth Centre, a key centre that provides support for young people who are looking for a place to hang out and also to do some induction and training and looking at people on their pathways to employment. That is in Whyalla, funded for \$9,200.
- Roxby Downs Community Board, with the Got Something to Say youth engagement project. That is supported by and facilitated by the Roxby Downs council, with funding of \$11,310.

While I will not go through all of them, that gives you a brief overview, and you can see the diversity of the programs we have. As I have already mentioned, we will be looking to review the program coming up. I would like to see more people apply for the program and look at what are the barriers to applying. For example, at the moment we ask for 12 months of structured regular activities. That might be something that is a significant commitment and we might need to look at that. We will do that review.

**Ms SANDERSON:** Is it possible to have that list in a table format with the number of participants and the value, so that it adds to that \$430,000?

**The Hon. Z.L. BETTISON:** We will take that on notice.

**Ms SANDERSON:** If that could be inserted into *Hansard*, that would be great.

**The CHAIR:** Member for Adelaide, it cannot be inserted into *Hansard*, but you can request it and it could be supplied by 30 October, if it is appropriate.

**Ms SANDERSON:** You mentioned then the assessment process. I am just wondering whether you could outline the assessment process that your department goes through that determines whether to continue or stop your programs. What is that evaluation?

**The Hon. Z.L. BETTISON:** Are you asking, what would the proposed review program—

**Ms SANDERSON:** What do you normally do? Taking *youthconnect* as an example, what was the process that was undertaken in review to determine whether that was a suitable program to continue?

**The Hon. Z.L. BETTISON:** I will ask Ms Wallace to detail that.

**Ms WALLACE:** The *youthconnect* grant program was a part of the 2010-14 youth strategy and so was designed, on an annual basis, to reflect the themes in the youth strategy. That came to an end in 2014. The evaluation of the *leap* program will be an assessment of organisation satisfaction with the program and the number of participants. It will be a combination of an evaluation of the outcomes of the program and views from the sector and organisations on its value.

**Ms SANDERSON:** Does it include outcomes? Do you have an objective for each of these programs that were listed and therefore you can evaluate whether they got jobs or improved their self-confidence, whether their grades went up at school, or whether they re-engaged with their community? Is there a proper evaluation like that?

**Ms WALLACE:** The *leap* program was designed to enable the young participants to identify the issue or the area that they wanted to develop a program around, so every program is slightly different.

**Ms SANDERSON:** So with the *youthconnect*, there was no evaluation, because it just came to an end? You did not consider whether it was worthwhile in the future; it just ended?

**Ms WALLACE:** The grants were linked to the themes developed through the youth strategy, so they reflected the various themes that had been identified in 2010. They were one-off annual grants.

**Ms SANDERSON:** And were they still evaluated, though, to know if that was a good use of money or was that a good topic? Would you do it again? Good outcomes?

**Ms WALLACE:** There would have been an evaluation of programs in terms of whether they met the objectives of the proposal.

**Ms SANDERSON:** Okay, thank you. Next question is from page 128, the FTEs. There are 11.1 full-time equivalents listed. Could the minister please outline the roles and responsibilities of each of these staff members making up the 11.1?

**The Hon. Z.L. BETTISON:** I think that is a question best answered by Ms Wallace.

**Ms SANDERSON:** Great.

**Ms WALLACE:** The 11.1 FTEs would support policy development, some community engagement, grant making and administrative support.

**Ms SANDERSON:** And how many actual people? Are there six full-timers and 10 part-timers or—?

**Ms WALLACE:** I do not have that breakdown with me, but I can provide that.

**Ms SANDERSON:** Great, thank you. Page 129, targets, It Starts With YOUth. Can the minister just elaborate a bit more about It Starts With YOUth—the working groups and who it is aimed at and who would be a participant?

**The Hon. Z.L. BETTISON:** Certainly! Obviously, this is something I am excited about, because as Minister for Youth one of the key things I saw with the previous strategy was that, while it was very detailed and covered a lot of topics—I think there were 63 points to the former youth strategy; not to say that any of them were not worthy—what I wanted to do was have a more focused way of operating. This is a similar thing that we rolled out in the area of the Office for Volunteers, looking at our partnership and our volunteer strategy going forward, where we identified particular areas and then had intensive working groups on that. That is what we wanted to do and the focus was homelessness, training and employment and youth engagement.

One of the key things we are doing is with the working group. We are developing the white paper, as I have already outlined. I have met with the group. It is quite a diverse group, including people who are traditionally involved in youth homelessness, but also someone from a major bank is involved, and I think there is a lawyer as well. So we are trying to bring in different views, different understandings of homelessness.

One of the things that we really want to understand is the triggers for youth homelessness. One of the key issues that we have here is that it is often under-represented. Someone might be couch surfing and we might not traditionally think of that as homelessness, but that is homelessness. Why has that person felt that they could not continue under what we would consider a traditional housing model? What are the triggers for that, and how can we identify it more readily and more easily?

The other area I might have talked about already is improving the economic and social participation for young people, and that is where Successful Transitions comes in. We were very disappointed when the commonwealth removed its funding for Youth Connections. It was highly valued in the community. What we see is that the majority of people who finish school go through a transition period, but they do either go on to further study or into a job; but there is a cohort of people who are struggling to finish school at the end point or do not find that transition particularly easy. What this is is an intensive case management service that wraps around them to look at the barriers that are preventing them from making that next transition.

I was pleased to see within the most recent federal budget that they are reinstating a similar type of program, and we look forward to having South Australian participation in that and how that will work.

It is interesting to note that the commonwealth also looked at the difficulties for new migrants who have come here as humanitarian or skilled migrants or have come as the children of skilled migrants and that they also need additional support transitioning from training into work, so we look forward to working with that.

I have talked about the youth engagement steering group and how that group will influence the development of the guide that we will use across government to assist agencies in effective youth engagement. A website platform has been proposed and other approaches are being considered to enable government to listen and act upon issues that affect young people. Central to the youth strategy, as I have already mentioned, is the holding of a number of youth forums. I will run them myself with the support of the department.

We are also developing a guide to assist departments engaging with young people. We know that the Department of the Premier and Cabinet have been very proactive on this on the yourSAy website, Citizens' Jury, Fund My Community and Fund my idea. We are open to looking at different ways of involving a wider cross-section of the community in this decision-making process. Just to put



some numbers around it, Successful Transitions was for five different areas, looking at supporting a minimum of 150 vulnerable severely disengaged young people to make that transition.

**Ms SANDERSON:** What is the actual number of youth engaged throughout the 2014-15 year? I know the estimated result was 1,200 under the performance indicators on page 129. You will be supplying the breakdown for those involved in the *leap* program, but I am sure there are probably other programs as well that the Office for Youth—

**The Hon. Z.L. BETTISON:** So you are asking how many people were involved?

**Ms SANDERSON:** Yes, engaged, so that performance indicator.

**The Hon. Z.L. BETTISON:** There were 366 young people in the *leap* program that were actively engaged, but you are asking for a breakdown in other areas?

**Ms SANDERSON:** Yes. The estimated result was 1,200. I am happy for that to be presented later and not tabled.

**The Hon. Z.L. BETTISON:** We will see whether we can get the actuals for 2014-15, but as an example, you were asking about the *leap* program. One of the other areas is National Youth Week where in 2014-15 we funded 49 organisations, including the state launch. There were 105 events, 1,200 young people involved in the planning of these events and activities, and 11,320 people who attended the events through National Youth Week.

**Ms SANDERSON:** Can the minister advise how many young people were consulted or involved in the decision-making process regarding the changes to the graduated licensing scheme? I assume that would have been through the office?

**The Hon. Z.L. BETTISON:** I do not have responsibility for that. It is best directed to the Minister for Road Safety, minister Piccolo.

**Ms SANDERSON:** Okay, sure. Just to be clear, if it is possible to get a listing, what I would like to know is all of the different funds that were given out through the Office for Youth. *Leap* was one of the main programs and National Youth Week was obviously one of the other programs. Your office sent me by letter a table for the previous year, so even if I could have an update of that table.

**The Hon. Z.L. BETTISON:** I think what I can do is read it to you now and then we will not have to do that. This is 30 May.

**The CHAIR:** Bearing in mind the time available, minister, but feel free. It is just a friendly reminder.

**The Hon. Z.L. BETTISON:** There was \$346,000 to support the It Starts With YOUth strategy; \$61,714 for the Youth Network Grants program; \$274,370 for the *leap* program; \$148,000 to support National Youth Week, of which \$90,000 was state funding and \$58,000 was commonwealth funding; \$50,000 in funding to the YMCA for the Youth Parliament program; \$234,811 for the Youth Affairs Council of South Australia (known as YACSA); \$215,210 to support the Port Augusta Social Vision program; \$10,000 in funding to support the Feast Queer Youth Drop In project; and \$16,500 in sponsorship, which includes the Young Achievers Award, SA Media Awards, the SACE Art Exhibition and the ANZAC Eve Youth Vigil. The total budget for grants and sponsorship was \$1.85 million.

**The CHAIR:** Thank you, minister. With that, I declare the examination for the Minister for Youth complete. Thank you and thank you to your advisers and we will prepare for you as the Minister for Volunteers if you want to bring some advisers forward.

#### Departmental Advisers:

Ms J. Mazel, Chief Executive, Department for Communities and Social Inclusion.

Ms S. Wallace, Executive Director, Policy and Community Development, Department for Communities and Social Inclusion.

Mr N. Ashley, Acting Executive Director, Financial and Business Services, Department for Communities and Social Inclusion.

Ms N. Rogers, Director, Business Affairs, Department for Communities and Social Inclusion.

Ms K. Tattersall, Director, Screening, Procurement and Improvement, Department for Communities and Social Inclusion.

Mr G Myers, Principal Coordinator, Strategic Projects, Business Affairs, Department for Communities and Social Inclusion.

Ms J. Kennedy, Manager, Community Engagement and Grants, Policy and Community Development, Department for Communities and Social Inclusion.

**The CHAIR:** We will now proceed with the minister appearing in her role as the Minister for Volunteers, and I invite the minister to reintroduce her advisers.

**The Hon. Z.L. BETTISON:** Thank you. To my left is Joslene Mazel, the Chief Executive, and Nick Ashley, Acting Executive Director, Financial and Business Services, and to my right, Sue Wallace, Executive Director, Policy and Community Development. At the second table is Greg Myers, Principal Coordinator, Strategic Projects, Business Affairs, and to the right, Nancy Rogers, Director, Business Affairs. On the third row at the back is Kelly Tattersall, Director, Screening, Procurement and Improvement, and Justine Kennedy, Manager, Community Engagement and Grants, Policy and Community Development.

**The CHAIR:** Minister, do you have an opening statement?

**The Hon. Z.L. BETTISON:** The Office for Volunteers has a whole-of-government role to promote and facilitate volunteering in South Australia. It does this by: providing leadership in volunteer policy; providing information, resources and other support programs for volunteers and the volunteer sector; and also funding the volunteer sector through a number of volunteer grants programs.

This government continues to value the contribution that volunteers make to our community. During 2014-15, the many and varied contributions of South Australian volunteers were recognised through a number of programs including the South Australian Volunteers Day Concert held on the State Volunteers Day public holiday in June. I note that the member for Adelaide joined me at that concert and we particularly enjoyed some fantastic cabaret performances at that event.

Also the South Australian Volunteer Awards each year recognise an outstanding contribution by an individual, a group and a corporate entity; and certificates from the Premier and myself as the Minister for Volunteers that enable organisations to formally recognise their volunteers including those who have made a particularly significant contribution.

The government is strongly committed to the vision of the Volunteering Strategy for South Australia 2014-2020, a partnership-driven agreement which provides a practical blueprint for action over the next six years to address the diverse needs of our volunteers and their communities.

During 2014-15, the Office for Volunteers partnered with the Local Government Association, Volunteering SA & NT and Business SA to continue the implementation of the Volunteering Strategy for South Australia. A joint strategy between government and the community, the strategy's development was underpinned by a consultation process with input sought from a broad cross-section of the volunteering community. The implementation of this strategy is overseen by the Volunteering Strategy Partnership Board and in collaboration with four cross-sector working groups.

This has developed a three-year operational plan for the strategy's implementation. The first annual review of the strategy was undertaken at the Volunteer Congress in May 2015, and a further plenary session held in June. The focus of these events was on providing an opportunity for volunteers to give feedback on the strategy to making sure that the operational plan remains current, and exploring further the challenges and opportunities of cross-sector partnering.

Volunteering can provide a valuable pathway to employment and skills development, particularly for young people. That is why we are looking at innovative ways to engage young people

by using technology and harnessing the involvement of employers. During the 2014 state election, our government announced a commitment to recognising the valuable contribution made by volunteers through a Volunteering Recognition Scheme. This scheme is being actioned under the Volunteering Strategy for South Australia.

A working group, including representatives from the Office for Volunteers, the Volunteering Strategy Partnership Board and Volunteering SA&NT, was established, and completed the scoping of a pilot project for the scheme in May. As a result, an innovative and creative scheme has been developed to deliver specific and tangible outcomes, with the key objective of increasing the participation of young people in volunteering and building pathways to employment.

The uniquely South Australian scheme is encouraging the next generation of volunteers to participate in their community; \$1.2 million over four years was committed in the 2014-15 budget for the establishment of the scheme. The six-month pilot, managed by volunteering SA&NT, is now under way. These important initiatives to build the capacity of the volunteer sector and celebrate and affirm the vital role that volunteers play will be further progressed in 2015-16.

In closing, and in a most recent and telling example of the extraordinary dedication and generosity of volunteers, I would like to acknowledge the contribution of the CFS, our emergency services personnel, and all the volunteers, community groups and individuals who came together when needed to respond to the devastating effects of the Sampson Flat bushfires earlier this year. We were able to engage our spontaneous volunteering partnership agreement with Volunteering SA&NT and we had more than 1,400 people who put their hand up and said that they were interested in helping in response to the fires.

On behalf of the state government, the parliament and the people of South Australia, I truly thank our volunteers for the commitment they give to our community.

**The CHAIR:** Thank you, minister. Does the member for Adelaide have an opening statement?

**Ms SANDERSON:** No, thank you. Budget Paper 4, Volume 1, page 126, the income line. Can the minister please provide a breakdown of the use of funding for the Office for Volunteers distributed in both 2013-14 and 2014-15, and the organisations and programs that were funded? I am happy for that to be presented later if it is in a table format.

**The Hon. Z.L. BETTISON:** The Office for Volunteers expended \$818,628 in grant funding to support volunteering in South Australia. The key programs were: Flinders University, Community Voices Program, \$53,970; Northern Volunteering, \$34,819, and the same amount for Southern Volunteering; the University of South Australia Sustainable Online Community Engagement Program, \$54,920; the Volunteer Election Commitment, \$300,000; Volunteer Support Fund, \$147,900; Volunteer Training Grant, \$98,500; Volunteering SA&NT, \$69,000; and new volunteer scholarship awards, \$24,700. That was for the 2014-15 financial year.

We also had many volunteer support fund recipients, and I will mention just a few: the Arthritis Foundation of South Australia, \$1,000 to purchase a computer tablet for use by volunteers; the Australian Marine Wildlife Research and Rescue Organisation, \$3,000 for foot protection, body protection and eye protection for use by volunteers; the Australian Red Cross for the purchase of equipment and resources for Building Community Resilience; and the Bower Progress Association, purchase of insect killer (large and small), and air-conditioning for use by volunteers.

The Brighton Surf Lifesaving Club received \$1,250 for an infant manikin and associated equipment, Go-Pro camera, underwater housing and associated accessories. The Burnside Country Fire Service received \$1,500 to purchase new chairs for their training room; the Burton Community Centre received \$1,000 for the new desktop computer for use by volunteers—and there are many more. I am happy to provide this to the shadow minister.

**Ms SANDERSON:** Particularly regarding the Community Voices Program that you said there was \$53,000 for the 2014-15 year, how many and which organisations took up the program in 2014-15 and how many students participated in the program?

**The Hon. Z.L. BETTISON:** I had the opportunity to go last year, and I could see how excited the students were to see their work put up. One of the great benefits was that some of the students then went on to volunteer with these volunteer organisations. Community Voices is a joint initiative of the Office for Volunteers and the Department of Screen and Media Studies at Flinders University. It builds capacity with the participating organisations to promote and market their activities, thus gaining greater support from the general public and increasing volunteer participation. One of the ads that I often see late at night is the Meals on Wheels ad, and that was part of the Community Voices program. It talks about what that community group does and puts out a call to volunteers to come aboard. It is the screen and media students who put together that package. I think it actually goes towards their degree.

They work with the organisation to produce short documentaries for promotion, training and recruitment and online video commercials to promote their work and attract volunteers. It has produced during its time 70 short documentaries to assist those organisations. In 2014-15, 10 online video commercials were produced from a total of 42 applications that were received. The five organisations that had online video commercials were Aldinga Community Centre, the Brain Injury Network of South Australia, Oaktree Foundation, Tandanya National Aboriginal Cultural Institute, and, Victim Support Service. The organisations selected to have short documentaries produced were the Adelaide Hills Natural Resource Centre, Eyre Peninsula Community Foundation, Hutt Street Centre, Milang and District Community Association, Northern Volunteering.

**Ms SANDERSON:** It was fairly difficult to work out from that how many organisations and how many students were involved. I do not know whether 70 documentaries means that there were 70 different organisations or—

**The Hon. Z.L. BETTISON:** Ten online videos.

**Ms SANDERSON:** So there were 10 organisations in total for last year, so that is not plus the five organisations?

**The Hon. Z.L. BETTISON:** No, it is 10 organisations.

**Ms SANDERSON:** And how many students?

**The Hon. Z.L. BETTISON:** I do not have that information.

**Ms SANDERSON:** Regarding the sustainable online community engagement, I am not sure if you mentioned the amount earlier, but what is the amount for 2014-15, and again how many students participated and how many organisations for the UniSA program?

**The Hon. Z.L. BETTISON:** The number of students who participated was 79 and the number of community groups were 41 in 2013-14.

**Ms SANDERSON:** Great, that is exactly how I need it.

**The Hon. Z.L. BETTISON:** As I detailed before, for last year and this year, \$52,020 was contributed to that allocation.

**Ms SANDERSON:** How much was allocated to the Corporates4Communities Program in 2014-15, how many businesses participated and how many community programs were assisted through this?

**The Hon. Z.L. BETTISON:** The budget was \$40,650. Since 2008 more than 15,000 professional volunteer hours have been contributed. During 2014-15 the organisations that contributed were Capgemini Business Services Australia, Chain of Ponds Wines and Murray Safety Services.

**Ms SANDERSON:** So there were just two organisations?

**The Hon. Z.L. BETTISON:** Three.

**Ms SANDERSON:** I refer to page 126. What is the number and percentage of volunteers for the 2013-14 and 2014-15 years in South Australia, and are they all registered in a central database?

**The Hon. Z.L. BETTISON:** Can you repeat the number you used?

**Ms SANDERSON:** For the 2013-14 and 2014-15 years; so the total number of volunteers and the percentage as far as our population?

**The Hon. Z.L. BETTISON:** From which budget line are you reading this?

**Ms SANDERSON:** This is from page 126. The heading is to do with volunteers.

**The Hon. Z.L. BETTISON:** What I can provide you is: 68 per cent is the percentage of South Australians aged between 15 and 84 years who volunteer. The Volunteering South Australia survey is conducted every two years. We allocate \$40,000 for that to go ahead. Obviously, you will be aware that South Australia's Strategic Plan includes a volunteering target: 'Maintain a high level of formal and informal volunteering in South Australia at 70% participation rate or higher'.

**Ms SANDERSON:** Was the 68 per cent for the 2014-15 year?

**The Hon. Z.L. BETTISON:** In relation to this survey, it just says by calendar year. It covered a sample of 1,500 households and it was conducted in June 2014.

**Ms SANDERSON:** Thank you. My next question is: will the State Volunteer Congress be held in 2015 and, if so, how much funding has been allocated to that?

**The Hon. Z.L. BETTISON:** The budget in 2014-15: the Office for Volunteers allocated \$32,000 in state government funding for the State Volunteer Congress and we have allocated \$32,000 for the funding of the 2016 State Volunteer Congress. It was established in 2002 as a mechanism between grassroots volunteers and key stakeholders in the volunteer community and government. As we have already raised, the Volunteering Strategy for South Australia 2014-20 formally commenced in May 2014. A key action of the strategy's implementation plan is for an annual review to ensure it is relevant, addresses current trends and practice, and maintains partner and broader stakeholder and community support.

**Ms SANDERSON:** By that, I assume it is being held every year and it is \$32,000. Do you know when that will be held?

**The Hon. Z.L. BETTISON:** It was held on 13 May 2015. There was an opportunity for almost 200 delegates to attend and share their views, and they were from the volunteer sector, from not-for-profit organisations, the business sector, and from local and state government. The keynote speaker was Ian Dixon, and he delivered a presentation on the Art of Partnering and facilitated a workshop that engaged delegates in discussion around the benefits of cross-sector partnering. I am informed that the next congress will be in April or May 2016.

**Ms SANDERSON:** Page 126, expenses, the time exchange and recognition scheme. I think you may have mentioned in your statement a \$1.2 million pilot. Just to be clear, can you advise the total and annual allocation to the budget for both the time exchange program and the Volunteering Recognition Scheme?

**The Hon. Z.L. BETTISON:** There was a budget of \$300,000 for the Volunteer Recognition Scheme in the 2014-15 budget and the same amount was allocated in 2015-16. We scoped the two schemes and the decision was to merge them into one program. After considerable research, as we looked at the different alternatives, what was already out there we felt was the best way to go forward.

**Ms SANDERSON:** The \$300,000 for the Volunteer Recognition Scheme also includes the time exchange program?

**The Hon. Z.L. BETTISON:** Yes.

**Ms SANDERSON:** Will Volunteering SA & NT be responsible for the administrative costs associated with the implementation of both of those programs?

**The Hon. Z.L. BETTISON:** We are obviously going through the pilot at the moment and I think that will be part of the decision-making process going forward, about the best way for that to be managed.

**Ms SANDERSON:** If there is a pilot, does that mean that a cost benefit analysis was done prior, or will you do that after the pilot to determine whether you will implement this in the future?

**The Hon. Z.L. BETTISON:** We have a commitment to implement it. I can assure you that we will be implementing it. I guess what we are looking at is the different opportunities available to us. Having looked at the different systems now we are merging them together, what is the best and most efficient way for us to run that program?

**Ms SANDERSON:** Has there been a cost benefit analysis of whether the program is worthwhile, whether you get more out of it or the volunteers get more out of it than what you put in? How has that been measured?

**The Hon. Z.L. BETTISON:** I think the key thing about both these projects is targeting youth as pathways to employment, and recognising the way that volunteers are looking for recognition. Part of it is about us wanting employers to recognise the contribution of young people—or people of all ages—when they volunteer and to provide them with, I guess, documentation so that not only can they say they volunteered but they are also provided with verification of the volunteering they have done. There is that part of it and there is also the rewards aspect we have seen, like the Blue Dot program in the UK. I am advised that in November 2015 I will be presented with the results of the pilot and will assess the ongoing feasibility of the scheme; we will evaluate that.

**Ms SANDERSON:** Page 126, and the income line. Can the minister explain the \$31,000 loss of income from the 2013-14 actual figures to the 2015-16 budget? Where is that money, that income figure, actually coming from? In 2013-14 it was \$49,000 and it is now budgeted at \$18,000.

**The Hon. Z.L. BETTISON:** We will have to take that one on notice.

**Ms SANDERSON:** Will you also come back with—or you may know this already—where the money, the income, comes from? Is that just a government allocation or—

**The Hon. Z.L. BETTISON:** Where does the money come from?

**Ms SANDERSON:** Yes; the income. Is it just grant—

**The Hon. Z.L. BETTISON:** That would be from the Treasurer. It would be an allocation that is given to us.

**Ms SANDERSON:** It is not a grant that you apply for, it is not commonwealth funded, it is not from another department—

**The Hon. Z.L. BETTISON:** No; it is not commonwealth funded. That would be from the South Australian government Treasury. We would be happy to accept more, I just put that on notice to the Treasurer. If at any point he wishes to fund volunteers, youth, multicultural—

**Ms SANDERSON:** Regarding the FTEs on the same page, since 2013-14 the actual figures of FTEs have doubled. Can the minister explain this increase and the type of work that is now being undertaken by the new staff?

**The Hon. Z.L. BETTISON:** Are you referring to the 3.3 FTEs in 2013-14 increasing to 6.6?

**Ms SANDERSON:** Correct.

**The Hon. Z.L. BETTISON:** I will ask Ms Wallace to detail that.

**Ms WALLACE:** The FTEs that support the volunteer portfolio, again, provide policy support, program support and grant-making support. The increase of one FTE was due to a temporary vacancy in 2013-14. An increase in FTEs from 2014-15 from the original budget to the estimated result is primarily due to a reclassification of budget from grants to employee -related expenses, to appoint staff to manage the volunteer recognition scheme and the time exchange program.

**Ms SANDERSON:** So the doubling is because of the time exchange program and the recognition program? That is the extra staff?

**Ms WALLACE:** There is an additional staff member for the volunteer recognition—

**Ms SANDERSON:** So that is one.

**Ms WALLACE:** There is one vacancy within 2014-15. There were two positions for the volunteer recognition scheme, so that explains the 2014-15 increase.

**Ms SANDERSON:** I will go through that later and work that out. I note that the roles seem to be very similar to those in the youth area, yet there are half the number of staff. Could there be an explanation for that? Is there half the workload in volunteering compared to youth?

**Ms WALLACE:** No.

**The Hon. Z.L. BETTISON:** There is half the budget. I think that answers the question.

**Ms SANDERSON:** Is that generally how you calculate your staff, based on the budget?

**The Hon. Z.L. BETTISON:** Yes; the budget relates to FTEs.

**Ms SANDERSON:** We might read out the omnibus questions.

**The CHAIR:** We had an omnibus before.

**Mr BELL:** Not in this session, though, Chair.

**The CHAIR:** I was assured that all questions had been asked, but if you have more, that is fine.

**Mr DULUK:** I have 10 questions, so hopefully I will get them all in time:

1. Will the minister provide a detailed breakdown of expenditure on consultants and contractors above \$10,000 in 2014-15 for all departments and agencies reporting to the minister listing the name of the consultant, contractor or service supplier, cost, work undertaken and method of appointment?

2. For each department or agency reporting to the minister in 2014-15, please provide the number of public servants broken down into heads and FTEs that are (1) tenured and (2) on contract and, for each category, provide a breakdown of the number of (1) executives and (2) non-executives.

3. In the financial year 2014-15, for all departments and agencies reporting to the minister, what underspending on projects and programs (1) was and (2) was not approved by cabinet for carryover expenditure in 2015-16?

4. Between 30 June 2014 and 30 June 2015, will the minister list the job title and total employment cost of each position with a total estimated cost of \$100,000 or more—(1) which has been abolished and (2) which has been created?

5. For each department or agency reporting to the minister, please provide a breakdown of attraction, retention and performance allowances as well as non-salary benefits paid to public servants and contractors in the years 2013-14 and 2014-15.

6. For each year of the forward estimates, provide the name and budget of all grant programs administered by all departments and agencies reporting to the minister and, for 2014-15, provide a breakdown of expenditure on all grants administered by all departments and agencies reporting to the minister listing the name of the grant recipient, the amount of the grant and the purpose of the grant and whether the grant was subject to a grant agreement as required by Treasurer's Instruction 15.

7. For each year of the forward estimates, provide the name and budget for each individual program administered by or on behalf of departments and agencies reporting to the minister.

8. For each year of the forward estimates, provide the name and budget for each individual investing expenditure project administered by or on behalf of all departments and agencies reporting to the minister.

9. For each department or agency reporting to the minister, what is the budget for targeted voluntary separation packages for the financial years included in the forward estimates by year and how are these packages to be funded?

10. What is the title and total employment cost of each individual staff member in the minister's office as at 30 June 2015, including all departmental employees seconded to ministerial offices and ministerial liaison officers?

**The Hon. Z.L. BETTISON:** Chair, I would just like to say that I am advised that 23 students participated in the Community Voices program; rather than our responding to you in writing, that is the information. I would like to take the opportunity to thank my ministerial staff and also my departmental staff. I would also like to thank all the participants in committee B; I am hearing from you how much you have enjoyed the last few days.

I would like to make mention of Joslene Mazel, my chief executive; Nick Ashley, Acting Executive Director, Financial and Business Services; Peter Bull, Executive Director, Youth Justice, Community Engagement and Organisational Support; Nancy Rogers, Director of Business Affairs; Sue Wallace, Executive Director, Policy and Community Development; and all the others who have participated, including Greg Myers, Principal Coordinator, Strategic Projects and Business Affairs; Justine Kennedy, Manager, Community Engagement and Grants, Policy and Community Development; and it would have been remiss of me to miss Mr Phil Fagan-Schmidt, Executive Director for Housing. I thank them for their support and their preparation for this time.

**The CHAIR:** Thank you, minister. It is now my sad duty to declare the examination of the proposed payments for the Department for Communities and Social Inclusion and administered items for that department, in part, completed. I lay before the committee a draft report.

**Ms DIGANCE:** I move:

That the draft report be the report of the committee.

Motion carried.

At 15:45 the committee concluded.