

Question on Notice

No. 1938

Asked on Thursday 26 November 2009

MRS KEECH MP ASKED THE MINISTER FOR COMMUNITY SERVICES AND HOUSING AND MINISTER FOR WOMEN (MS STRUTHERS)—

Will the Minister advise details of the Department of Communities 'No Wrong Door' policy and how the policy will benefit the constituents of Albert?

ANSWER:

The Department of Communities is implementing a 'No Wrong Door' approach to departmental service delivery to provide seamless services that are better matched to clients. This will be achieved through streamlining intake, assessment and client management systems and services.

The 'No Wrong Door' policy will ensure better outcomes for clients across the State and is about:

- providing coordinated seamless services to clients;
- collaboration and integration for complex case/client management; and
- a progressive and modern approach to service delivery.

This approach will ensure that departmental staff are knowledgeable about the department's business to provide improved focus on a client's range of needs and assist clients to access the right mix of services.

Taking a holistic, client-centred approach will mean clients with complex or multiple service needs will be identified during client intake and assessment and will also assist the department to focus on prevention and/or early intervention support.

This is a State-wide initiative that involves all seven regions of the department, which are currently implementing projects that identify priority clients for intensive assistance across a range of service areas. The projects will help inform the ongoing implementation of this new approach.

For example, the department's South East region is implementing a range of 'No Wrong Door' initiatives including working closely with the Gold Coast Homelessness Network to implement an integrated approach to case management for homeless people with complex needs. This initiative involves the establishment of complex needs panels. These panels will include representatives from Disability Services, Child Safety Services, Housing and Homelessness Services, other relevant State government agencies and non-government organisations working together to develop individual case plans that are tailored to meet individual support needs.