

# Public Accounts and Estimates Committee Inquiry into 2023-24 Financial and Performance Outcomes

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Secretary, Department of Families, Fairness and Housing

22 November 2024



Families,  
Fairness  
and Housing

# Department of Families, Fairness and Housing

## Delivering social and housing support for:

- children and families
- victim-survivors of family violence and sexual assault
- perpetrators of family violence
- people experiencing housing insecurity and homelessness
- people impacted by major emergencies

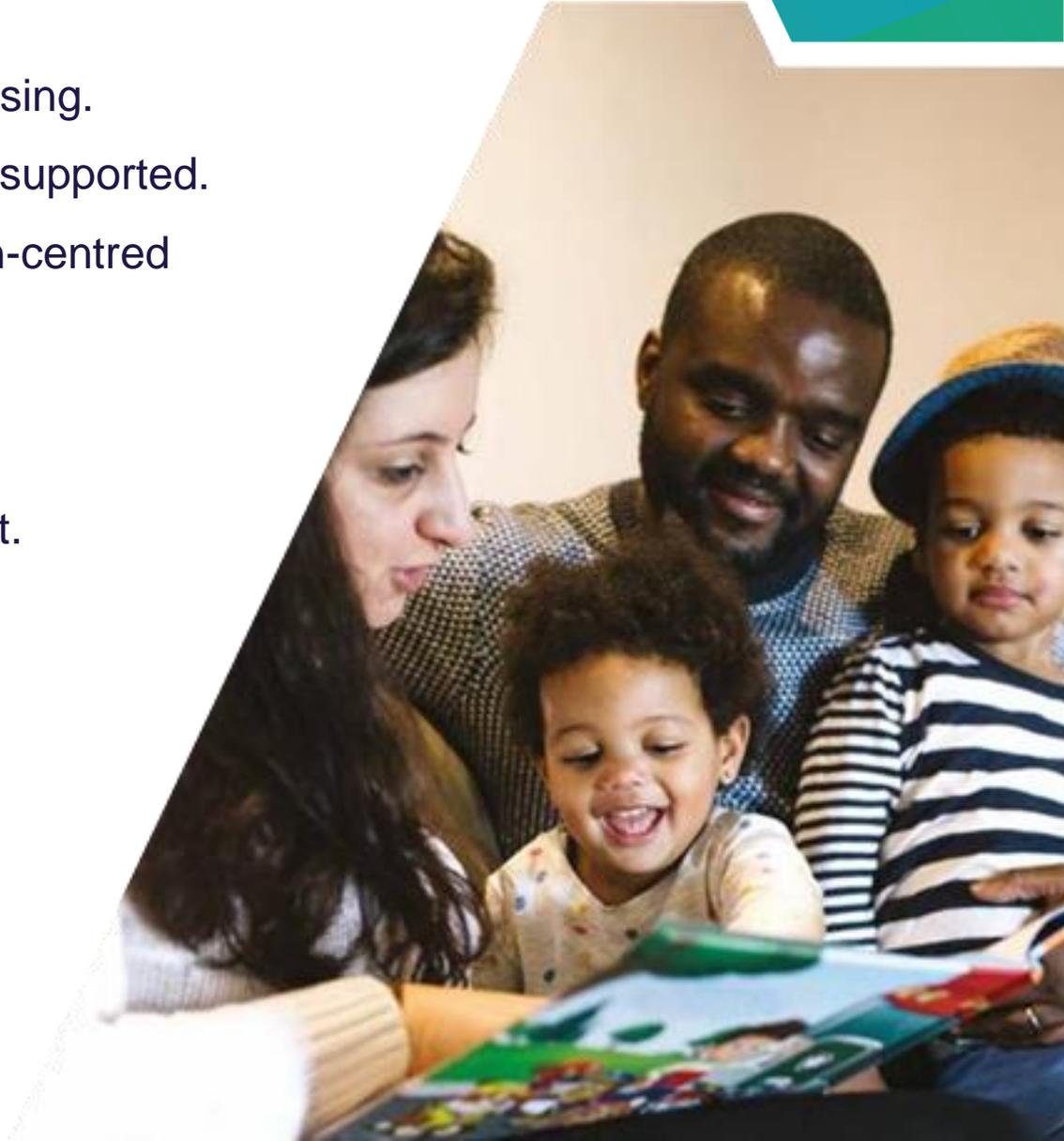
## Standing up for inclusion and equity for:

- LGBTIQ+ communities
- people with disability
- veterans
- women
- children and young people
- seniors
- carers



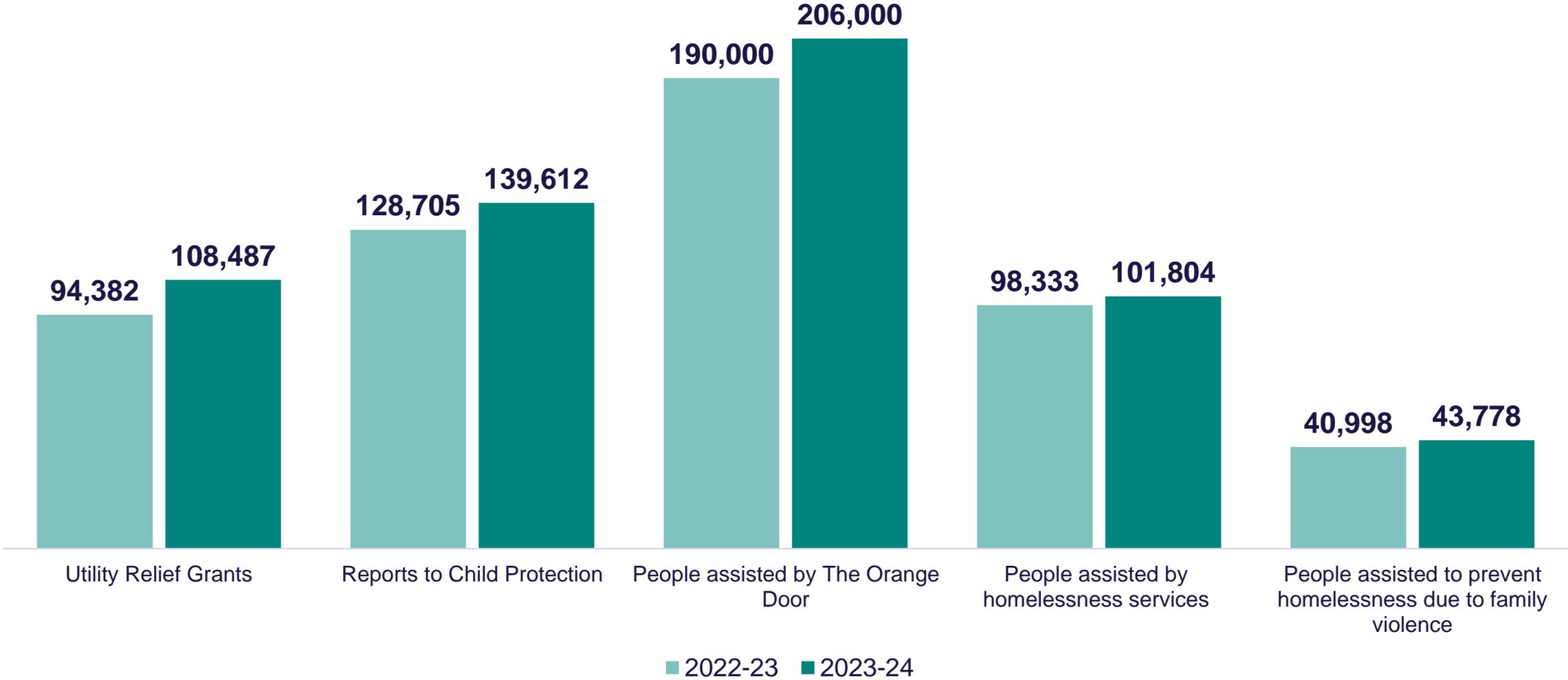
# Outcomes

- › All Victorians have stable, affordable and appropriate housing.
- › Children, young people and families are safe, strong and supported.
- › Our social services system is integrated, effective, person-centred and sustainable.
- › Aboriginal voice, knowledge and cultural leadership drive Aboriginal policy, legislation and system reform.
- › Victorian communities are safe, fair, inclusive and resilient.



# Challenges - Increasing demand

Number of people assisted



# All Victorians have stable, affordable and appropriate housing

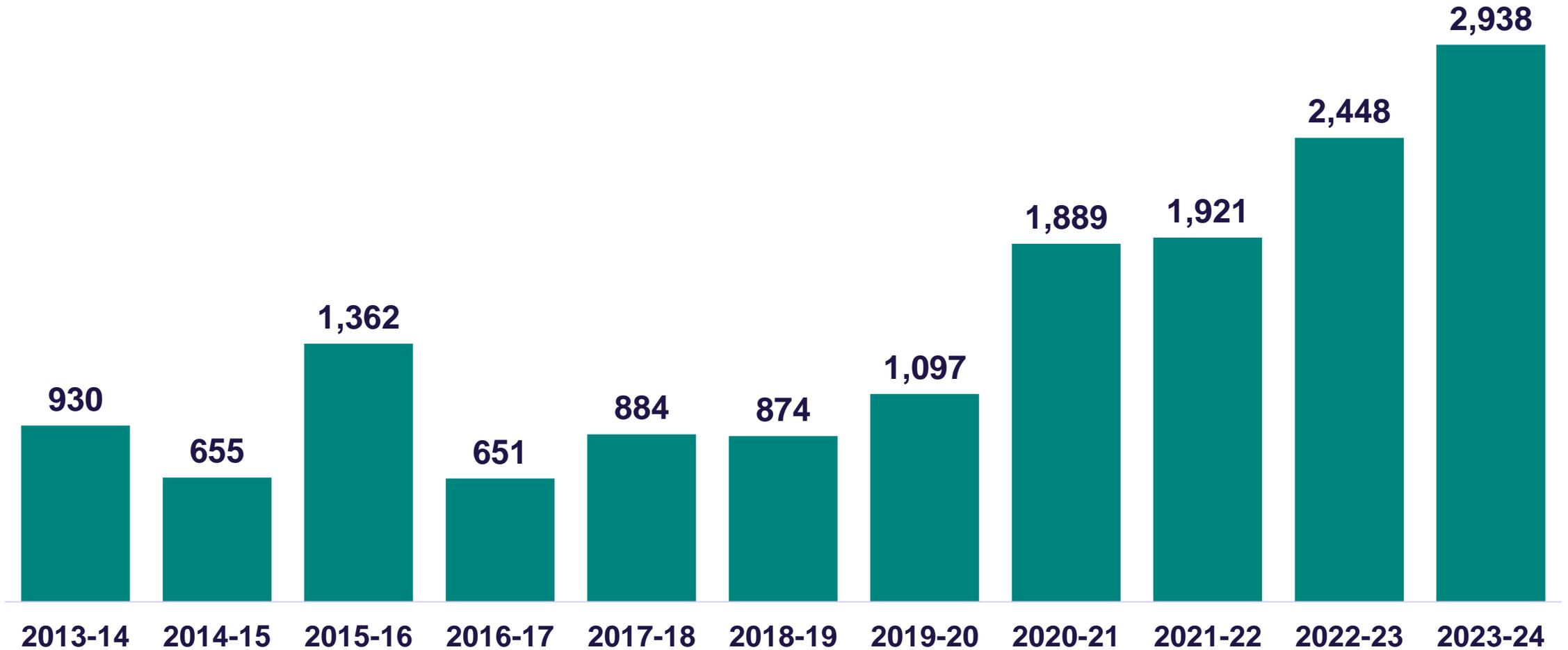
## In 2023-24, there were:

- › **89,501** social housing homes at 30 June 2024
- › **51,602** new applications on the Victorian Housing Register (**27,983** priority applications)
- › **101,804** people assisted by homelessness services
- › **2,799** clients residing in our Specialist Disability Accommodation at 30 June 2024
- › **2** new Aboriginal-specific entry points in the housing and homelessness system



# All Victorians have stable, affordable and appropriate housing

## Gross new social housing

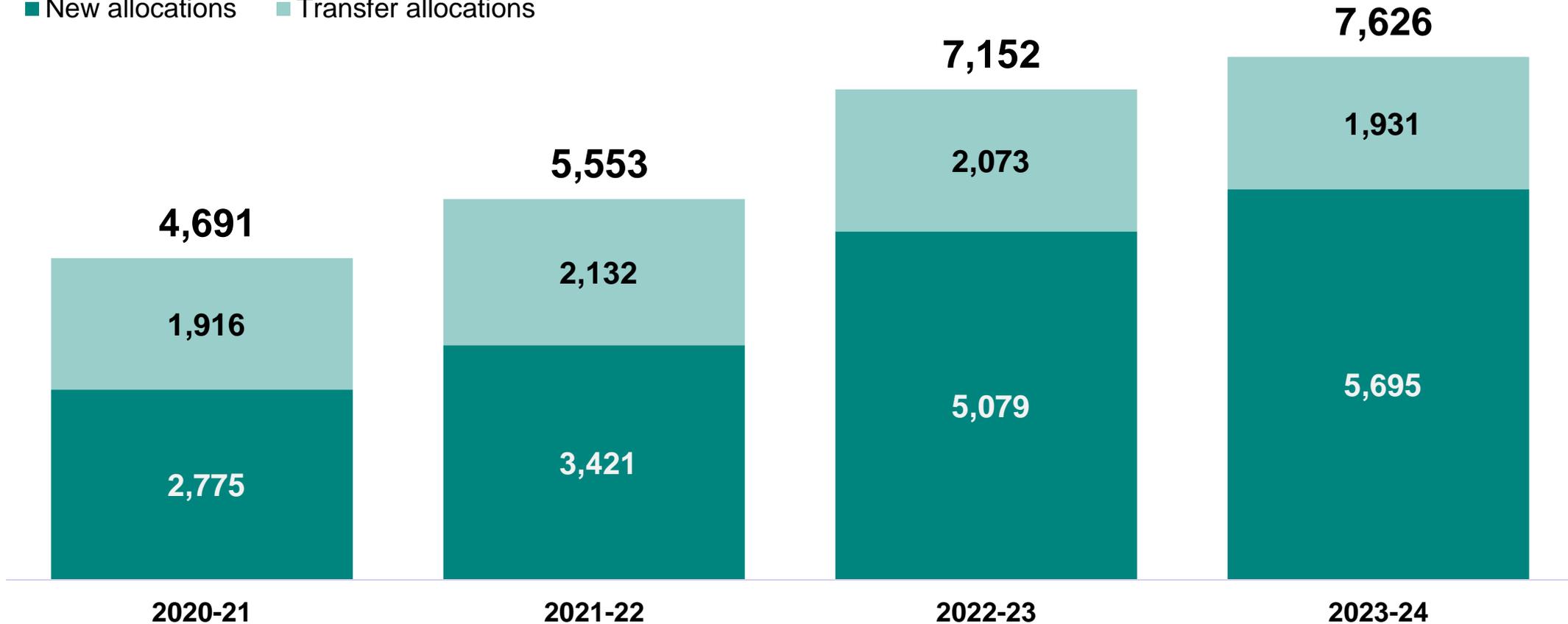


# All Victorians have stable, affordable and appropriate housing

## Social housing allocations 2020-21\* to 2023-24

■ New allocations

■ Transfer allocations



*\*Homes Victoria has been accurately reporting community housing allocations from 2020/21 onwards following implementation of the Victorian Housing Register as the single social housing wait list and community housing associations becoming participating registered agencies that allocate their community housing properties to VHR applicants.*

# Children, young people and families are safe, strong and supported

## In 2023-24, there were:

- › **139,612** reports to Child Protection
- › **40,885** Child Protection investigations completed
- › **9,316** daily average for the number of children in care placements (excluding permanent care)
- › **14,514** parents or carers attending Supported Playgroups
- › **22,762** families supported by Family Services
- › **2,486.1** FTE funded Child Protection Practitioner positions for the Child Protection Operating Model
- › **2,000** practitioners delivering Family Services



# Children, young people and families are safe, strong and supported

## Highlights

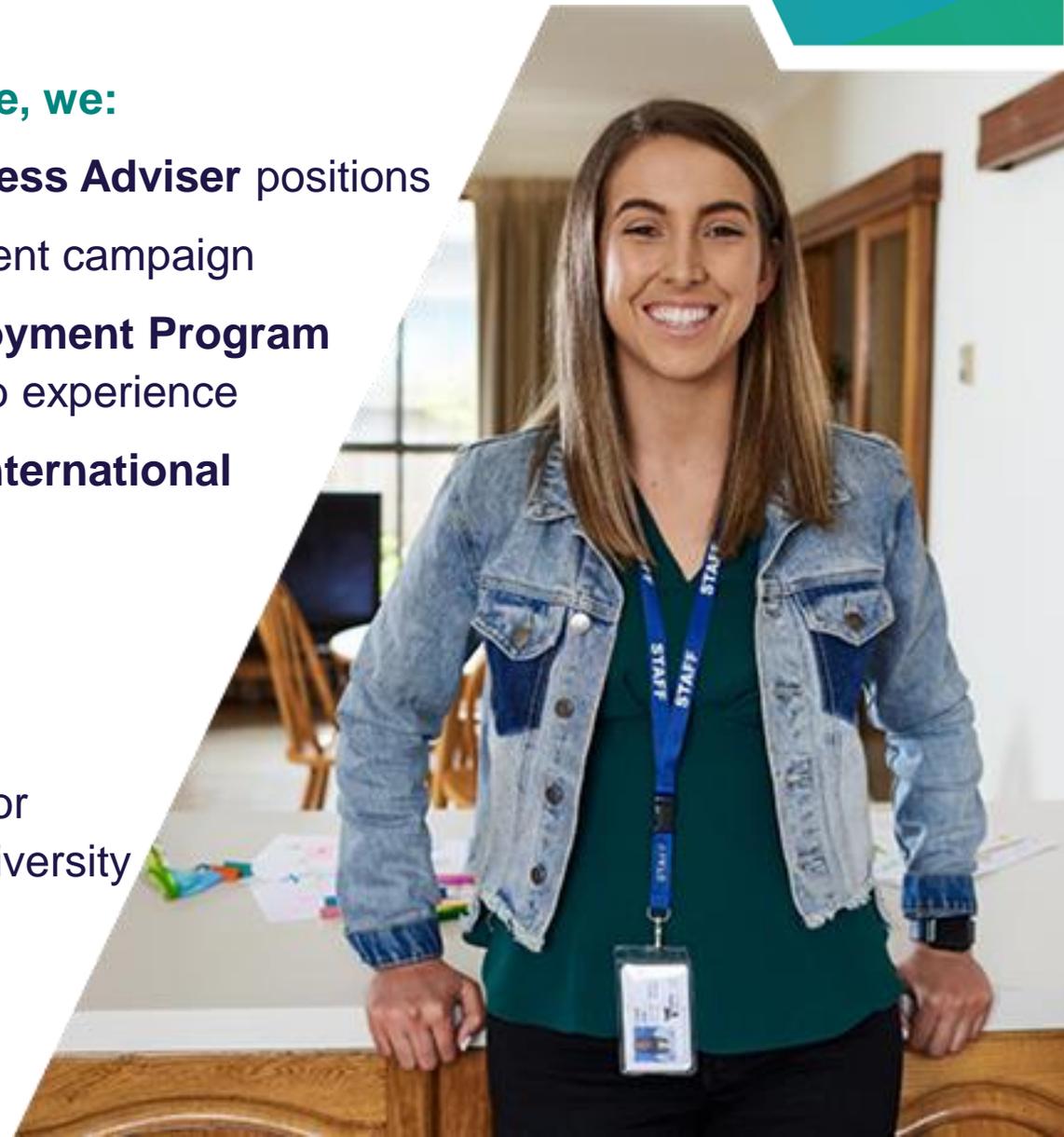
- › The **Aboriginal Children in Aboriginal Care** program increased its capacity to provide services for 108 more children
- › The **Community Protecting Boorais** pilot commenced, allowing Aboriginal Community Controlled Organisations to respond to child protection reports
- › Over 3,500 families received **Early Help Family Services**
- › Helped young people in residential care recover from abuse and trauma through **access to therapeutic supports**
- › Delivered initiatives **engaging and boosting opportunities for young people**, including through Community Support Groups, Le Mana Pasifika Project, Living Learning program and expanding local youth infrastructure (youth hubs and Scout halls).



# Our social services system is integrated, effective, person-centred and sustainable

## To attract and retain a quality child protection workforce, we:

- › recruited to **7 Aboriginal Cultural Support and Awareness Adviser** positions
- › delivered a targeted **Go Where You're Needed** recruitment campaign
- › **123** participants took part in the **Child Protection Employment Program** to support their development and provide paid, on-the-job experience
- › recruited 47 child protection practitioners as part of the **international recruitment strategy**
- › recruited to the **new child protection positions** funded in the *State Budget 2021–22*
- › trialled a new pathway into child and family services with **Switch to Social Work** - in partnership with the Centre for Excellence in Child and Family Welfare and La Trobe University
- › leveraged the success of **Switch to Social Work** to add **Switch to Child Protection**.



# Preventing and responding to family violence and child wellbeing

## Response:

- › **The Orange Door** supported more than **206,000 Victorians**, including over **90,000 children**.

## Initiatives:

- › **Family Violence Multi Agency Risk Assessment and Management framework (MARAM)** found to have had a significant positive impact in promoting more integrated service responses. More than **16,000 professionals were trained** in 23-24
- › **Supporting Multicultural and Faith Communities** grant program funded **33 organisations** to deliver culturally tailored prevention and early intervention projects
- › Supported **1,175 children and young people and their families to reduce violence in the home**.



# Aboriginal voice, knowledge and cultural leadership drive Aboriginal policy, legislation and system reform

## Embedding self-determination

- › **A second Aboriginal designed and led Access Point for The Orange Door** was established in Barwon
- › **Rumbalara Aboriginal Co-operative** achieved Housing Registration under the Housing Act 1983
- › **\$7.3 million funded** to create 2 Aboriginal-entry points for Aboriginal Victorians experiencing or at risk of homelessness
- › Aboriginal Children in Aboriginal Care commenced service provision in **3 new areas**
- › The Ballarat and District Aboriginal Cooperative become the **3rd ACCO to be authorised** to deliver Aboriginal Children in Aboriginal Care in the Central Highlands Area.



# Victorian communities are safe, fair, inclusive and resilient

## Preventing harm and discrimination

- › **6 Community Support Groups** helped improve outcomes for over **2,500** African Australian and Muslim young people
- › **20,900 Victorian carers** provided with support and respite through over **285,400 hours** of service delivery
- › **107** family and sexual violence prevention projects delivered with approaches tailored for LGBTIQ+ people, multicultural communities and people with disabilities
- › **\$2.6 million** paid in emergency hardship payments to impacted Victorians after major emergencies
- › **3,000** Life Support Customers off power during the bushfires and storms in February 2024 received coordinated welfare checks
- › **2,821** new clients supported with access to advocacy services through the Victorian Disability Advocacy Program.



# Victorian communities are safe, fair, inclusive and resilient

## Improving inclusion and equity

- › **89,849** LGBTIQ+ Victorians participated in Victoria Pride events and **58 grants** were awarded to LGBTIQ+ organisations and community groups
- › **389,000+** young people participated in Youth portfolio programs, **2 new and upgraded Youth Hubs** opened
- › **300+** women supported through programs including the **Women of Colour Executive Leadership, ECHO First Nations Women's Leadership,** Executive sponsor mentoring programs and more
- › **6 government-funded Regional Foodshares** collectively sourced enough food for **more than 6 million meals**
- › **1,600 veterans** employed in the Victorian Public Sector, and **more than 16,400 veterans** signed up for the Veterans Card – Victoria
- › **400 neighbourhood houses** reported over **9 million visits**
- › **3,000+** events delivered for the 2023 Seniors Festival
- › **83 Changing Places** toilet facilities completed or under construction.





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