**REFERENCE TO QUESTIONS 2.1 - 2.6**

*Q2.1 a) what would help you to strengthen cooperation with other services (e.g. family support services and job active/job network providers) in your community?*

Referring to other services is a strong point with us BUT the support we need is that these services are available to take on appointments and are accessible to our clients by time and transport of any description. We currently state to clients when we refer to a CFC that a recommendation from the FIN/C for ongoing support outside our guidelines would be accepted. More such arrangements could be made.

*b) What additional support would you need to achieve this?*

Fill gaps in services. Some services are in our area infrequently e.g. once a fortnight, or weekly, e.g. Welfare Rights and Women’s Legal Services. Justice Community Centres only see ONE partner of a couple re Child support/ family issues.

More on site computer training for our volunteers, using internet etc.

The return of paper-based community directories, for volunteers and clients who do not have computer access or knowledge.

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*Q2.2 a) what effect will the requirement to formalise relationships with other organisations have on your service?*

Pending your definition of formalising I refer to point 2.1a above.

*b) How do you see these relationships working to maximize their effectiveness?*

Continue attendances to networks, continue having key contacts in the area who gather information on networks etc. and distribute.

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*Q2.3a) where is integration/collaboration of FWC microfinance services with other FWC services occurring across the country?*

Currently we refer to NILS, STEP – Up and Saver Plus options and (Barter systems?)

*b) Is there a way these relationships could be better supported?*

Again easier referral access.

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*Q2.4a) what elements would need to be present to ensure a hub model is successful in your community?*

Shower facilities for the homeless, Kitchen for cooking classes and hospitality training with the café, Free op shop, furniture storage ready to give away, multiple counselling rooms , Café , Drop in lounge for a library of services information, training room (s) , staff retreat room, computer training option, Food Hub via Food Bank. Free child care facilities for persons in training/.

Also for it to have the option of Satellite agencies and Services. Easy access for everyone, client and worker

*b) What additional support would you need to establish a hub in your community?*

Work closely with disabilities service providers and disability member of parliament so that all items at the hub are user-friendly.

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*Q2.5 what elements and innovative practices would be particularly key in establishing a hub model in a rural and /or remote service delivery context?*

Transport, FREE bus and Free overnight stays. Satellite services. Home visits

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*Q 2.6 How could Australian Government Funding be used to better support integration of FWC services?*

More people and services on the ground. Fill Service gaps Down South. Start with helping foodbank SA to have more food hubs.