**REFERENCE TO QUESTIONS 4.1- 4.2**

My response is relevant to both questions.

*Q 4.1 Do ER and CFC/FC workers need to build up capacity? If so how can this be done?*

*Q 4,2 What “tools” do you see as integral to the future development of the FWC services in Australia?*

The current majority are volunteer based and it is continually changing as people either retire, become ill, take on grand-parenting roles and so forth.

Thus any training provided MUST be regular in order to accommodate for this wave of movement in volunteers. It also MUST be held close to where the service provision is provided.

F/C could set up at ER agencies say once a week. Again this would mean more personnel on the ground.

ER kits have been available in the past, but again, information on resources and how to refer to certain services changed and the kit not repeated. For sustainability of information, there MUST be a provision of this to be updated annually if not bi-annually.

Maintain resources that are updated and relevant is a bit like painting the Sydney Harbour Bridge. Once you have finished it is time to go back and start at the beginning again.

Continual free training for volunteers with no computer skills, without having to apply for grants to do this.

More people on the ground.

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**REFERENCE TO QUESTIONS 5.1AND 5.2**

*5.1 What do you see as the key issues involved in evaluating the FWC Activity?*

Method of gaining responses? (Written, on-line, wordy, scaling 1-10 answers and similar), Privacy issues.

*5.2 What would you like to see as the main focus of evaluation?*

Ascertaining as to whether the client has been able to access all services needed.

If client finds themselves in similar position are they better equipped?

Would clients refer friends and family to the service (s) they used.