

**STANDING COMMITTEE ON ESTIMATES AND FINANCIAL OPERATIONS**

**ANSWERS TO SUPPLEMENTARY QUESTIONS**

**2022-23 BUDGET ESTIMATES**

**Department of Communities**

**C1.** How many people are contacting Entrypoint Perth each day; and is this an increase or decrease in terms of this financial year and previous financial years?

---

**Answer**

For 2021-22, the average number of initial contacts was 43.59 each day that the service is operational.

The total number of initial contacts, excluding third party contacts to EntryPoint over the last three financial years is provided in the table below.

**Number of initial contacts with EntryPoint**

<b>Contact Method</b>	<b>2019-20</b>	<b>2020-21</b>	<b>2021-22</b>
Phone call	6,462	5,234	5,179
Return phone call from voice message	224	571	1,005
Return phone call from online registration form	1,195	1,851	2,575
<b>Total number of contacts</b>	<b>7,881</b>	<b>7,656</b>	<b>8,759</b>



# STANDING COMMITTEE ON ESTIMATES AND FINANCIAL OPERATIONS

## ANSWERS TO SUPPLEMENTARY QUESTIONS

### 2022-23 BUDGET ESTIMATES

#### Department of Communities

**C18.**

- a) Could the Minister provide a region-by-region breakdown of how many people have used Entrypoint in the last year?
- b) Has an assessment been undertaken on Entrypoint? If yes, please table the assessment.
- c) How many people who called Entrypoint are actually housed?

---

#### Answer

a)

2021 – 2022 financial year	Initial Contacts
<b>Northern Districts</b>	<b>596</b>
<b>North East Metro</b>	<b>612</b>
<b>North West Metro</b>	<b>264</b>
<b>North Central</b>	<b>511</b>
<b>North City</b>	<b>633</b>
<b>Victoria Park Zone</b>	<b>223</b>
<b>Armadale Zone</b>	<b>771</b>
<b>Cannington Zone</b>	<b>547</b>
<b>Fremantle Zone</b>	<b>462</b>
<b>Kwinana Zone</b>	<b>614</b>
<b>Peel Zone</b>	<b>363</b>
<b>East Kimberley</b>	<b>8</b>
<b>West Kimberley</b>	<b>33</b>
<b>Pilbara</b>	<b>48</b>
<b>Mid West/Gascoyne</b>	<b>97</b>
<b>Goldfields</b>	<b>48</b>
<b>Wheatbelt</b>	<b>99</b>
<b>South West</b>	<b>197</b>
<b>Great Southern</b>	<b>47</b>
<b>Not in WA</b>	<b>65</b>
<b>Not Specified</b>	<b>2612</b>
<b>Third Party - Metro</b>	<b>4028</b>
<b>Third Party - Regional</b>	<b>180</b>

- b) While no formal assessment has been undertaken on Entrypoint, the Department of Communities conducts service reviews as part of the contract management process.
- c) Entrypoint does not have direct access to housing. The service is an assessment and referral service that links clients to appropriate services available within the community.

