

Joint Standing Committee on Implementation of the National Redress Scheme

Public Hearing – 18 September 2024

ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Centrelink knowledge of Redress Scheme

Question reference number: IQ24-000206

Question asked by: Catryna Bilyk

Type of Question: Spoken. **Hansard Page/s:** Page 7

Date set by the Committee for the return of answer: 2 October 2024

Question:

CHAIR: Unfortunately, we are going to run out of time. I'm going to put some of my other questions on notice. Jumping back to Centrelink, how are Centrelink staff kept informed about the scheme and what's going on with the scheme? Does anyone there receive specific training?

Mr Riley: The answer is yes, but we'll come back to you on notice with some detail about how we engage the Centrelink network.

Answer:

Please refer to IQ24-000210.

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Department of Social Services

Topic: Centrelink staff knowledge of the National Redress Scheme

Question reference number: IQ24-000210

Question asked by: Catryna Bilyk

Type of Question: Written. **Hansard Page/s:** N/A

Date set by the Committee for the return of answer: 2 October 2024

Question:

4. How are frontline Centrelink staff kept informed about the NRS?
 - a. Do frontline Centrelink staff receive specific training from the NRS on dealing with redress clients?

Answer:

4. Services Australia advise that their staff are kept informed about the NRS through reminders and messaging communicated via appropriate staff communication channels.
 - a. Yes and provision of trained officers in each location is regularly reviewed.