

## Senate Community Affairs Legislation Committee

### ADDITIONAL ESTIMATES – 11 FEBRUARY 2016 ANSWER TO QUESTION ON NOTICE

#### Department of Human Services

**Topic:** Kingston Service Centre - closure

**Question reference number:** HS 125

**Senator:** Cameron

**Type of question:** Written

**Date set by the committee for the return of answer:** 4 April 2016

**Number of pages:** 2

#### **Question:**

- a) How many staff will be relocated from Kingston to other centres? Please provide documentation in relation to relocation of staff from Kingston to other centres. Did the Minister seek advice from DHS or did DHS offer advice on Kingston relocation?
- b) How many interactions, face to face and other, were handled by Kingston service centre in the past three years?
- c) What is the demographic and payment type profile of users of the Kingston centre?
- d) What consultation has been conducted with the customers at Kingston as to where they will access services if Kingston is shut down? Was any consultation work done before making the decisions to shut down Kingston?

#### **Answer:**

- a) On 19 February 2016 the Minister for Human Services announced that the relocation of services from Kingston Service Centre to Hobart would not proceed as planned. Rather, services will be delivered from the Service Tasmania shopfront at Shop 87a, 27 Channel Highway, Kingston. Therefore, no staff will be redeployed from Kingston. The department has both offered advice and been requested to provide the Minister with information in relation to this co-location.
- b) The Kingston Service Centre provided approximately 91,817 customer interactions between January 2013 and January 2016.
- c) Information regarding the demographic profile of the Kingston area can be accessed through the following link: [www.abs.gov.au/websitedbs/censushome.nsf/home/quickstats](http://www.abs.gov.au/websitedbs/censushome.nsf/home/quickstats). An enquiry category profile for recipients accessing the Kingston Service Centre in October 2015 is as follows:

<b>Enquiry Category</b>	<b>Kingston – October 2015 As Percentage of Site Total Contacts</b>
Medicare	56.3%
Job Seekers	17.6%
Older Australians	11.0%
Carers or Person with Disability	5.5%
Families	4.9%
Students and Trainees	1.9%
Parenting Payment Other	0.9%
myGov	0.8%
Other	1.0%

- d) On 19 February 2016 the Minister for Human Services announced that the relocation of services from Kingston Service Centre to Hobart would not proceed as planned. Rather, services will be delivered from the Service Tasmania shopfront in the Channel Court shopping centre at 27 Channel Highway, Kingston.

There has been extensive engagement on co-location activity with communities across Australia on the One-Stop-Shop approach since 2009, including in the greater Hobart area. The department has initiated a comprehensive stakeholder engagement strategy with Kingsborough residents about the planned move to the Channel Court shopping centre and will be providing detailed communication products about the changed servicing arrangements in the Kingston Service Centre, reinforced by staff at the point of service. The department will also engage local community groups and representatives.