

## Senate Community Affairs Legislation Committee

### ADDITIONAL ESTIMATES – 2 MARCH 2017 ANSWER TO QUESTION ON NOTICE

#### Department of Human Services

**Topic:** DHS Smart Centres – Staff Numbers

**Question reference number:** 37 (HS 41)

**Senator:** Watt

**Type of question:** Written

**Date set by the committee for the return of answer:** 21 April 2017

**Number of pages:** 10

#### **Question:**

Please provide details of the employment profiles in each DHS Smart Centre, including Service Delivery Operations Smart Centres and Child Support centres as at 31 January 2017. Please provide details of staff numbers by:

- a) Full time Equivalent (FTE)
- b) Headcount
- c) Location of Smart Centre (Suburbs and State/territory)
- d) classification
- e) Employment status (ongoing and non-ongoing)
- f) By employment type
- g) By gender
- h) Number of people not employed by the department working in the centre and the name of the contract provider.

#### **Answer:**

- a) The total Full Time Equivalent (FTE) of employees in the Department of Human Services for Child Support Smart Centres and Smart Centres as at 31 January 2017, is outlined in Table 1 below.

<b>Table 1: Total Full Time Equivalent (FTE) of employees in the Department of Human Services, Child Support Smart Centres and Smart Centres as at 31 January 2017</b>	
<b>Division</b>	<b>Total FTE</b>
Child Support Smart Centres	2,130.17
Smart Centres	6,697.75
<b>Total FTE</b>	<b>8,827.92</b>

- b) The total headcount of employees in the Department of Human Services for Child Support Smart Centres and Smart Centres as at 31 January 2017, is outlined in Table 2 below.

<b>Table 2: Total Headcount of employees in the Department of Human Services, Child Support Smart Centres and Smart Centres as at 31 January 2017</b>	
<b>Division</b>	<b>Total Headcount</b>
Child Support Smart Centres	2,357
Smart Centres	9,874
<b>Total Headcount</b>	<b>12,231</b>

- c) The total headcount of employees by State/Territory and location in the Department of Human Services for (i) Child Support Smart Centres and (ii) Smart Centres as at 31 January 2017, is outlined in Table 3 below.

<b>Table 3 i): Total Headcount of employees in the Department of Human Services Child Support Smart Centres by State/Territory and Location as at 31 January 2017</b>		
<b>State/Territory</b>	<b>Location</b>	<b>Total Headcount</b>
<b>ACT</b>	Greenway	21
<b>NSW</b>	Albury	77
	Gosford	1
	Newcastle	149
	Parramatta	259
	Penrith	2
	Surry Hills	126
	Wollongong	256
<b>QLD</b>	Brisbane	269
	Mt Pleasant	1
	Townsville	108
<b>SA</b>	Adelaide	272
	Mt Gambier	8
<b>TAS</b>	Hobart	108
<b>VIC</b>	Bendigo	1
	Dandenong	140
	Geelong	124
	Melbourne	295
<b>WA</b>	Joondalup	1
	Perth	138
	Success	1
<b>Total Headcount</b>		<b>2,357</b>

**Table 3 ii): Total Headcount of employees in the Department of Human Services Smart Centres by State/Territory and Location as at 31 January 2017**

<b>State/Territory</b>	<b>Location</b>	<b>Total Headcount</b>
<b>ACT</b>	Belconnen	3
	Braddon	4
	Forrest	1
	Greenway	198
	Symonston	94
	Tuggeranong	4
	Woden	1
<b>NSW</b>	Adamstown	278
	Albury	7
	Armidale	3
	Auburn	3
	Ballina	4
	Bankstown	9
	Batemans Bay	152
	Bathurst	3
	Baulkham Hills	5
	Bega	6
	Blacktown	55
	Bowral	3
	Broken Hill	3
	Brookvale	2
	Brunswick Heads	2
	Burwood	5
	Cabramatta	28
	Campbelltown	12
	Campsie	3
	Caringbah	4
	Casino	1
	Cessnock	1
	Charlestown	66
	Chatswood	6
	Coffs Harbour	420
	Corrimal	2
	Cowra	1
	Dapto	50
	Darlinghurst	7
	Dubbo	22
	Fairfield	12
	Glen Innes	1
Gosford	50	
Goulburn	19	
Grafton	1	

NSW	Griffith	27
	Hornsby	1
	Hurstville	5
	Ingleburn	36
	Katoomba	1
	Lake Haven	4
	Leichhardt	28
	Lismore	32
	Lithgow	2
	Liverpool	336
	Maitland	28
	Maroubra	1
	Mayfield	1
	Merrylands	7
	Moree	1
	Mt Druitt	4
	Mudgee	1
	Murwillumbah	1
	Nambucca Heads	2
	Narrabri	2
	Nelson Bay	1
	Newcastle	3
	Nowra	3
	Orange	17
	Parkes	20
	Parramatta	75
	Penrith	39
	Port Macquarie	296
	Queanbeyan	218
	Raymond Terrace	1
	Redfern	3
	Rockdale	3
	Ryde	5
	Shellharbour	4
	St Marys	21
	Surry Hills	5
	Sutherland	24
	Tamworth	22
	Taree	7
	The Entrance	1
	Toronto	2
Tuggerah	298	
Tuncurry	1	
Tweed Heads	1	
Tweed Heads South	320	
Wagga Wagga	31	

<b>NSW</b>	Wallsend	1
	West Kempsey	5
	Wollongong	321
	Wyong	1
	Yamba	1
<b>NT</b>	Alice Springs	1
	Casuarina	1
	Darwin	105
	Palmerston	2
<b>QLD</b>	Aitkenvale	288
	Ayr	1
	Beaudesert	1
	Beenleigh	5
	Biggera Waters	29
	Bowen	2
	Brisbane	95
	Browns Plains	3
	Bundaberg	19
	Caboolture	76
	Cairns	226
	Caloundra	26
	Capalaba	38
	Chermside	2
	Cleveland	2
	Deception Bay	2
	Fortitude Valley	3
	Gladstone	1
	Goodna	3
	Gympie	9
	Inala	90
	Ingham	2
	Innisfail	1
	Ipswich	7
	Kingaroy	2
	Mareeba	1
	Margate	1
	Maroochydore	9
	Maryborough	80
	Mitchelton	3
	Mossman	1
	Mt Pleasant	2
Nambour	21	
Nerang	14	
Noosaville	3	
Nundah	29	
Palm Beach	22	

<b>QLD</b>	Pialba	7
	Rockhampton	25
	South Brisbane	280
	Southport	8
	Stanthorpe	1
	Stones Corner	27
	Strathpine	3
	Toowong	4
	Toowoomba	254
	Upper Mount Gravatt	1
	Upper Mt Gravatt	6
	Varsity Lakes	78
	Warwick	5
	Woodridge	2
	Woolloongabba	3
	Wynnum	3
Yeppoon	1	
<b>SA</b>	Adelaide	291
	Elizabeth	3
	Gawler	2
	Glenelg	1
	Kadina	2
	Kilkenny	45
	Modbury	23
	Mt Barker	1
	Mt Gambier	1
	Murray Bridge	1
	Noarlunga Centre	12
	Norwood	51
	Oaklands Park	10
	Port Adelaide	4
	Port Augusta	75
	Port Lincoln	1
	Port Pirie	1
	Prospect	1
	Salisbury	53
	Torrens ville	2
Victor Harbor	1	
Whyalla Norrie	1	
<b>TAS</b>	Bridgewater	1
	Burnie	9
	Devonport	18
	Dowsing Point	213
	Hobart	30
	Huonville	1
	Launceston	8

<b>TAS</b>	Norwood	145
<b>VIC</b>	Abbotsford	5
	Airport West	2
	Bairnsdale	3
	Ballarat	7
	Bendigo	174
	Bentleigh	246
	Boronia	13
	Box Hill	51
	Broadmeadows	7
	Brunswick	261
	Cheltenham	52
	Corio	3
	Cranbourne	24
	Dandenong	27
	Echuca	2
	Epping	3
	Flemington	11
	Footscray	3
	Frankston	10
	Geelong	275
	Glen Waverley	50
	Greensborough	37
	Hamilton	16
	Heidelberg	4
	Horsham	1
	Lilydale	6
	Melbourne	29
	Melton	2
	Mildura	4
	Moorabbin	3
	Mornington	3
Morwell	100	
Narre Warren	6	
Newport	2	
Oakleigh	31	
Prahran	8	
Preston	32	
Ringwood	3	
Rosebud	3	
Rowville	2	
Sale	2	
Shepparton	2	
South Melbourne	1	
Springvale	5	
Sunbury	1	

<b>VIC</b>	Sunshine	60
	Swan Hill	2
	Taylors Lakes	47
	Traralgon	566
	Wangaratta	20
	Warragul	3
	Warrnambool	9
	Wendouree	175
	Werribee	10
	Windsor	1
	Wonthaggi	3
<b>WA</b>	Albany	3
	Armadale	2
	Bunbury	300
	Busselton	1
	Cannington	3
	Fremantle	1
	Geraldton	2
	Gosnells	1
	Innaloo	36
	Joondalup	3
	Mandurah	2
	Midland	2
	Mirrabooka	3
	Morley	3
	Osborne Park	247
	Perth	17
	Rockingham	3
	Success	1
Victoria Park	47	
Warwick	5	
<b>Total Headcount</b>		<b>9,874</b>



- d) The total headcount of employees by substantive classification in the Department of Human Services for Child Support Smart Centres and Smart Centres as at 31 January 2017, is outlined in Table 4 below.

<b>Table 4: Total Headcount of employees in the Department of Human Services Child Support Smart Centres and Smart Centres by Substantive Classification as at 31 January 2017</b>		
<b>Substantive Classification</b>	<b>Total Headcount Child Support Smart Centres</b>	<b>Total Headcount Smart Centres</b>
APS Trainee (includes Trainees, Graduates, Cadets and Apprentices)	10	38
APS1	4	101
APS2	31	39
APS3	362	3,127
APS4	1,393	4,828
APS5	210	359
APS6	275	1,123
EL1	46	190
EL2	21	63
SES	5	6
<b>Total Headcount</b>	<b>2,357</b>	<b>9,874</b>

- e) The total headcount of employees by employment status in the Department of Human Services for Child Support Smart Centres and Smart Centres as at 31 January 2017, is outlined in Table 5 below.

<b>Table 5: Total Headcount of employees in the Department of Human Services Child Support Smart Centres and Smart Centres by Employment Status as at 31 January 2017</b>			
<b>Division</b>	<b>Total Headcount Ongoing Employees</b>	<b>Total Headcount Non-Ongoing Employees</b>	<b>Total Headcount</b>
Child Support Smart Centres	2,268	89	<b>2,357</b>
Smart Centres	7,426	2,448	<b>9,874</b>
<b>Total Headcount</b>	<b>9,694</b>	<b>2,537</b>	<b>12,231</b>

- f) The total headcount of employees by employment type in the Department of Human Services for Child Support Smart Centres and Smart Centres as at 31 January 2017, is outlined in Table 6 below.

<b>Table 6: Total Headcount of employees in the Department of Human Services Child Support Smart Centres and Smart Centres by Employment Type as at 31 January 2017</b>				
<b>Division</b>	<b>Total Headcount Full Time Employees</b>	<b>Total Headcount Part Time Employees</b>	<b>Total Headcount Irregular / Intermittent Employees</b>	<b>Total Headcount</b>
Child Support Smart Centres	1,530	813	14	<b>2,357</b>
Smart Centres	4,496	3,034	2,344	<b>9,874</b>
<b>Total Headcount</b>	<b>6,026</b>	<b>3,847</b>	<b>2,358</b>	<b>12,231</b>

- g) The total headcount of employees by gender in the Department of Human Services for Child Support Smart Centres and Smart Centres as at 31 January 2017, is outlined in Table 7 below.

<b>Table 7: Total Headcount of employees in the Department of Human Services Child support by Gender as at 31 January 2017</b>				
<b>Division</b>	<b>Total Female Headcount</b>	<b>Total Male Headcount</b>	<b>Total Indeterminate Headcount</b>	<b>Total Headcount</b>
Child Support Smart Centres	1,795	562	0	<b>2,357</b>
Smart Centres	7,546	2,326	2	<b>9,874</b>
<b>Total Headcount</b>	<b>9,341</b>	<b>2,888</b>	<b>2</b>	<b>12,231</b>

- h) The Department's Smart Centres are staffed almost entirely by APS employees and it would be an unreasonable diversion of departmental resources to try to determine whether any contractors are currently working from within a specific Smart Centre as there is no centralised database that contains this level of information.