

## **Senate Community Affairs Legislation Committee**

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

#### **Department of Human Services**

**Topic:** Customer-facing Staff

**Question reference number:** 72 (HS 76)

**Senator:** Burston

**Type of question:** Written

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

**Number of pages:** 1

**Question:**

Has experienced staff been removed from customer-facing roles in favour of less-experienced casual staff?

**Answer:**

No. The Department's staffing make up consists of Ongoing (Permanent), Non-Ongoing (Temporary) and Irregular and Intermittent Employees (Casuals). The staffing profile may vary from site to site depending on the type of work, its complexity and volume.