

Senate Standing Committee on Community Affairs

BUDGET ESTIMATES - 2 JUNE 2011 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: New Participation Requirements - Training

Question reference number: HSW 18

Senator: Fifield

Type of question: Written

Date set by the committee for the return of answer: 22 July 2011

Number of pages: 1

Question:

What additional training will Centrelink provide its staff to help Centrelink clients meet the new participation requirements?

Answer:

The Department of Human Services (Centrelink) will provide a mixture of face-to-face and self-paced electronic learning packages to employees to enable them to deliver participation plans for Disability Support Pension recipients who are aged under 35 and have a work capacity of eight hours or more a week, and to prepare its employees to deliver the Helping Teen Parents and Jobless Families initiatives/changes.

Learning packages will also build the capacity of Department of Human Services (Centrelink) employees to identify and assist people with mental illness to gain employment, and to better connect them with appropriate services.