

Senate Standing Committee on Community Affairs

BUDGET ESTIMATES - 2 JUNE 2011 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Anti-social Behaviour near Centrelink Customer Service Centre

Question reference number: HS 34

Senator: Boyce

Type of question: Hansard pages 112-113

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Number of pages: 2

Question:

Senator BOYCE: This specific inquiry comes in relation to the Centrelink office in Nundah Village in Brisbane. The person who has brought this to my attention says that, in fact, the girls from the local girls high school no longer come to Nundah Village or even catch the train. They have to use Toombul station, which is more inconvenient for them but not in the shopping village, because of 'unwelcome people coming and selling drugs, getting drunk and trying to rob our shops'. Are you or anyone at Centrelink aware of this?

Ms Hogg: I am certainly not aware of it. I will check with the officer who works with the area managers.

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Senator BOYCE: Would they get involved with the local shopkeepers groups or progress associations?

Mr Tidswell: We will often do that. We are obviously part of the community and we want to be a good citizen in that community. If there are things that are going on—people congregating in the car park afterwards—we will get involved with the local council, police and shopkeepers to work with people. Nundah has not been on my radar as a site where we would have concerns. We will take this off line from here, make some inquiries and see what we can do.

Senator BOYCE: I would appreciate, when you have made your inquiries, if you could respond to me.

Mr Tidswell: Certainly.

Answer:

The Nundah Centrelink Customer Service Centre is located at 1283 Sandgate Road, Nundah. Centrelink (and the then Department of Social Security) have held an office located in the Nundah shopping precinct since the 1970s.

The Customer Service Centre does not have a public car park, or any public areas nearby that allow or would encourage customers to congregate. The Manager of the Customer Service Centre has confirmed that local businesses have not approached the office regarding concerns about the office location or customer behaviour.

If Centrelink staff became aware of, or observed, anti-social behaviour in the vicinity of the Customer Service Centre, the matter would be reported to the police.