

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES - 4 JUNE 2013 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Call Centre Staff Information

Question reference number: HS 15

Senator: Fifield

Type of question: Hansard page 78

Date set by the committee for the return of answer: 26 July 2013

Number of pages: 79

Question:

Senator FIFIELD: Is there information from the last budget that was provided to—
Mr Tidswell: Yes, we would have provided a suite of information to enable people to provide advice to callers.

Senator FIFIELD: Could you provide a copy of that which was provided in light of the most recent budget?

Mr Tidswell: I will take that on notice.

Answer:

The Department provided staff with information about the Budget on the internet and intranet. The information provided for each measure includes an overview and questions and answers.

The questions and answers aimed at the public were:

- Who will be affected by this measure?
- Am I eligible for this measure?
- When will this measure start and finish?

The questions and answers specifically for staff were:

- What training and support can I expect to receive?
- Where do I go for more information?

The overview of the Budget measure was used for both the internet and intranet. The names of staff, phone numbers and email addresses have been deleted. All other information remains the same.

A copy of the full Budget information is attached.