

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 23-24 OCTOBER 2014 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Mobile Service Centres

Question reference number: HS 18

Senator: Cameron

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Question:

- a) Senator CAMERON: Where have the mobile service centres visited and what regions?
- b) How are the farmers and those living in rural regions notified that the mobile service centres are visiting those regions?
- c) What is the cost of that service?
- d) What are the key performance indicators for the mobile service?
- e) How do they know if the roadshow is effective?
- f) What is the breakdown of the number of clients reached and clients who have applied and have been successful in obtaining the farmhouse allowance?

Senator Payne: Senator, may I clarify with you?

Senator CAMERON: Yes.

Senator Payne: Are you relating that final question directly back to the mobile service centres, because they do more than just the farm household allowance process?

Senator CAMERON: I will ask that as a general question and specifically in relation to the mobile service.

Answer:

- a) For the current financial year to 31 October 2014, the fleet of Mobile Service Centres (MSCs) have visited 213 towns. A breakdown of towns visited in each State is as follows:

VIC	34
NSW	61
QLD	49
SA	17
WA	26
TAS	26

Below is a list of all towns visited between 1 July and 31 October 2014.

MSC1 Desert Pea	STATE	MSC2 Kangaroo Paw	STATE	MSC3 Golden Wattle	STATE
Agnes Water	QLD	Lockhart	NSW	Tara	QLD
Blackwater	QLD	Cootamundra	NSW	The Gums AM Hannaford PM	QLD
Dysart	QLD	Gundagai	NSW	Glenmorgan	QLD
Tieri	QLD	Bethungra AM June PM	NSW	Yuleba AM Wallumbilla PM	QLD
Clermont	QLD	Temora	NSW	Mitchell	QLD
Moranbah	QLD	Ardlethan	NSW	Miles	QLD
Glenden	QLD	Barellan	NSW	Wandoan	QLD
Collinsville	QLD	West Wyalong	NSW	Chinchilla	QLD
Ravenshoe	QLD	Manildra	NSW	Jandowae	QLD
Georgetown	QLD	Molong	NSW	Gayndah	QLD
Croydon	QLD	Yeoval	NSW	Gulargambone	NSW
Karumba	QLD	Wellington	NSW	Quambone	NSW
Julia Creek	QLD	Gulgong	NSW	Carinda	NSW
Richmond	QLD	Rysltone AM Kandos PM	NSW	Hermidale AM Nymagee PM	NSW
Hughenden	QLD	Hill End	NSW	Wilcannia	NSW
Pentland	QLD	Carcoar	NSW	Nundooka Packsaddle	NSW
Calen	QLD	Barmedman	NSW	Tibooburra	NSW
St Lawrence	QLD	Ariah Park	NSW	Tiboobura AM	NSW
Marlborough	QLD	Stockinbingal	NSW	Comboyne	NSW
Mount Morgan	QLD	Grong Grong	NSW	Taylor's Arm	NSW
Lowmead	QLD	Berrigan	VIC	Wooli	NSW
Woodgate	QLD	Barooga	VIC	Urbenville	NSW
Woolooga AM Kilkivan PM	QLD	Mulwala	VIC	Yunta	SA
Tin Can Bay	QLD	Tumbarumba	VIC	Leigh Creek	SA
Goomeri	QLD	Khancoban	VIC	Marree	SA
Murgon	QLD	Talmalmo AM Jingellic PM	VIC	Blinman	SA
Nanango	QLD	Cudgewa	VIC	Andamooka	SA
Yarraman	QLD	Harietville	VIC	Roxby Downs	SA
Surat	QLD	Cheshunt	VIC	Woomera	SA
Meandarra	QLD	Jamieson	VIC	Wudinna	SA
Lundavra	QLD	Goughs Bay	VIC	Streaky Bay	SA
Talwood	QLD	Kinglake	VIC	Venus Bay AM Elliston PM	SA
Cambooya	QLD	Korumburra	VIC	Lock	SA
Aratula	QLD	Leongatha	VIC	Cowell	SA
Russell Island	QLD	Tarwin Lower	VIC	Maitland	SA
Macleay Island	QLD	Yarram	VIC	Yorke town	SA
Kyogle	NSW	Mallacoota	VIC	Edithburgh	SA
Woodburn	NSW	Cann River	VIC	Robertstown	SA
Iluka AM Maclean PM	NSW	Orbost	VIC	Dalwallinu AM Wubin PM	WA

MSC1 Desert Pea	STATE	MSC2 Kangaroo Paw	STATE	MSC3 Golden Wattle	STATE
Nana Glen	NSW	Buchan	VIC	Carnamah AM Perenjori PM	WA
Ulong	NSW	Birchip	VIC	Morawa	WA
Dorrigo AM Bellingen PM	NSW	Woomelang AM Hopetoun PM	VIC	Three Springs AM Mingenew PM	WA
Bowraville	NSW	Jeparit	VIC	Kalbarri	WA
Laurieton	NSW	Goroke	VIC	Northampton	WA
Tambo	NSW	Scottsdale	TAS	Yalgoo	WA
Muttaborra	NSW	St Helens	TAS	Mount Magnet	WA
Aramac	NSW	Scamander	TAS	Mullewa	WA
Stonehenge	NSW	Falmouth	TAS	Dongara	WA
Winton	NSW	St Marys	TAS	Ballidu	WA
Blackall	NSW	Bicheno	TAS	Dowerin Field Day	WA
Augathella	NSW	Swansea	TAS	Dowerin Field Day	WA
Quilpie	NSW	Triabunna	TAS	Karlgarin	WA
Condobolin	NSW	Southport	TAS	Newdegate Field Day	WA
Murrin Bridge AM Lake Cargelligo PM	NSW	Dover	TAS	Newdegate Field Day	WA
Ungarie	NSW	Bruny Island	TAS	Boddington	WA
Canowindra	NSW	Cygnets	TAS	Quairading	WA
Grenfell	NSW	New Norfolk	TAS	Merredin	WA
Harden	NSW	Maydena AM Ouse PM	TAS	Southern Cross	WA
Binalong	NSW	Hamilton	TAS	Norseman	WA
Barham	VIC	Bothwell	TAS	Kambalda	WA
Moulamein	VIC	Nubeena	TAS	Leonora	WA
Serpentine	VIC	Murdunna AM Dunalley PM	TAS	Wiluna	WA
Rupanyup	VIC	Oatlands	TAS	Wiluna	WA
Nagambie	VIC	Ross	TAS	Menzies	WA
Dookie	VIC	Campbell Town	TAS		
Euroa	VIC	Bridport	TAS		
Merton AM Strathbogie PM	VIC	George Town	TAS		
		Railton	TAS		

b) The following publicity is arranged prior to each MSC visit:

- paid advertising in the major regional newspapers in the State/Territory that each MSC is travelling and banner ads on newspaper websites. Newspapers include the Queensland Country Life (QLD), Weekly Times (VIC), The Land (SA), Farm Weekly (WA), The Land (NSW) and the North Queensland Register (Nth QLD);
- paid promoted Facebook/Twitter posts into regions where the MSCs are scheduled to visit;
- media releases issued that often result in further exposure through newspaper articles and radio interviews;
- ad-hoc Facebook posts are issued when something noteworthy occurs with a MSC;

- flyers and posters are sent to key community stakeholders in each town, including the local council, social and community support services. Emails are sent to key department stakeholders, including local department Agents;
- radio ads are arranged when a MSC attends a major event/field days; and
- itineraries are also posted on the department's website.

c) The budget for the MSC service for 2014-15 is \$5.8 million.

d) and e) There are no key performance indicators for the MSCs listed in the department's Portfolio Budget Statements. The purpose of the MSCs is to improve service delivery to people living in regional areas and for people who are socially isolated. The objectives are to expand the range of services available from MSCs, extend services to third party organisations, and extend the reach of MSCs to customers and communities that are greater than 50 kilometres from a current Service Centre, and those that have not previously been visited.

This financial year to 31 October 2014, the three MSCs have visited 213 towns and helped 4,322 people. Of the towns visited, 172 (81 per cent) were greater than 50 kilometres from a Service Centre, and 65 (31 per cent) were visited for the first time. This financial year to 30 November 2014, the department has received one customer complaint with regard to the MSC programme.

f) This financial year to 31 October 2014, the MSCs have assisted 4,322 customers. The department is unable to provide a breakdown on the number of customers who have applied for and been successful in obtaining the Farm Household Allowance through the MSCs. The specific outcome of each customer interaction at a MSC is not tracked.