

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 22 OCTOBER 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Centrepay – staff training

Question reference number: HS 29

Senator: Cameron

Type of question: Hansard page 132

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Question:

Senator CAMERON: That is fine. What training has been provided to telephony and face-to-face staff regarding offering low- and no-interest loan information to Centrelink clients who are looking at buying consumer items with loans?

Ms Campbell: We provide a lot of training. We would probably have to take on notice the specifics, but we provide training every week.

Senator CAMERON: Can you detail what training is generally done on this and what training has been done since the executive minute from the former Minister saying you should advise and inform of alternatives to consumer leases? What has generally been done and what was done after Minister Payne said, 'Advise and inform us'?

Ms Campbell: We will take that on notice.

Answer:

An eLearning package, Introduction to Centrepay, was made available to all staff of the Department in early 2015, and updated following transition to the new Centrepay Policy and Terms. The package was developed for the service delivery network, to ensure service delivery staff are aware of Centrepay and how it works. The package includes reference to the No-Interest Loans Scheme.