

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 20 OCTOBER 2016 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Staffing - redeployment

Question reference number: 7 (HS 7)

Senator: Watt

Type of question: Hansard page 117

Date set by the committee for the return of answer: 2 December 2016

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Question:

Senator WATT: Could you take on notice how many staff have been redeployed from age pension processing to other parts of the department, say, over the last 12 months?

Ms Campbell: We could take it on notice, but, as Mr Egan said, this is something we do as business as usual. Every week, we sit and go through these key performance indicators; we determine whether or not we need to move staff from one space to the other. Sometimes they may move for a short period of time. So we will see what we can capture.

Answer:

In the last 12 months, to 30 September 2016, 40 staff who were trained in Age Pension processing were cross trained in other programmes. This was to accommodate expected peak and inflow of claims. These staff processed claims across both Age Pension and the other payment types.