

Senate Community Affairs Legislation Committee

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

Department of Human Services

Topic: Centrelink Service Centres

Question reference number: 31 (HS 32)

Senator: Watt

Type of question: Written

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

Number of pages: 1

Question:

Can you provide the categorisation of work currently undertaken by Service Centres?

Answer:

Service centres delivering Centrelink services provide a range of services to support customers.

Staff in the Department's service centres support customers to access Social Security and other departmental program payments and services. This includes payments to support retirees, the unemployed, families, carers, parents, students, people with disability and Indigenous Australians.

Services can be categorised as the following: face-to-face customer interactions; processing work; and referral to specialist services and external support services.

Face-to-face interactions include supporting customers to access the services available through the Department's digital/online platform, general enquiries, claims lodgement and other updates. Staff may also provide some claims processing capacity across a determined range of programs.

Specialist Services may include Social Workers, assessments by qualified health and allied health professionals for claim purposes, Multicultural Services such as translator services, Indigenous Services and Financial Information Services. Referrals to external support services may include not for profit organisations and Employment Services Providers.

Medicare services are delivered at a number of stand-alone locations and side-by-side with Centrelink services in many locations around Australia operating as one-stop shops. Digital support, as well as a full range of staff assisted services, for Medicare services are available from these locations.

Information on services available at individual locations is available via the department's website at <http://findus.humanservices.gov.au/>.