

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Human Services Portfolio

Department of Human Services

Estimates 2004-2005

Question: HS28

Outcome 1, Output 1.1 - Effective delivery of Australian Government services to eligible customers

Topic: Advertising, market research and consultants

Hansard Page/Written Question on Notice: Written

Senator Evans asked on 15 February 2005:

(1) How much was spent on advertising by Centrelink in each of the last five financial years?

(2) How much was spent on market research by Centrelink in each of the last five financial years?

(3) How much was spent on external consultants by Centrelink in each of the last five financial years?

(4) How much was spent on professional service providers by Centrelink in each of the last five financial years?

Answers to the Honourable Senator's questions:

The answers to questions (1), (2), (3), and (4) are in the following table.

	1999-2000	2000-2001	2001-2002	2002-2003	2003-2004
Advertising	\$0.570 M	\$0.515 M	\$0.752 M	\$0.452 M	\$1.994 M
Market research	*	\$0.953 M	\$2.376 M	\$3.276 M	\$2.605 M
External Consultants	\$9.310 M	\$5.600 M	\$8.100 M	\$10.027 M	\$8.516 M
Professional Service Providers	NIL	NIL	NIL	NIL	NIL

Please note:

* 1999-2000 Market research expenditure of \$1.341 M is included in the External Consultants expenditure of that financial year.