

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Department of Human Services and agencies

Additional Estimates 2005-2006, 14 February 2006

Question: HS 19

Outcome 1, Output 1.1

Topic: Centrelink – Indigenous Customer Breach Protection

Written Question on Notice:

SENATOR SIEWERT asked on 14/2/2006:

1. In relation to the project in the Moree and Goondiwindi regions to increase community input into Centrelink processes and communication strategies:
 - a) how much has been spent on these projects?
 - b) what initiatives have been implemented as a result of the increased consultation?
2. How much money has been spent on Indigenous customer breach prevention projects since 2003?
3. Has the goal of improved statistical reporting been achieved?

Answer:

1.
 - a) Any costs associated with these projects were absorbed within existing resources.
 - b) Initiatives have included:
 - o increased staff access to cultural awareness training; and
 - o changes to flexible Preparing for Work Agreements for customers with reduced reporting opportunities.
2. Any costs associated with Indigenous Breach projects have been absorbed within existing resources.
3. Yes, publicly available breach data (including Indigenous breaches) is produced quarterly.

This answer required 6 hours, 40 minutes at a cost of \$273.00 to prepare.