

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: HS57

Outcome 1, Output 2

Topic: Child Support Agency – Unplanned Leave

Hansard Page/Written Question on Notice: Written

SENATOR LUDWIG asked on 14/2/2006:

1. What is the incidence of unplanned leave taken by staff at the Child Support Agency?
2. How does the incidence of unplanned leave taken by staff at the Child Support Agency compare with the APS average?
3. What are the exact nature, incidence and cost of all radio broadcasts paid for by Child Support Agency (DHS)?

Answer:

1. The incidence of unplanned leave in CSA for the period February 2005 to January 2006 inclusive is 17.63 days per full time equivalent employee.
2. There is no published formal APS average. However, the ANAO has published its estimate of 11.92 days in its 2002-03 report (ANAO Report No. 52, 2002-03).
3. **Nature of radio advertising – Advertisements to promote CSA's talkback show**
 - Since 1 July 2005, CSA ran 12 talkback sessions on radio 6PR.
 - These promotional commercials were the only radio advertising paid for by CSA during this period.
 - Each of the 12 sessions was promoted by ten x 30 second promotional commercials in the few days before the session.
 - The 30 minute long Child Support Agency talk back sessions went to air on alternate Wednesday evenings.
 - Listeners phoned in with questions or comments regarding Child Support issues. The sessions provide valuable client and community information and education about child support.
 - The aim of the sessions was wider client and community information and education by provision of broad answers and information rather than simply answering specific listener questions.

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Incidence:

In the period from 1 July 2005 – February 2006 there were 12 x radio information sessions held on 6PR (Perth).

- July 6
- July 20
- August 3
- August 17
- August 31
- September 14
- September 28
- October 12
- October 26
- November 9
- November 23
- December 7.

Cost:

- The total expenditure relating to the period 1 July – 14 February was \$16,632 (including GST).

This answer required 5 hours at a cost of \$200 to prepare.