

Senate Finance and Public Administration Legislation Committee

ADDITIONAL ESTIMATES – 9 FEBRUARY 2010 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Co-located offices

Question reference number: HS8

Senator: FIFIELD

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Question:

Mr Pratt—While someone is pulling out the exact figures I will give you some approximations. Of significant offices—leaving aside rural service delivery locations and the like—Centrelink has around 330 customer service centres; Medicare, from memory, has around 200 to 220 offices; CRS has probably 170 to 180; the Child Support Program operates from 27 locations, from memory. Someone will correct me if I have got those figures wildly out, but it is of that order. Some of those locations are already co-located offices, where the Child Support Program and Centrelink operate together or Centrelink and Medicare et cetera.

Senator FIFIELD—What about Australian Hearing?

Mr Pratt—No, I have not covered Australian Hearing offices. I do not have that figure to hand so we will take it on notice.

Senator FIFIELD—Maybe it can be taken on notice for all of those and also for those which are already co-located.

Mr Pratt—Just to clarify, Senator: you would like a list of where we have co-located offices. Is that correct?

Senator FIFIELD—Correct, and also if those numbers are different for any of the stand-alone sites.

Mr Pratt—We will give you the exact figures.

Answer:

As at March 2010, the number of offices in the Human Services portfolio is:

- Child Support Program (CSP) has 44 offices;
- Australian Hearing (AH) has 110 permanent office sites;
- CRS Australia has 169 offices (165 pure service delivery sites and four management/administration);

- Medicare Australia has 242 Medicare offices; and
- Centrelink has 316 Customer Service Centres (CSCs), 12 Remote Area Service Centres.

The Child Support Program is co-located in 31 Centrelink CSCs.

Note: these 31 sites are not counted in the 44 CSP offices outlined above as these are visiting services only.

- Albury – Customer Contact area;
- Ballina;
- Bendigo;
- Bunbury;
- Bundaberg;
- Cairns – Seniors & Carers;
- Cairns – Job Seekers;
- Campbelltown;
- Coffs harbour;
- Darwin;
- Dubbo;
- Frankston;
- Gosford;
- Kalgoorlie;
- Launceston;
- Mackay – Seniors & Carers;
- Mackay – Jobseekers;
- Maroochydore;
- Mildura;
- Morwell;
- Mount Gambier;
- Orange;
- Palm Beach;
- Penrith;
- Port Augusta;
- Rockhampton – Seniors & Carers;
- Rockhampton – JobSeekers;
- Tamworth;
- Toowoomba;
- Wagga Wagga; and
- Warrnambool.

Australian Hearing is co-located in three Centrelink CSCs.

Note: These three sites are not counted in the 110 Australian Hearing offices outlined above as these are visiting services only.

- Dalby;
- Muswellbrook; and
- Casino.

CRS Australia is co-located in three Centrelink CSCs.

Note: These three sites are not counted in the 169 CRS Australia offices outlined above as these are visiting services only.

- Bowen (visiting service);
- Airlie Beach (visiting service); and
- Warwick.

There are 15 Medicare Australia and Centrelink co-located sites as follows:

Five Centrelink services are currently available in the following Medicare offices.

- Marion (Oaklands Park), SA;
- Hillarys (Whitfords), SA;
- The Terrace (Perth), WA;
- Port Macquarie, NSW; and
- Box Hill, VIC.

Five Medicare services are currently available in the following Centrelink CSCs.

- Broome, WA;
- Earlville (Cairns), QLD;
- Hastings, VIC;
- Sutherland, NSW; and
- Launceston, TAS.

Five sites have been co-located into new premises.

- Narooma, NSW;
- Emerald, QLD;
- Belmont, WA;
- Belmont, NSW; and
- Warrawong, NSW.