

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Department of Human Services and agencies

Budget Estimates 2005-2006, 26 May 2005

Question: HS4

Outcome 1, Output 1

Topic: Core Department – Job Network call strategy

Hansard Page/Written Question on Notice: F&PA 12 and 14 26/5/05

SENATOR WONG asked the Secretary of the Department of Human Services, upon notice, on 26 May 2005, to provide details of the instructions or procedures prepared by the department in relation to Centrelink referral activities to the Job Network with respect to the inbound and outbound call strategy since 22 October 2004.

Answer:

Oral instructions from the Secretary of the Department of Human Services on 23 November resulted in the development of a script and procedures for use by Centrelink staff. These have been tabled at both the Additional Estimates hearing 2004-05 (HS42) and at the Budget Estimates Hearing of 26 May 2005 and in response to QON HS20.