

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: HS95

Outcome 1, Output Group 1.1

Topic: Centrelink – Use by Jobseekers of facsimile machines in Centrelink offices

Hansard Page/Written Question on Notice: Written

SENATOR EVANS asked on 26 May 2005:

(1) What resources are generally made available to job seekers in Centrelink offices to assist with their job seeking activities?

(2) Are facsimile machines in Centrelink offices generally made available to job seekers for this purpose?

(3) Is a facsimile machine at the Ettalong Centrelink office available for use by job seekers? If not, why not?

(4) Is a facsimile machine and a computer at the Stones Corner Centrelink office available for use by job seekers? If not, why not?

(5) Going back to June 2004, please supply a list of all equipment at Centrelink offices (by office) that was previously available for use by job seekers but is now no longer available to these people.

Answer:

(1) As per the Business Partnership Arrangement with the Department of Employment and Workplace Relations, JobSearch Kiosks and Job Network Member linked telephones are available in Centrelink Customer Service Centres to assist job seekers with their job seeking activities.

(2) No.

(3) A facsimile machine is not available at the Ettalong Centrelink Customer Service Centre. Centrelink is not required to provide this service under the Business Partnership Arrangement with the Department of Employment and Workplace Relations. Job seekers can access a facsimile machine at the local Job Network Member site which is located approximately five minutes away from the Ettalong Centrelink Customer Service Centre.

(4) There is no facsimile machine or a computer at the Stones Corner Customer Service Centre for use by job seekers. Centrelink is not required to provide these services under the Business Partnership Arrangement with the Department of Employment and Workplace Relations. Job seekers can access these facilities in six Job Network Members sites, all within approximately five minutes walk from the Stones Corner Customer Service Centre.

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

(5) Between June 2004 and June 2005, there have been no changes to the equipment made available to job seekers in Centrelink Customer Service Centres, to assist in job search activities.