

Senate Finance and Public Administration Standing Committee
ANSWERS TO QUESTIONS ON NOTICE
BUDGET ESTIMATES – 29 MAY 2008

Human Services Portfolio



Department/Agency: Centrelink
Outcome/Output Group: Outcome 1, Output 1.1
Topic: Centrelink Call Centres

Senator: Coonan
Question reference number: HS53a-c
Type of question: Written
Date set by the committee for the return of answer: 11 July 2008

Question:

HS53a - Could you outline if there are any plans to expand any Centrelink call centres?

HS53b - If so, which ones?

HS53c - Now that the Budget has been read could you indicate if there will be any job cuts in the Launceston or Coffs Harbour call centres?

Answer:

HS53a-b: The Hobart and Coffs Harbour Call Centres are moving to new premises by the end of this calendar year. Seating capacity for both Hobart and Coffs Harbour Call Centres will increase by approximately 125 seats. This capacity will be utilised on an as needs basis.

Centrelink is also building a Community Innovation Centre at Batemans Bay, which will include a call centre as part of the building. The Centrelink Community Innovation Centre is expected to open in 2010.

HS53c: There are no planned job cuts in the Launceston or Coffs Harbour Call Centres.

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