

Senate Finance and Public Administration Legislation Committee

BUDGET ESTIMATES – 27 May 2010 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Job Seeker Reporting Requirements

Question reference number: HS 23

Senator: SIEWERT

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Question:

Senator SIEWERT - Could we go through the additional resources this is going to take, including the number of extra staff this process is going to require and the training those people are going to have.

Mr Pratt - Let me start at a general level. It is estimated this will cost Centrelink around \$11 million per year. I am not sure I have a figure on how many staff will be involved in providing this. I will have to take that on notice.

Ms Beath - We do not have the figure for the number of staff involved here, but we can provide it on notice.

Senator SIEWERT - How do we know it is going to cost \$11 million if we do not know how many staff are going to be involved?

Mr Pratt - We have done estimates around that, but we do not have the data here, that is all.

Senator KROGER - Can you take that on notice?

Mr Pratt - Certainly.

Answer:

There will be no additional resources or increase in the number of employees to implement these measures. The new arrangements will see the work of existing employees redirected towards these new activities.

Specific training has been developed for employees involved in the new reporting and contact arrangements. The focus of the training will be on the self-service reporting procedures and how to conduct personal contact interviews, including key discussion points for conducting the interview.