

# **Senate Finance and Public Administration Legislation Committee**

## **BUDGET ESTIMATES – 27 May 2010 ANSWER TO QUESTION ON NOTICE**

### **Human Services Portfolio**

**Topic:** Social Work Services

**Question reference number:** HS 63a

**Senator:** BOYCE

**Type of question:** Written

**Date set by the committee for the return of answer:** 9 July 2010

**Number of pages:** 1

#### **Question:**

Does Centrelink do Income Management Training to ensure they deal sensitively with their clients? If so, please describe this training in detail.

#### **Answer:**

Centrelink has developed a suite of training products and will deliver training to all staff delivering Centrelink services to income managed customers prior to the implementation of the new model.

Training will generally be delivered via facilitated face-to-face sessions with staff.

The training package will incorporate information about:

- transitioning customers from Northern Territory Emergency Response onto the new model;
- exiting customers from Northern Territory Emergency Response including a strong focus on offering Voluntary Income Management and Centrepay;
- disbursement of residual funds policy and process;
- identifying vulnerable welfare payment recipients and social worker referrals;
- the Child Protection Initiative;
- referrals to Money Management services; and
- identification and assessment of new customers.

New staff undertake detailed training on how to deal with Centrelink customers, for example Cultural Awareness training. Staff are also expected to undertake on-going training to enhance their skills on customer interaction.