



AUSTRALIAN SENATE

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1 June 2011

Ms Christine McDonald  
Secretary  
Finance and Public Administration Legislation Committee  
The Senate  
Parliament House  
Canberra ACT 2600

Dear Ms McDonald

**BUDGET ESTIMATES HEARING  
23 MAY 2011 – DEPARTMENT OF THE SENATE  
ANSWERS TO QUESTIONS TAKEN ON NOTICE**

***Cost of Support***

*Senator Moore asked (Hansard page 11) about supporting committee staff in dealing with demanding and emotional community members and the cost of this support.*

In addition to the evidence provided by Mr Reid at the hearing, the three and half hour course 'Dealing with Difficult Calls' was presented on 28 April to departmental staff by Resilient Individuals, Communities and Organisations (RICO) at a cost of \$990.

Other support services are available to employees through Effective Australia, the department's employee assistance provider. These confidential support services are delivered under contract and cost the department \$4,780 in 2010-11 (to 30 April). It must be noted that these support services can be used, on a limited basis, for personal matters. They are available to all staff of the department.

Yours sincerely

(Rosemary Laing)

Clerk of the Senate