

**Senate Standing Committee on Finance and Public Administration**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**Department of Human Services and Agencies**

Supplementary Budget Estimates 2006-2007, 31 October, 2006

**Question: HS11**

**Outcome 1, Output 1.1**

**Topic: Centrelink - Welfare to Work Contact Model**

**Hansard Page/Written Question on Notice: F&PA 130**

**SENATOR WONG** asked on 31/10/2006:

[In relation to response to May 2006 Estimates question HS19 which outlines additional staff hours required in six Centrelink offices for Contact Model trial]

Senator WONG—Yes. Can you tell me on what basis the additional staff hours were calculated? You might want to take it on notice.

Mr Whalan—I think we will.

**Answer:**

The additional staff hours were calculated on the following assumptions:

One 3 minute and 30 second (3.5 minutes) Participation Contact Interview per fortnight, minus the pre-existing 1 minute and 22 second (1.37minutes) fortnightly lodgement process.

The 3 minute and 30 second Participation Contact Interview assumption is based on the findings of the Welfare to Work Contact Model trial conducted in 6 Centrelink Customer Service Centres between 1 May and 21 July 2006.

The additional staff hours also factored in the proportional difference in time for customers who previously lodged on a less frequent basis of 4, 6, 8, 10 or 12 weekly who will now be contacting on a fortnightly basis.

To prepare this answer it has taken approximately 2 hours and 16 minutes at an estimated cost of \$135.