

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: HS44

Outcome 1, Output 1.1

Topic: Centrelink - Security guards and customer aggression

Hansard Page/Written Question on Notice: Written

SENATOR WONG asked on 31/10/2006:

Could we have the number of security guards employed at Centrelink offices over each of the preceding financial years, and the location of the offices where the guards are situated?

Could we have the number of what are referred to an "incidence" at Centrelink offices?

How many people have been "banned" from Centrelink offices over each of the last three financial years?

Are security guards at Centrelink offices hired internally or outsourced? Are they hired from the one company?

Could we have a copy of the procedural guidelines for security guards dealing with Centrelink customers?

What are the numbers of staff turnover in Centrelink over the last two financial years?

Answer:

1. For security reasons we do not indicate security levels at different offices.
2. Centrelink has recorded 4,761 incidents of customer aggression for the 2005-06 financial year.
3. This answer is not readily available.
4. Centrelink's Property Services provider, Jones Lang LaSalle, is Principal to separate contracts for security guards for Centrelink. Security guards come from outsourced security contractors under separate contracts in each State. There are five contractors in total.
5. The contracts specify the role and function of the security service. The contracts require that the Security Guard, if used, will be required to be on duty at the selected site/s as specified. The relevant contractor must ensure that there is a guard present for the entire time during this period.

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6.

Financial Year	Ongoing Full-time	Ongoing Part-time	Non-Ongoing
2004-05	1605	568	828
2005-06	1731	673	951

Source: October 2006 Workforce Cube

To prepare this answer it has taken approximately 18 hours and 11 minutes at an estimated cost of \$929.