

Senate Finance and Public Administration Standing Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Public Administration Portfolio

Department of Human Services and agencies

Supplementary Budget Estimates 2006-2007, 31 October 2006

Question: HS61

Outcome 1, Output 1.1

Topic: Centrelink - Welfare to Work Contact Model

Hansard Page/Written Question on Notice: Written

SENATOR WONG asked on 31/10/2006:

Will Centrelink staff conducting Participation Interviews be provided with training to identify symptoms of mental illness?

Answer:

Centrelink Customer Service Advisers who conduct Participation Interviews have received Disability Awareness Training. This training focuses on providing an awareness of different disabilities and the impact they have on customers. It also contains specific information relating to mental health issues. The Disability Awareness Training was developed in consultation with peak disability organisations and is ongoing.

To prepare this answer it has taken approximately 2 hours and 11 minutes at an estimated cost of \$131.