

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 22 OCTOBER 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Staffing - Training

Question reference number: HS 122

Senator: Cameron

Type of question: Written

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Question:

What training is provided to non-ongoing and intermittent/irregular employees to ensure quality customer service?

Answer:

Intermittent and irregular employees undertake work that is general in nature. Their training occurs in phases in the form of facilitated training to be skilled in a particular work type, followed by a period of consolidation where they are provided with a higher level of support.

Non-ongoing employees are trained in work types that are generally aimed at a specific customer cohort. Training can be facilitated or self-paced (online) and employees are provided with a higher level of support during consolidation.

In addition to technical training, non-ongoing and intermittent and irregular employees are provided with mandatory induction training and customer service training.

Induction training covers topics such as: ethics, values, diversity and culture; fraud, privacy and security awareness; records and performance management; and workplace health and safety.

Customer service training is provided to give customer service staff the skills and techniques to effectively manage customer interactions. It includes training that supports quality customer service and may include: customer service and communication; customer aggression; Indigenous cross cultural awareness; and homelessness, mental health, carer, disability and multicultural awareness.

More recently all staff, including non-ongoing, intermittent and irregular employees, have commenced participation in a Department-wide program of family and domestic violence training.