

Senate Finance and Public Administration Standing Committee
ANSWERS TO QUESTIONS ON NOTICE
SUPPLEMENTARY BUDGET ESTIMATES – 21 OCTOBER 2008

Human Services Portfolio



Department/Agency: Centrelink
Outcome/Output Group: Outcome 1/Output 1.1
Topic: Security

Senator: Ryan
Question reference number: HS12
Type of question: Hansard F&PA 134
Date set by the committee for the return of answer: 5 December 2008

Question:

HS12: Senator RYAN—Does the department provide a regular [staff security incident] report on that, and is it available to the committee? Is it an annual or a quarterly report that the department would regularly compile?

Mr Dunn—Generally we do a report quarterly. That is usually for internal purposes.

Senator RYAN—If that could be made available to the committee that would be appreciated.

Mr Pratt—We will take that on notice.

Answer:

HS12: Centrelink retains records about reports of security incidents (including incidents that involve personal security) and customer aggression incidents. This data is monitored for trends every quarter. Customer aggression is defined as any unacceptable or hostile behaviour toward employees by customers, which create an intimidating, frightening or offensive situation.

The reports for 2007-08 and the most recent quarter, July to September 2008, are shown in the table below:

Quarter	Jul-Sep 2007	Oct – Dec 2007	Jan – Mar 2008	Apr-Jun 2008	Jul-Sep 2008
Total Reports	1,281	1,324	1,190	1,172	1,398

Note: There may be multiple 'reports' for each incident.

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