

Senate Standing Committee on Community Affairs

INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM

ANSWER TO QUESTION ON NOTICE

Services Australia

Topic: Use of contract staff in Centrelink's online compliance program

Question reference number: QoN 1

Type of question: Written

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Question:

Could the Department please provide data for each financial year from 2016-17 which indicates:

- a) the number of contract staff engaged to work on Centrelink's compliance program; and
- b) the ratio of contract staff to departmental staff working on the online compliance program.

Answer:

Date (as at)	(a) Contract Staff	(b) Percentage of contract staff as compliance workforce
30 June 2017	228	16.01
30 June 2018	919	40.38
30 June 2019	977	42.63
30 November 2019	1,006	44.32

Note: The percentages provided are for the compliance workforce. The staff breakdown for those working only in the online component of the compliance programme is not readily available.