

Senate Standing Committee on Community Affairs

INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM

PUBLIC HEARING 3 OCTOBER 2019

ANSWER TO QUESTION ON NOTICE

Services Australia

Topic: Abuse of Staff

Question reference number: QoN 10 – Supplementary Response

Member: O'Neill

Type of question: Hansard page 56

Date set by the committee for the return of answer: 6 December 2019

Number of pages: 1

Question:

Senator O'NEILL: And if you have any training comparative between the privately provided staff, who, I understand, have the same training from Serco as those of the department but have churn, because of the insecure nature of their work, if you could provide a comparative of whether there is any difference in reporting of verbal abuse or physical abuse in those different contexts, or any other differentiation in service provision or rate of response.

Answer:

A comparative analysis between reported incidents by departmental telephony staff and those engaged by our Service Delivery Partners, between the period 1 November 2018 to 30 September 2019, indicates that there is minimal difference in the reporting of verbal or physical abuse between the two groups (0.0053% of calls they answer for Service Delivery Partners compared with 0.0078% for departmental staff).

Both departmental and Service Delivery Partner staff receive the same customer aggression training to ensure incidents are managed and recorded accurately.