

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES - 27 FEBRUARY 2014 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Office Staffing

Question reference number: HS 157

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 24 April 2014

Number of pages: 2

Question:

Please provide the number of employees employed in each Centrelink/Medicare office?

Answer:

Following the integration of the department on 1 July 2011, the ability to distinguish employees by previous program and location was discontinued in favour of whole-of-department reporting.

With increased integration of multiple service channels across multiple locations the ability to breakdown staff employed specifically in face to face services in each individual Centrelink/Medicare office is difficult to accurately obtain. Moreover, staff may frequently move between individual offices within a service zone and this can vary considerably depending on operational demand.

At the macro level, the total number of ongoing and non-ongoing staff in the Department of Human Services by Face to Face Service Delivery by Service Zone as at 28 February 2014 is outlined in Table A below.

Table A: Ongoing and Non-Ongoing staff numbers in the Department of Human Services Face to Face Service Delivery as at 28 February 2014	
Service Zone	Ongoing and Non-Ongoing staff numbers as at 28 February 2014
Central New South Wales	670
Central Queensland	682
Eastern Victoria	685
Mid New South Wales	522
Northern Australia	597
Northern New South Wales	419
Northern Queensland	554
Northern Victoria	691
South Australia	622
Southern New South Wales	526

Southern Queensland	681
Sydney	593
Tasmania	746
West Victoria	633
Western Australia	721
Total number of Ongoing and Non-Ongoing staff numbers in Face to Face Service Delivery as at 28 February 2014	9,342