



Australian Government
Department of Social Services

Senator Sue Boyce
Chair
Senate Community Affairs Legislation Committee
Parliament House
CANBERRA ACT 2600

Dear Senator

Clarification of an answer to Additional Estimates Hearing 27 February 2014

I am writing to clarify an answer provided to the Committee during its examination of the Department of Social Services in relation to Cross Outcomes.

In answering a question from Senator McLucas regarding phone number changes for Aged Care staff, I said:

I do not believe there have been any phone number changes.

While 'hotline' and mobile phone numbers will remain the same, Aged Care staff will receive a different desk phone number; this is due to a Telstra operational requirement whereby the original phone numbers were provisioned to the former Department of Health and Ageing and therefore cannot be separated and assigned to a new customer.

It should be noted that desk phone numbers are not provided to the general public.

Yours sincerely

Felicity Hand
Deputy Secretary

11 March 2014