

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES - 29 MAY 2012 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Tip-off Line

Question reference number: HS 8

Senator: Siewert

Type of question: Hansard pages 88-89

Date set by the committee for the return of answer: 27 July 2012

Number of pages: 1

Question:

- a) Senator SIEWERT: I was trying to work out, for the cost of the process, what the return is. You were not able to provide that information. I am asking it again.
Ms Campbell: Sometimes it is about confidence in the system, that we do have a facility for people to let us know. So there are values other than in dollar values as well—the confidence of the system, the integrity of the system. You are looking for how many dollars it costs to run that tip-off line—not the actual investigations that come from it, but just being able to receive calls?
- b) Senator SIEWERT: I want to break it down to how much for that service and then how much the investigations cost.
Ms Campbell: For every investigation we do?
Senator SIEWERT: The cost overall for the investigations. I can probably work it out from there.
Mr Withnell: There may be a complication, in that a number of calls to the tip-off line tell us things we already know. So the investigation or the review is not attributed to the tip-off line; it is attributed elsewhere.
Ms Campbell: We could probably tell you how much the tip-off line costs to run plus how much overall investigations cost to run in the department. There may not be a good connection between the two numbers.
Senator SIEWERT: Okay, if you could tell me those two.

Answer:

- a) The estimated cost is \$2.4 million (or 23.1 ASL) per annum to run the Centrelink Master Program Tip Off Line.
- b) As at 31 May 2012, the overall (staff) cost of investigations in the Centrelink Master Program is \$25,980,522.