

## **Senate Community Affairs Legislation Committee**

### **BUDGET ESTIMATES - 29 MAY 2012 ANSWER TO QUESTION ON NOTICE**

#### **Human Services Portfolio**

**Topic:** Use of online applications – impact on staffing

**Question reference number:** HS 16

**Senator:** Siewert

**Type of question:** Hansard pages 103-104

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

**Number of pages:** 1

#### **Question:**

Senator SIEWERT: In terms of saving staff resources, has it led to—

Ms Campbell: We have been able to reallocate some of the resourcing. A number of these initiatives have been instituted so that we can reallocate resources to things such as case coordination, giving more intensive support, and to Local Connections to Work. This was part of the reform package that was agreed by government last year about getting those citizens that were able and well placed to interact with us online in that space and then free up some of that resource for reinvestment into the IT systems as well as into those customers who are more vulnerable.

Senator SIEWERT: What quantum of resources are we talking about?

Ms Campbell: I will just see whether Ms Golightly has the service delivery reform quantum.

Ms Golightly: Yes. I can have a look at the breakdown because the service delivery reforms had a number of measures, one of which was the online applications. I can probably see if I can get a breakdown for you.

#### **Answer:**

The work to date has concentrated on commencing the movement of forms online.

As at 30 April 2012, less than 15 ASL have been saved from this work. These ASL have been redeployed into other activities.