

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES - 29 MAY 2012 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Child Support Agency – Staffing

Question reference number: HS 39

Senator: Fifield

Type of question: Written

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

Number of pages: 1

Question:

- a) What Is the staff turnover rate for CSA in 2011-2012?
- b) What Is the staff turnover rate for CSA in 2010-2011?
- c) How many of these staff quit?
- d) How many of these staff were made redundant?
- e) How quickly were staff being replaced?
- f) How many weeks or months on average does it take to fill positions?

Answer:

On 1 July 2011, the department integrated to include Centrelink, Medicare Australia, the Child Support Agency and Commonwealth Rehabilitation Services Australia. The following information is provided in relation to staff who work for the Child Support Program.

- a) This information is not available as the Child Support Program has integrated with the Department of Human Services.
- b) In the 2010-11 financial year, the turnover rate of ongoing staff was 12.5 per cent.
- c) In 2010-11, 245 staff resigned from the Child Support Program.
- d) In 2010-11, three employees accepted voluntary redundancies from the Child Support Program.
- e) When a redundancy occurs, the position is abolished and not filled.
- f) The average timeframe to fill ongoing and non-ongoing (gazetted) vacancies is 60 days from advertising.