

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES – 5-6 JUNE 2014 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Aged Care Payments System

Question reference number: HS 8

Senator: Siewert

Type of question: Hansard pages 122-123, 5 June 2014

Date set by the committee for the return of answer: 25 July 2014

Number of pages: 1

Question:

Senator SIEWERT: It sounds as if this has been really labour intensive. How many people have presumably been redirected to deal with this?

Ms Golightly: You are correct. It is labour intensive. I probably would have to take on notice the number of people.

Senator SIEWERT: Have you had to have additional temporary staff to do that?

Ms Golightly: We have put on some additional temporary staff, but we use the same people who would help us with peaks and troughs in our processing pool anyway.

Senator SIEWERT: Could you take on notice the number of staff who have been redirected, for what length of time, the number of temporary staff and the cost?

Ms Golightly: Certainly.

Senator SIEWERT: Because staff have had to be redirected to take on this, presumably there is stuff that has not been done because staff have had to be redirected?

Ms Golightly: From memory, and I will check this for you, most of the additional staff we have put on are from our temporary pool, and we have quite a flexible way of scheduling their rosters so that we can fit in with their availability and also the amount of work we have on hand. To that extent, we are not actually stopping something else to do this. There may well have been some permanent staff who have been reassigned temporarily—I would have to check that for you.

Senator SIEWERT: That would be appreciated, thank you.

Answer:

Between February and June 2014, 10 ongoing staff members were redirected from business areas within the department to provide support and assistance to aged care home care services through the Provider Support Team and to assisted in processing outstanding claim reconciliations.

107 temporary staff from the department's Interim and Intermittent Workforce were deployed in May 2014 to assist in processing outstanding claim reconciliations. This was increased to 123 staff in June 2014 at a total cost of approximately \$1.3 million.