

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES – 3 JUNE 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Telephony Services - Call Centre staffing

Question reference number: HS 10

Senator: Siewert

Type of question: Hansard page 30

Date set by the committee for the return of answer: 24 July 2015

Number of pages: 1

Question:

Senator SIEWERT: The question is: for 2013-14, would there have been a similar proportion of irregular and intermittent staff?

Ms Campbell: Broadly, it has been about those same proportions. We would have to take that on notice and get you the numbers.

Answer:

The total headcount of Irregular and Intermittent employees (IIE) in Smart Centres and Child Support Smart Centres in the Department of Human Services for the dates requested are set out below.

Total headcount of IIE in Smart Centres and Child Support Smart Centres (previously known as Digital Service Delivery & Smart Centres) as at 30 June 2013	948
Total % IIE in Smart Centres and Child Support Smart Centres compared to total Smart Centres and Child Support Smart Centres employees as at 30 June 2013	8.5%
Total headcount of IIE in Smart Centres and Child Support Smart Centres as at 30 June 2014	1,420
Total % IIE in Smart Centres and Child Support Smart Centres compared to total Smart Centres and Child Support Smart Centres employees as at 30 June 2014	12.6%