

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2015-16 Budget Estimates Hearings

Outcome Number: 3.5 Workforce and Quality

Question No: SQ15-000390

Topic: Aged Care Complaints

Written Question on Notice

Senator Helen Polley asked:

How many DSS FTE staff are involved in the complaints process at the moment?

Will all of those staff move to the Commissioner's office? Or will there be a reduction in staffing? Will there be any job losses?

Will they be employed as DSS staff?

Answer:

Approximately 130 Full-Time Equivalent staff members of the Department of Social Services are involved in the Aged Care Complaints Scheme's complaints processes.

All staff involved in resolving complaints will move to the Office of the Aged Care Commissioner. There will not be a reduction in staffing or job losses.

Staff will continue to be employed by the Department of Social Services, but will report to the Aged Care Commissioner.