

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

Outcome Number: 2.1 Families and Communities

Question No: SQ15-000705

Topic: Intercountry Adoption

Hansard page: CA061, 4 June 2015

Senator Brown, Carol asked:

What are the staffing costs specifically for the staff who are on the 1800 information line?

Answer:

The current staffing profile of the 1800 information line for Intercountry Adoption Australia (IAA) results in total staffing costs of approximately \$66,000 per month. This figure includes on-costs such as superannuation, leave entitlements etc.

This figure is comprised of staff that work directly on the 1800 information line and respond to enquiries through the IAA mailbox.

This staffing profile has been in place for the first month that the 1800 information line has been operational and will be adjusted accordingly to reflect service demand as the service establishes itself.