

Senate Community Affairs Legislation Committee

SUPPLEMENTARY ESTIMATES - 18 OCTOBER 2012 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Customer Service Staff - Centrelink

Question reference number: HS 50

Senator: Siewert

Type of question: Written question

Date set by the committee for the return of answer: 7 December 2012

Number of pages: 1

Question:

What is the base number of Centrelink customer service staff, whose roles include assisting people who attend an office in person, who are physically present in each Customer Service Centre across Australia, and what are their positions?

Answer:

From 1 July 2011, the Department of Human Services included, as a single agency, Centrelink, Medicare Australia, Child Support and CRS Australia. The integration of the Department means that staffing information is only available on a whole-of-department basis.

As at 30 September 2012, the Department's total staffing headcount was 36,241 employees.

The Department identifies employees who deal with our customers either through our offices, phone centres and/or processing centres as frontline employees. This definition includes all employees and their managers working in service delivery operations (including compliance and ICT frontline support staff) but excludes SES, all EL2s, Medical Officers in the Medicare program, those in business management or corporate support functions within operations, and those in the Department's enabling divisions.

As at 30 September 2012, frontline employees totalled 25,825 or 71.3 per cent of the Department's total staff. The remaining staff, that is non-frontline employees, totalled 10,416 or 28.7 per cent of the Department's total staff.

These non-frontline employees undertake roles in such areas as policy, program administration and design, enabling services (for example, audit, financial, people services, corporate and property) and other ICT support staff.