

Senate Community Affairs Legislation Committee

SUPPLEMENTARY ESTIMATES - 21 NOVEMBER 2013 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Service Delivery - Face-to-face Functions

Question reference number: HS 4

Senator: Cameron

Type of question: Hansard page 125

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Question:

Senator CAMERON: They have said that they are well equipped and conveniently located to carry out many of the day-to-day, face-to-face functions of Centrelink. I was just looking for a definition. Secretary, can you take on notice how you would define day-to-day face-to-face functions?

Ms Campbell: We can take that on notice.

Answer:

The Department of Human Services is tasked with delivering social, health and other services on behalf of the Australian Government to individuals, families, communities, businesses and healthcare providers.

Service Officers in the face-to-face environment engage with and support customers from shopfronts located across Australia in metropolitan, regional and remote communities. Day-to-day functions in the face-to-face environment include:

- Assist customers by providing services across a range of payments, programs and services.
- Actively promote, demonstrate and assist customers to use the department's digital and phone self-managed services.
- Advise customers on legislation, policy, procedures, payments and services administered by the department.
- Assess customer needs, requirements, entitlements and obligations.
- Provide managed and intensive services, focusing on customers with complex needs. This may include activities such as developing individual support plans or assisting people to acquire vocational skills to maximise training and employment opportunities.
- Where appropriate, refer customers to relevant government and community services. Liaise with local community service providers and other government agencies to make referrals and assist with brokering solutions for people with complex needs.
- Facilitate service recovery in line with relevant service standards for customer feedback/complaints and escalate as appropriate.