

Senate Community Affairs Legislation Committee

SUPPLEMENTARY ESTIMATES - 21 NOVEMBER 2013 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Service Delivery – Regional and Remote Areas

Question reference number: HS 5

Senator: Cameron

Type of question: Hansard page 125

Date set by the committee for the return of answer: 24 January 2014

Number of pages: 1

Question:

- a) Senator CAMERON: ... There are 598 service centres in regional and remote Australia?
Ms Campbell: There are 598 service centres in total in Australia.
Senator CAMERON: Are many of those in regional and remote Australia?
Ms Campbell: A number are in regional and remote. We would have to look at what the definition of regional and remote is to get a breakdown of the number that are in the urban areas.
Senator CAMERON: I think your annual report described regional and remote. On notice, could you give me a definition of regional and remote from the department's perspective.
- b) How many jobs in these service centres, under the definition, are involved and ...
- c) ... could there be job losses if Australia Post took over that face-to-face approach?

Answer:

- a) As at 1 July 2013, 262 of the department's services centres were located in regional or remote Australia according to the Accessibility/Remoteness Index of Australia (ARIA), endorsed by the Australian Bureau of Statistics and recognised as a nationally consistent measure of geographic remoteness. ARIA categorises localities into five 'remoteness areas': metro cities; inner regional; outer regional; remote; and very remote. The table below provides the number of service centres in each category.

Remoteness Area	Service Centres
Inner Regional	142
Outer Regional	77
Remote	21
Very Remote	22
Total	262

- b) 4,549
- c) The department is unable to comment on speculation about service delivery changes.