

Senate Community Affairs Legislation Committee

SUPPLEMENTARY ESTIMATES - 21 NOVEMBER 2013 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Social Work Services

Question reference number: HS 57

Senator: Siewert

Type of question: Written

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

Number of pages: 1

Question:

In 2012-13:

- a) How many social work appointments were delivered face-to-face and via Centrelink offices?
- b) How many home visits were made?
- c) How many referrals from Call Centres?
- d) How many compliance/debt interviews were completed?
- e) How many social workers are currently working in Centrelink?
- f) Provide a list of Centrelink offices where no social workers are employed in the role.

Answer:

- a) The department's social workers delivered 88,306 face-to-face interviews in service centres and 4,454 face-to-face interviews in locations outside service centres.
- b) 588.
- c) 40,111.
- d) 5,800.
- e) As at 30 November 2013, there were 691 social workers in the Department of Human Services.
- f) While social workers are not physically located in all service centres, customers can access social work assistance at all service centres through a dedicated social work telephone access service.