

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 23-24 OCTOBER 2014 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Security Guards at Centrelink Offices

Question reference number: HS 172

Senator: Siewert

Type of question: Written

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Number of pages: 6

Question:

For the period 2013-14:

- a) Provide a list of locations where security guards are deployed at Centrelink offices.
- b) Provide a breakdown of the cost of providing security guards at each location, and nationally.

Answer:

- a) and b) The table at [Attachment A](#) details security guard deployments in DHS sites providing Centrelink customer services for the financial year 2013-14. Guards are primarily deployed for the purpose of enhancing security for staff and customers in service centres. However, these figures also include the cost of deploying guards outside standard business hours for the purpose of securing the perimeter due to property works or damage.

SECURITY GUARD DEPLOYMENTS AT CENTRELINK SITES (INCLUDING SITES CO-LOCATED WITH MEDICARE) 2013-14

The guard costs include all guards deployed to Centrelink sites and collocated Centrelink / Medicare sites for security purposes. Guards are primarily deployed for the purpose of enhancing security for staff and customers in service centres. However, these figures also include the cost of deploying guards outside standard business hours for the purpose of securing the perimeter due to property works or damage. Sites that are not customer facing but provide support services to Centrelink service centres have been included (*in italics*).

LEGEND

SC – Service Centre

Zone Office – Head office within a geographical area (Zone). The staff within these sites provide support to the service centres (e.g Workplace Health & Safety, Security, Regional Managers etc).

Call Centre – No face to face customer contact. Phone based interaction with customers only.

State	Site	Cost (\$)
Australian Capital Territory		
	Braddon SC	110,074.73
	Tuggeranong SC	30,170.85
Sub Total		140,245.58
New South Wales		
	Albury SC	1,126.02
	Auburn SC	85,819.81
	Ballina SC	1,126.02
	Bankstown SC	94,574.30
	Bega SC	4,318.64
	Blacktown SC	75,901.63
	Bondi Junction SC	88,518.61
	Bowral SC	917.04
	Burwood SC	65,664.00
	Byron Bay SC	646.20
	Cabramatta SC	85,108.92
	Campbelltown SC	95,254.47
	Campsie SC	89,932.51
	Charlestown SC	84,152.31
	Coffs Harbour SC	1,126.02
	Corrimal SC	410.00
	Dapto SC	76,547.47
	Darlinghurst SC	118,948.85
	Dubbo SC	20,752.23
	Ettalong SC	10,293.60
	Fairfield SC	88,115.09
	Gosford SC	910.00

	Hawkesbury SC	76,549.04
	Hornsby SC	372.77
	Hurstville SC	89,800.24
	Ingleburn SC	84,973.31
	Katoomba SC	10,212.63
	Kurri Kurri SC	12,969.51
	Lake Haven SC	42,782.26
	Lismore SC	1,928.59
	Lithgow SC	1,827.95
	Liverpool SC	54,474.25
	Maitland SC	20,059.14
	Maroubra SC	86,628.18
	Marrickville SC	81,676.34
	Mayfield SC	78,438.88
	Merrylands SC	80,162.64
	Mount Druitt SC	81,192.20
	Newcastle SC	79,070.64
	Northern Beaches SC	69,164.51
	Nowra SC	687.19
	Parramatta SC	69,118.90
	Penrith SC	91,961.69
	Port Macquarie Call Centre	1,126.02
	Queanbeyan Zone Office	355.59
	Raymond Terrace SC	1,672.06
	Redfern SC	153,288.29
	Rockdale SC	83,920.40
	Ryde SC	372.77
	Shellharbour SC	71,688.80
	Singleton SC	6,861.03
	St Marys SC	80,982.25
	Tamworth SC	2,364.26
	Taree SC	1,126.02
	Tweed Heads Call Centre	1,355.23
	Ulladulla SC	912.79
	Wagga Wagga SC	19,341.13
	Wallsend SC	139,669.58
	Wollongong SC	1,400.00
	Woy Woy SC	1,089.06
	Wyong SC	16,635.04
Sub Total		2,788,374.92

Northern Territory		
	Alice Springs SC	113,092.30
	Broome SC	510.25
	Casuarina SC	105,739.40
	Darwin SC	101,184.16
	Darwin Zone Office	7,105.00
	Palmerston Call Centre	753.75
	Palmerston SC	137,656.03
Sub Total		466,040.89
Queensland		
	Beaudesert SC	656.16
	Biggera Waters SC	3,814.56
	Bioela SC	1,734.40
	Browns Plains SC	97,326.49
	Caboolture SC	662.60
	Cairns SC	624.00
	Caloundra SC	1,235.04
	Cleveland SC	676.96
	Deception Bay SC	890.00
	Fortitude Valley SC	96,042.67
	Goodna SC	102,897.22
	Gympie SC	169.29
	Hervey Bay SC	2,475.20
	Inala SC	84,378.68
	Ipswich SC	77,588.98
	Kawana Waters SC	7775.53
	Kippa Ring SC	17,199.79
	Maryborough SC	2,475.20
	Mitchelton SC	5,448.04
	Mount Isa SC	190.48
	Nambour SC	2,914.88
	Nerang SC	2,748.53
	Normanton SC	166.40
	Nundah SC	79,725.42
	Palm Beach SC	28,497.26
	Rockhampton SC	827.62
	Roma SC	665.60
	South Brisbane SC	16,265.90
	South Brisbane SC	78,455.94
	Southport SC	96,504.83
	Stones Corner SC	94,685.44
	Strathpine SC	653.76
	Toowong SC	3,609.02
	Warwick SC	282.15
	Weipa SC	3,741.02

	Woodridge SC	79,252.81
Sub Total		993,257.87
South Australia		
	Adelaide Zone Office	443.04
	Eastwood SC	52,399.75
	Elizabeth SC	99,630.69
	Gawler SC	985.00
	Kilkenny SC	30,164.98
	Marion SC	8,965.56
	Modbury SC	8,490.91
	Murray Bridge SC	580.17
	Noarlunga SC	110,283.60
	Norwood SC	81,463.49
	Port Adelaide SC	30,450.96
	Salisbury SC	116,149.39
	Torrensville SC	619.28
Sub Total		540,626.82
Tasmania		
	Devonport SC	17,626.35
	Glenorchy SC	56,105.91
	Launceston SC	76,756.30
	Rosny Park SC	3,377.09
Sub Total		153,865.65
Victoria		
	Airport West SC	7,644.00
	Benalla SC	5,852.00
	Bendigo SC	17,423.11
	Boronia SC	13,612.61
	Box Hill SC	667.29
	Box Hill Zone Office	532.14
	Broadmeadows SC	100,420.53
	Cheltenham SC	10,399.23
	Dandenong SC	94,138.48
	Darebin SC	78,394.56
	Deniliquin SC	315.10
	Epping SC	451.89
	Footscray SC	85,285.96
	Forest Hill SC	1,573.80
	Fountain Gate SC	313.02
	Frankston SC	96,508.99
	Greensborough SC	980.00
	Hastings SC	140.00
	Lilydale SC	6,525.85
	Melton SC	13,686.86
	Moreland SC	88,643.78
	Morwell SC	79,295.87

	Newmarket SC	90,548.62
	Newport SC	4,023.70
	Ringwood SC	5,850.00
	Rosebud SC	31,162.88
	Seymour SC	2,208.00
	Shepparton SC	760.27
	South Melbourne SC	79,365.81
	Springvale SC	1,126.02
	Sunbury SC	5,785.00
	Sunshine SC	80,584.52
	Wangaratta SC	3,415.71
	Warrnambool SC	7,129.26
	Watergardens SC	60.00
	Werribee SC	81,049.85
	Windsor SC	81,935.24
	Yarra SC	100,717.95
Sub Total		1,278,527.90
Western Australia		
	Albany SC	3,838.13
	Armadale SC	263.44
	Bunbury SC	50,635.56
	Cannington SC	7,557.46
	Fremantle SC	8,843.37
	Geraldton SC	1,297.82
	Gosnells SC	74.78
	Innaloo SC	1,917.68
	Joondalup SC	1,880.50
	Kalgoorlie SC	500.63
	Mandurah SC	6,235.52
	Midland SC	19,459.43
	Mirrabooka SC	88,295.15
	Morley SC	46,916.85
	Northam SC	16,958.77
	Perth Zone Office	362.23
	Rockingham SC	30,766.18
	Victoria Park SC	21,416.56
Sub Total		307,220.06
	TOTAL (Actual Spent)	6,668,159.69