

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Public Administration Portfolio

Department of Human Services and agencies

Budget Estimates 2006-2007, 25 May 2006

Question: HS19

Outcome 1, Output 1.1

Topic: Centrelink – Welfare to Work – Contact Model

Hansard Page or Written Question on Notice: F&PA 104

SENATOR WONG asked on 25/5/2006:

Senator WONG—I am interested in that staff allocation. I understand the first two are essentially facilitative, but I am interested in the additional staff to do the additional 90-second contact. So how many additional staff in each of the offices for the 12 weeks?

Ms Hogg—From memory, it is about two to three per office.

Senator WONG—Full-time?

Ms Hogg—Yes.

Senator WONG—If it is not too much work, maybe when you give me the indication of the additional contact or the proportion of people, or however you have that data—I am just trying to get a sense of what 65 to 90 means—you could also say at each of those offices how many additional staff will be engaged or additional staff hours there will be in terms of the contact time with customers.

Ms Hogg—Yes.

Answer:

The table below indicates the additional staff hours required each fortnight to conduct Participation Contact interviews under the proposed 90 per cent fortnightly contact model. Additional staffing is subject to the evaluation of the trial, when the number of customers required to attend each location each fortnight and the agreed length of time involved in these contacts becomes clearer.

	Additional Staff hours per fortnight
Dubbo	95
Launceston	202
Marion	147
Midland	100
Caboolture	131
Warrnambool	52
Total 6 Sites	727

Additional Staff hours has been calculated based on the following assumptions:

- 3.3 minutes for Participation Contact interview
- 1.22 minutes for existing fortnightly lodgement process
- Customers who lodge 4-weekly, 6-weekly, 8-weekly, 10-weekly and 12-weekly have a proportional lodgement frequency factored into the figures above.

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To prepare this answer it has taken approximately 3 hours at an estimated cost of \$173.