

ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Centrelink

Budget Estimates 2007-08 - May 2007

Question: HS56

Outcome 1, Output 1.1

Topic: Centrelink – Financial Information Service

Hansard Page/Written Question on Notice: Written Question on Notice

SENATOR SHERRY asked on 24/05/2007:

The following questions relate to the Financial Information Services Officer (FISO) service provided by Centrelink:

1. Can you provide the total number of staff employed as FISO's nationally in Centrelink offices?
2. Can you provide the annual budget Centrelink is allocated for the FISO service?
3. Can you provide a list of all Centrelink offices that have a FISO and the number of FISO's each office has?

Answer:

1. Centrelink employed 159 staff as Financial Information Service Officers (FISOs) in both a full and part-time capacity, equivalent to 143.3 full-time staff, during the quarter ending March 2007.
2. The cost of the Financial Information Service (FIS) in 2005-06 was approximately \$14 million.
3. A list of Centrelink offices where FISOs are located, and the average number of days each month that this service is provided from the office, is at **Attachment A**. Information is based on the average staffing levels during the quarter January to March 2007. Availability of FISOs varies depending on demand for services and booked appointments.