

Senate Finance and Public Administration Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
BUDGET ESTIMATES 2012-2013

Finance and Deregulation Portfolio

Department/Agency: Department of Finance and Deregulation

Outcome/Program: 1/1.1

Topic: Public service job cuts

Senator: Bushby

Question reference number: F131

Type of question: Written

Date set by the committee for the return of answer: Friday, 6 July 2012

Number of pages: 1

Question:

- a) Can the Department please provide numbers on how many/if any of the public service job cuts have been flagged for Tasmania?
- b) Given the large amount of jobs cut from the Australian Taxation Office and the Department of Human Services, has the Department done any forecasting on how this will affect frontline services, in areas such as:
 - i. Call centres and waiting times;
 - ii. Customer service centres and waiting times;
 - iii. Tax return turnovers; and
 - iv. Applications made to the Department of Human Services waiting times, given that there are already over 70,000 back-logged.
- c) Could these job cuts have occurred in other Departments that do not provide frontline services?

Answer:

- a) The Department of Finance and Deregulation (Finance) does not collect public service job data on a State or regional basis.
- b) Finance has not done any forecasting on how reductions in staffing by the Australian Taxation Office and the Department of Human Services may affect frontline services. This question would best be directed to the agencies in question.

Note that the Budget provided \$206.0 million over four years to ensure DHS is able to meet customer demand for call centre services and to reduce waiting times (BP2 page 208).

- c) Operational decisions on agency staffing levels are at the discretion of agency chief executives in accordance with their responsibilities under the Financial Management and Accountability Act and the Public Service Act and are not directed centrally.