

**Question on Notice
No. 1502
Asked on Tuesday, 9 December 2025**

MS J PEASE ASKED MINISTER FOR CUSTOMER SERVICES AND OPEN DATA AND MINISTER FOR SMALL AND FAMILY BUSINESS (HON S MINNIKIN)—

Will the Minister advise, for the Department of Customer Services, Open Data and Small and Family Business, and for the period 1 November 2024 to 30 June 2025 (or closest reportable period) (a) total number of FTE staff that newly commenced employment, (b) total number of FTE staff that ceased employment, (c) of those FTE staff that ceased employment in the reported period, total number of positions that were refilled or replaced (reported by headcount and FTE) and (d) the current total number of departmental staff (reported by headcount and FTE), so that the number of new hires, separations and replacements can be clearly reconciled without aggregation or omission?

ANSWER

For the period 1 November 2024 to 30 June 2025:

- (a) The total number of newly commenced employees in the department was 183 (headcount).
- (b) The total number of employee separations from the department was 182 (headcount).
- (c) There is not a direct link between employees who left and positions refilled for a range of reasons including:
 - Some employees were hired for temporary roles, such as covering staff on leave or secondment.
 - Some employees were engaged to perform necessary work to meet a short-term increase in workload.
 - Some engagements ended when limited-life projects or programs were completed.
- (d) As of 30 June 2025, the department had 1,937.96 FTE staff (2,039 headcount).

Note:

- Data on new hires and separations is reported by headcount, not FTE, to ensure consistency. Headcount reflects the number of individuals, regardless of their work hours or employment type. FTE data for joiners and leavers is not available due to reporting limitations.