

Attachment B – Current Service Locations and Languages

The table below indicates the types of languages that are currently being provided in Centrelink Customer Service Centres (CSC's) nationally as at December 2007. Tenderers should note that for any particular language at any particular location there may be more than one interpreter used at that location. A "Session" is an unbroken period where the interpreter is on site, usually between 2 and 7.5 hours and can include lunch break.

AREA	CSC	LANGUAGE	Number of Sessions per week	Total hours per week (ALL sessions)
AREA SOUTH & EAST QUEENSLAND	FORTITUDE VALLEY	CHINESE	2	6.5
AREA SOUTH & WEST QUEENSLAND	GOODNA	SAMOAN	1	2
		VIETNAMESE	5	16
	INALA	DINKA	2	6
		VIETNAMESE	10	72.5
	MT GRAVATT	VIETNAMESE	2	14
	SOUTH BRISBANE	ARABIC	1	5
		VIETNAMESE	1	2
	STONE CORNER	ARABIC	4	10
		DARI	1	3
		FARSI	2	6
		KIRUNDI	3	9
		SERBIAN	2	5
		VIETNAMESE	2	6
	TOOWOOMBA	DINKA	2	5
	WOODRIDGE	ARABIC	1	3
		DINKA	1	2
		KHMER	1	3
		KIRUNDI	1	2
		SAMOAN	1	2
		SERBIAN	2	4
		SPANISH	1	3

AREA	CSC	LANGUAGE	Number of Sessions per week	Total hours per week (ALL sessions)
AREA CENTRAL NORTH QLD	ATHERTON NORTH QLD	ITALIAN	1	8
	CAIRNS	ITALIAN	1	8
	INNISFAIL	ITALIAN	1	8
	INNISFAIL/TULLY	ITALIAN	1	7.5
	MAREEBA	ITALIAN	3	24
AREA SOUTH WEST NSW	QUEANBEYAN	MACEDONIAN	2	4
AREA SYDNEY EAST	BANKSTOWN	ARABIC	8	55
		CANTONESE/MANDARIN	2	11.5
		VIETNAMESE	8	41
	BURWOOD	CANTONESE/MANDARIN	4	28.5
		GREEK	1	3
		ITALIAN	2	5
	CAMPSIE	ARABIC	4	22.5
		CANTONESE/MANDARIN	5	31.5
		GREEK	2	8
		ITALIAN	1	3
		KOREAN	2	7
		VIETNAMESE	2	11.5
	CHATSWOOD	CANTONESE/MANDARIN	2	5
	HORNSBY	CANTONESE/MANDARIN	1	4
	HURSTVILLE	ARABIC	3	12
		CANTONESE/MANDARIN	8	50
	LAKEMBA	ARABIC	2	6
	LEICHARDT	GREEK	1	5
		ITALIAN	3	13
		PORTUGUESE	1	2
	MAROUBRA	CANTONESE/MANDARIN	1	2
		SPANISH	1	2
	MARRICKVILLE	ARABIC	1	4
		CANTONESE/MANDARIN	3	10.5
		GREEK	2	6
		PORTUGUESE	1	2
		VIETNAMESE	3	22.5
	NORTHERN BEACHES	CANTONESE/MANDARIN	1	3
		TIBETAN	1	3
	ROCKDALE	ARABIC	4	16
		CANTONESE/MANDARIN	4	19
		GREEK	1	3
		MACEDONIAN	2	8
	RYDE	CANTONESE/MANDARIN	2	6

AREA	CSC	LANGUAGE	Number of Sessions per week	Total hours per week (ALL sessions)
AREA SYDNEY WEST	AUBURN	ARABIC	4	26.5
		CANTONESE/MANDARIN	4	21.5
		FARSI	3	22.5
		TURKISH	4	12
	BLACKTOWN	ARABIC	2	8
		DINKA	1	4
		FARSI	1	3
		TURKISH	1	3
	CABRAMATTA	CANTONESE/MANDARIN	4	20
		CROATIAN	1	4
		KHMER	4	20
		LAOTIAN	1	3
		SPANISH	1	2
		VIETNAMESE	10	74
	CAMPBELLTOWN	ARABIC	1	4.5
	FAIRFIELD	ARABIC	9	69
		ASSYRIAN	4	32
		CANTONESE/MANDARIN	4	23.5
		ITALIAN	1	3
		KHMER	1	2.5
		SERBIAN	1	3
		SPANISH	2	6
		VIETNAMESE	6	38.5
	INGLEBURN	ARABIC	1	2.5
		SPANISH	1	2
	LIVERPOOL	ARABIC	8	50
		BOSNIAN	1	7.5
		CANTONESE/MANDARIN	1	5
		SERBIAN	3	22.5
		SPANISH	2	8
		VIETNAMESE	4	20
	MERRYLANDS	ARABIC	4	26.5
		CANTONESE/MANDARIN	2	6
		FARSI	1	2
	MT DRUITT	ARABIC	2	6
	PARRAMATTA	ARABIC	3	9
		CANTONESE/MANDARIN	4	20
		DARI	4	25.5

AREA	CSC	LANGUAGE	Number of Sessions per week	Total hours per week (ALL sessions)
AREA WEST VICTORIA	FOOTSCRAY	AMHARIC	3	9
		VIETNAMESE	5	38
	SUNSHINE	SUDANESE	5	20
		VIETNAMESE	10	75
	WATERGARDENS	MACEDONIAN	5	20.5
		VIETNAMESE	10	54
AREA NORTH CENTRAL VIC	BOX HILL	CANTONESE/MANDARIN	6	33
	BROADMEADOWS	ARABIC	8	61
		TURKISH	6	46
	CAMBERWELL	CANTONESE/MANDARIN	2	11
	DAREBIN	ARABIC	3	8
		CANTONESE/MANDARIN	1	2
		GREEK	2	5
		MACEDONIAN	2	4
	EPPING	ARABIC	2	13
		GREEK	1	3
		ITALIAN	1	2
		MACEDONIAN	3	11.5
		VIETNAMESE	2	7
	MORELAND	ARABIC	5	28.5
		GREEK	2	6
		ITALIAN	2	4
		TURKISH	2	6
	NEWMARKET	CANTONESE/MANDARIN	1	2.5
		VIETNAMESE	1	3
	SHEPPARTON	ALBANIAN	2	14
		ARABIC	2	15
		TURKISH	1	3
	WINDSOR	RUSSIAN	4	8
	YARRA	CANTONESE/MANDARIN	4	20
		TIMORESE	1	3
		VIETNAMESE	5	35

AREA	CSC	LANGUAGE	Number of Sessions per week	Total hours per week (ALL sessions)
AREA SOUTH EAST VICTORIA	DANDENONG	ARABIC	2	14
		BOSNIAN	3	18
		CANTONESE/MANDARIN	3	14.5
		FARSI	3	19.5
		KHMER	2	8
		VIETNAMESE	2	11
	GLEN WAVERLEY	CANTONESE/MANDARIN	3	21
	OAKLEIGH	CANTONESE/MANDARIN	2	14
		GREEK	2	11
		RUSSIAN	2	15
	SPRINGVALE	ARABIC	2	12.5
		CANTONESE/MANDARIN	3	16
		KHMER	5	33.5
		SERBIAN	1	7.5
		VIETNAMESE	10	64
AREA SOUTH AUSTRALIA	ENFIELD	DINKA	1	2
		FARSI	1	2
		GREEK	1	2
		VIETNAMESE	1	2
	KILKENNY	SERBIAN	2	6
		VIETNAMESE	10	20
	NORWOOD	ITALIAN	3	9
	SALISBURY	ITALIAN	1	2
		KHMER	3	9.5
		VIETNAMESE	4	21
	TORRENSVILLE	ARABIC	2	5
		BOSNIAN	1	3
		DINKA	1	3
		FARSI	1	3
		GREEK	2	6
		ITALIAN	1	3