

Senate Community Affairs Legislation Committee

ADDITIONAL BUDGET ESTIMATES - 16 FEBRUARY 2012 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Apprentices

Question reference number: HSW 2

Senator: Siewert

Type of question: Written

Date set by the committee for the return of answer: 29 March 2012

Number of pages: 1

Question:

- a) People who are engaged in full time apprenticeships, are they expected to present themselves in person to Centrelink? How often? Under what circumstances?
- b) Can they appoint an agent to deal with Centrelink on their behalf? If not, Why not?
- c) Does Centrelink offer to help negotiate with their employer in order to facilitate the client's ability to present to Centrelink?

Answer:

- a) No. Full-time Australian Apprentices who are in receipt of Youth Allowance, Austudy and ABSTUDY are not required to attend interviews or appointments in person at a Service Centre. Apprentices may bring documentation into a Service Centre to support their claim for payment but this can also be provided by mail if preferred.

Apprentices are encouraged to use self service channels rather than attend a Service Centre in person. Australian Apprentices can report their employment income and update their details online or by phone using self service.

A dedicated telephone number is also available for Australian Apprentices from 8:00 am to 5:00 pm, Monday to Friday.

- b) Yes. Apprentices can authorise a nominee (a person or organisation) to act on their behalf. They can also give permission for another person to make enquiries for them. These options are available to all customers.
- c) No. The services that apprentices require are available online 24/7.