

Senate Community Affairs Legislation Committee

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

Human Services Portfolio

Topic: Centrelink - Incapacitated Customers

Question reference number: HSW 67

Senator: Fifield

Type of question: Written

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

Number of pages: 1

Question:

Does Centrelink provide home visits for incapacitated clients? If not, has it been considered?

Answer:

Yes, home visits are provided to customers who are not able to attend a Department of Human Services office due to:

- (a) illness or disability; or
- (b) caring responsibilities which prevent them from leaving their home; or
- (c) living in a rural area and they would be greatly inconvenienced by having to visit the nearest office.