

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2016-2017 Additional Estimates Hearings

Outcome Number: 3.1 Disability, Mental Health and Carers Question No: SQ17-000188

Topic: BSWAT payment scheme

Hansard page: Written

Senator Carol Brown asked:

1. How many eligible workers have registered applications with the Department for the BSWAT payment scheme?
2. What is the expected average payment for successful claimants under the BSWAT payment scheme?
3. How many BSWAT payment scheme claimants have been rejected?
4. What efforts have been made to communicate the outcome of the Federal Court ruling in the class action led by Tyson Duval-Comrie with workers who are potentially eligible for the BSWAT payment scheme?

Answer:

1. As at 19 March 2017, approximately 7,200 people have registered.
2. As at 6 March 2017, the average payment was \$18,266. As the payment is based on an individual's circumstances, it is not possible to estimate the expected average payment.
3. As at 20 March 2017, 199 applicants had been determined as ineligible for the BSWAT Payment Scheme. People found ineligible for the Scheme can seek review.
4. The Department of Social Services (DSS) has implemented a comprehensive communications strategy to assist the uptake of the BSWAT Payment Scheme. This strategy includes letters to the members of the class action, a social media plan, a series of videos, Easy Read materials and Easy Read website content and key stakeholder engagement.

DSS' Facebook promoted posts are reaching more than 57,000 people and the associated video has been viewed over 29,000 times. The posts have also been shared 249 times and received 235 likes/reactions. The links are located at

<https://business.facebook.com/532962446729390/posts/1742744815751141>, and
<https://business.facebook.com/532962446729390/posts/1742778585747764>

In addition, the Department has contracted a call centre to make outgoing calls to people who were known to have a BSWAT assessment and have not yet registered.