

## **Senate Standing Committee on Economics**

### **INQUIRY INTO NATIONAL CONSUMER CREDIT PROTECTION AMENDMENT (SMALL AMOUNT CREDIT CONTRACT AND CONSUMER LEASE REFORMS) BILL 2019 (NO. 2)**

**PUBLIC HEARING 13 March 2020**

**ANSWER TO QUESTION ON NOTICE**

**Services Australia**

**Topic:** Financial Hardship Referrals

**Question reference number:** IQ20-000009

**Member:** Jenny McAllister

**Type of question:** Hansard page: 57

**Date set by the committee for the return of answer:** 16 April 2020

**Number of pages:** 1

#### **Question:**

ACTING CHAIR: At the risk of sounding pedantic, I wonder if you might take this on notice then. When you say, 'I imagine that they would,' that doesn't tell me very much about actual practice in Centrelink. I would really like to understand the frequency or regularity with which Centrelink clients in financial hardship are referred to the NILS program as an option. Maybe take that on notice?

Ms Faichney: We can take it on notice. I can't confirm whether we have that information. We can take it on notice and see what we can find.

#### **Answer:**

Services Australia (the Agency) provides customers with information on a range of services available in communities, including no interest or low interest loans from Good Shepherd Microfinance. Information on these support services is available on the Agency's website and in Service Centres.