

Senate Standing Committee on Community Affairs

ADDITIONAL ESTIMATES – 24 FEBRUARY 2011 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Income Management

Question reference number: HS 21

Senator: Siewert

Type of question: Hansard CA pages 108-109

Date set by the committee for the return of answer: 8 April 2011

Number of pages: 1

Question:

Senator SIEWERT - Have all the people that have applied for an exemption had their applications dealt with? Are there any pending?

Ms Cartwright - As of 4 February we have 200 exemption claims awaiting information from the Northern Territory Department of Education and Training. The hold-up around that has been the confirmation of the attendance at the school, but the other exemptions have been processed.

Senator SIEWERT - How long on average have you been waiting to deal with those claims? I appreciate I am asking a difficult question.

Ms Cartwright - I will take that one on notice.

Senator SIEWERT - That would be appreciated. I realise that probably not all of the 200 would have been there for the same length of time.

Ms Ramsey - It has also been a matter of working with the Northern Territory Department of Education and Training and getting that system operating to get the information back. It will be different for different cases, but we can certainly give you the average.

Senator SIEWERT - I want to know whether people are having to wait eight weeks, four weeks or however long.

Answer:

Centrelink does not have the capability to provide data on average waiting times on claim at this point. The capability to provide this information is under development, and is expected to be available from 6 June 2011.