

Senate Standing Committee on Community Affairs

ADDITIONAL ESTIMATES – 24 FEBRUARY 2011 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Disability Support

Question reference number: HS 49

Senator: Adams

Type of question: Written

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

Number of pages: 1

Question:

I am informed there have been instances where the Disability Support Teams who assess clients and are specialists in that area, are not necessarily aware of the opportunity to provide other allowances (including Newstart) to clients to 'tide them over' during the processing of their DSP claim (which can take up to 3 months) even if the clients do not necessarily meet all the requirements for the other allowances. I understand that in previous structures, the Teams would have been aware of those options for clients.

- a) Are you aware of this situation and have there been any complaints or reports of this lack of provision of information and assistance to clients?

Answer:

Centrelink is aware of rare instances of this happening. Centrelink has received two complaints since 1 July 2010 from customers regarding the provision of information on other payment types that may be available to customers while awaiting determination of their Disability Support Pension (DSP) claim.