

Senate Standing Committee on Community Affairs

ADDITIONAL ESTIMATES – 24 FEBRUARY 2011 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Method of lodgement of continuation forms

Question reference number: HS 50

Senator: Siewert

Type of question: Written

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

Number of pages: 1

Question:

- a) Can you please outline how job seekers lodge their continuation of payment forms and the numbers using various lodgement channels available?
- b) What lodgement changes have occurred between January 2010 and January 2011?

Answer:

- a) Job seekers may lodge their Reporting Statement (Application for Payment) using the following reporting channels:
 - self-service (online web based reporting or Integrated Voice Response phone reporting);
 - in person at a Centrelink Customer Service Centre or Centrelink Agent; and/or
 - in writing (post/fax lodgement).

As at week ending 4 March 2011:

- 199,609 or 65.5 per cent of job seekers were reporting via self-service channels; and
 - 105,215 or 34.5 per cent of job seekers were reporting in person or in writing.
- b) From 1 July 2010, job seekers could choose to lodge their Reporting Statement using self-service reporting options (online web based reporting or Integrated Voice Response phone reporting).