

Senate Community Affairs Legislation Committee

ADDITIONAL BUDGET ESTIMATES – 14 FEBRUARY 2013 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Customer Letters

Question reference number: HS 1

Senator: Siewert

Type of question: Hansard page 97

Date set by the committee for the return of answer: 5 April 2013

Number of pages: 52

Question:

Senator SIEWERT: I remember 2½ years ago having the same conversation about letters that were sent to income management recipients when those changes were made. I realise that I might be straying into the next portfolio area, but it is on topic. Could you please provide us with the templates of the letters that are going out to income management people now?

Ms Campbell: Yes, we can take that on notice.

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Ms Campbell: I have just been advised that the income management letters have been improved following Ombudsman and customer feedback, but we will still provide you with copies of those.

Senator SIEWERT: If I could have copies of those, that would be appreciated. Thank you.

Answer:

There is a range of Income Management letters that are sent to customers based on the customer's particular circumstances. The attached letters are a sample of what customers may receive across the Income Management measures.

Attached are letters for the following measures:

- Disengaged Youth – two examples (Attachments A and B);
- Long Term Welfare Payment Recipient – three examples (Attachments C, D, E);
- Vulnerable Welfare Payment Recipient, a departmental social worker assessment – four examples (Attachments F, G, H, I);
- Voluntary Income Management – two examples (Attachments J and K); and
- Child Protection Income Management, referral from a case worker from a child protection authority – three examples (Attachments L, M, N).