

Senate Community Affairs Legislation Committee

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

Human Services Portfolio

Topic: Commissioned Reports

Question reference number: HS 51

Senator: Boyce

Type of question: Written

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

Number of pages: 2

Question:

- a) How many Reports have been commissioned by the Government in your department/agency this financial year to date? Please provide details of each report including date commissioned, date report handed to Government, date of public release, Terms of Reference and Committee members.
- b) How much did each report cost/or is estimated to cost? How many departmental staff were involved in each report and at what level?
- c) What is the current status of each report? When is the Government intending to respond to these reports?

Answer:

- a) One. The Department of Human Services Independent Review of Centrepay, which was announced by the Minister on 11 November 2012.

Terms of Reference

The Centrepay review will:

- examine the controls, risk management and administrative processes in place to ensure the Centrepay service is used in a way that protects people's entitlements;
- examine the approaches taken to ensure Centrepay is used to distribute money to legitimate organisations providing services to people on a fair and reasonable basis, and the associated contract management approaches used;
- provide suggestions about which businesses and services should have access to the Centrepay service, and services that might be excluded;
- look at ways in which Centrepay can be used to build the financial capability of its customers and to assist them to manage their money in the best way possible;
- examine the complaints and feedback mechanisms associated with Centrepay to ensure that issues are resolved in a fair way;
- examine how Centrepay relates to other financial products and services available to the Department's customers; and

- suggest future opportunities and directions for the Centrepay service.

The Independent Review is being led by Ms Anna Buduls. As this is an Independent Review there is no committee.

- b) The total estimated cost of the Centrepay review is \$60,000.00 in 2012-13. Departmental staff provide administrative support only and are not directly involved in the review.
- c) The Centrepay review is currently scheduled to conclude by the end of the 2012-13 financial year. Once the findings of the Independent Review of Centrepay have been delivered, the Department will respond so the Government may consider any proposed changes for the financial year 2013-14.