

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES - 27 FEBRUARY 2014 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Income Management – ‘double rent’

Question reference number: HS 17

Senator: Siewert

Type of question: Written

Date set by the committee for the return of answer: 24 April 2014

Number of pages: 1

Question:

- a) How is DHS responding to the issue of some remote customers paying double rent via income management and by rental deduction with Territory Housing?
- b) How many customers have been affected by this?

Answer:

- a) DHS has processes in place to ensure that customers do not pay double rent via income management and the Rent Deduction Scheme.

When a rent deduction request is received from NT Housing for an income managed customer, the department will first check what deductions are already in place for rent. If there is an existing deduction to NT Housing through the Rent Deduction Scheme, that deduction will be ceased and a new deduction set up from the customer's income managed funds. If there is no existing deduction to NT Housing, the department will set up a new deduction from the customer's income managed funds.

- b) This information is not collected by the department automatically.

Collecting and investigating how many customers have been affected by this would substantially and unreasonably divert the resources of the department from its other operations.