

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2014-15 Additional Estimates Hearings

Outcome Number: 3.1 Access and Information

Question No: SQ15-000016

Topic: Income and Asset testing

Hansard page: CA90 26 February 2015

Senator Siewert, Rachel asked:

What is the average time now for getting that done, bearing in mind what you have said about people not providing the relevant information?

Answer:

DHS is responsible for means testing and associated payment activities. However, I am advised by DHS that in situations where the care recipient is already known to DHS, and the required information has been made available, a simple means test is usually completed by DHS within 24-48 hours. Where further information is required, for example a valuation of assets, it can take up to four weeks or longer to complete from the time the application is lodged.