

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES – 5-6 JUNE 2014 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Customer Communications – Budget measures

Question reference number: HS 6

Senator: Cameron

Type of question: Hansard page 114, 5 June 2014

Date set by the committee for the return of answer: 25 July 2014

Number of pages: 1

Question:

- a) Senator CAMERON: What is the average cost of a Centrelink mail-out to FTB A recipients?

Ms Golightly: I might have to take that on notice. I can get that figure for you.

Senator CAMERON: Would you be able to get that figure for me tomorrow?

Ms Golightly: I will attempt to, yes.

Senator CAMERON: I would have thought you would have had some idea. And the same for FTB B recipients.

Ms Golightly: Sure.

Senator CAMERON: And Commonwealth Senior Health Cardholders.

Ms Golightly: Yes.

- b) Senator CAMERON: Pensioners, Newstart, Youth Allowance and other recipients. What is the rough unit cost per letter that you guys achieve through Australia Post? You must get a decent rate.

Mr Rimmer: I would want to take that on notice but once you add in the processing, packaging and handling of it, it is in the order of 65c to 70c. I would want to confirm that on notice.

Answer:

- a) It would currently cost some \$685,000 to send a letter to all FTB A recipients, some \$582,000 to send a letter to all FTB B recipients, and some \$232,000 to all Commonwealth Senior HealthCare Card recipients. This does not include the cost of ICT changes to produce a new letter.
- c) On average it costs 70-75 cents to send a letter to a person through Australia Post within a standard envelope size. This covers the production and postage costs of the letter but doesn't include the costs of preparing the text or changes to generate the letter.