

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES - 20 OCTOBER 2011 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Engaging with Customers with a Mental Illness

Question reference number: HSW 45

Senator: Wright

Type of question: Written

Date set by the committee for the return of answer: 9 December 2011

Number of pages: 1

Question:

I refer to the recommendations of the Commonwealth Ombudsman report *'Falling Through the Cracks. Centrelink, DEEWR and FAHCSIA: Engaging with Customers with a Mental Illness in the Social Security System'* and note in particular, Part 5.3 that the Ombudsman asks each agency provide a status report on the implementation of relevant recommendations six months after publication of the report.

- a) Given the report was published in September 2010, please advise which recommendations have been implemented, or will be implemented and whether the Department of Human Services and Centrelink have provided status reports.
- b) If status reports have yet to be provided, please advise when we would likely expect these status reports.

Answer:

- a) The Department of Human Services has implemented or made progress towards implementing 10 of the 11 recommendations outlined in the Ombudsman's Report *'Falling Through the Cracks. Centrelink, DEEWR and FAHCSIA: Engaging with Customers with a Mental Illness in the Social Security System'*.

Recommendation 10 has not been implemented. The Department of Human Services has convened a Mental Health Service Delivery Working Party to progress the more complex recommendations of the Ombudsman's Report, including Recommendation 10.

Centrelink provided a verbal progress report and a written interim status report to the Ombudsman's Office in March 2011.

A written status report outlining Centrelink's progress against each recommendation was submitted to the Ombudsman's Office on 24 June 2011.

- b) Not applicable.