

Senate Community Affairs Legislation Committee

SUPPLEMENTARY ESTIMATES - 18 OCTOBER 2012 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: BasicsCard 1800 number

Question reference number: HS 61

Senator: Siewert

Type of question: Written question

Date set by the committee for the return of answer: 7 December 2012

Number of pages: 1

Question:

Will callers to the new BasicsCard 1800 number which will be free for Telstra mobile phone users, be able to change their deductions and speak to a DHS operator if required?

Answer:

Yes. Customers calling the new Income Management Line (FreecallTM 1800 132 594) will be able to change their deductions and speak to a DHS operator.

Customers calling this number:

- 24 hours a day 7 days a week, can obtain their BasicsCard balance or report their card as lost or stolen;
- between 8.00 am and 5.00 pm, 7 days a week, can request to have additional income managed funds put onto their BasicsCard; and
- between 8.00 am and 5.00 pm, Monday to Friday, can have income management allocations changed.