

## **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 (Freecall<sup>TM</sup> 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.