

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 23-24 OCTOBER 2014 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Restricted Servicing Arrangements

Question reference number: HS 151

Senator: Siewert

Type of question: Written

Date set by the committee for the return of answer: 12 December 2014

Number of pages: 1

Question:

- a) How many people were on restricted servicing arrangements during 2013-14?
- b) Describe the range of options provided, and the numbers of people under each option.

Answer:

- a) A total of 990 people had their services restricted in 2013-14
- b) The following restriction options were applied:
 - 69 people were restricted to one main contact;
 - 3 people were directed to attend a nearby location;
 - 635 people were restricted from face to face services for up to 5 business days;
 - 235 people were restricted from face to face services and assigned a one main contact;
 - 8 people had their phone services restricted and were assigned a one main contact; and
 - 40 people had their face to face and phone services restricted to contact by mail, email, fax, self-service or through an authorised third party.