

## Senate Community Affairs Legislation Committee

### SUPPLEMENTARY BUDGET ESTIMATES – 22 OCTOBER 2015 ANSWER TO QUESTION ON NOTICE

#### Department of Human Services

**Topic:** Online Services Available for Nominees

**Question reference number:** HS 24

**Senator:** Siewert

**Type of question:** Hansard pages 126-127

**Date set by the committee for the return of answer:** 11 December 2015

**Number of pages:** 1

#### **Question:**

Senator SIEWERT: I wanted to go very quickly to the issue of nominees. I understand that the issue about nominees being notified has now been resolved.

Ms Campbell: Sorry? Say that again.

Senator SIEWERT: The issue of around nominees being notified about—

Ms Campbell: Being notified of activities, yes.

Senator SIEWERT: I understand that that has now been resolved. Is that correct?

Ms Campbell: That is my understanding, but I am looking for someone to—

Senator SIEWERT: I wanted to confirm that, but there is another issue. I understand that on the app you cannot do that.

Ms Campbell: I will just see whether we can find someone to come to the table to do this. So this is if you are using the app as a nominee?

Senator SIEWERT: Yes. I wanted to clarify that the issue has been resolved beyond the app.

Ms Beath: The general issues you referred to with nominees have been resolved. I need to take on notice what exactly nominees can do on the app, because they can do some things but not everything.

Senator SIEWERT: Could you take that on notice and whether there is a way that you can address that?

Ms Beath: Yes.

Senator SIEWERT: Thank you very much....

#### **Answer:**

The majority of online services that are available to income support (Centrelink) customers are available to their nominees. Depending on the type of nominee arrangement that is in place, nominees can view and update all information that customers have access to. However, nominees are unable to make a claim for an income support payment online.

In relation to apps, nominees who use the Centrelink Express Plus App, and have a myGov online account, are able to view online mail for the person(s) for whom they are a nominee. No additional functionality is currently available through the apps.