

Senate Community Affairs Legislation Committee

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

Department of Human Services

Topic: Centrepay – contact point for systemic problems

Question reference number: HS 32

Senator: Cameron

Type of question: Hansard page 133

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Question:

Senator CAMERON: The Consumer Law Centre and the National Welfare Rights Network have indicated to me that they forcefully put the case to DHS to put in place one nominated contact point where they can easily identify and raise significant systemic problems. Has that been done?

Mr Box: I would have to take that on notice. We work very hard to have a central contact point. Regarding the two bodies you mentioned and the fact that they have put it forcefully, I would have to take on notice how that was done. It has not been put forcefully to me, but we do work very hard at having a central contract point. That is one of the conversations I have with the team all the time. I can take that on notice and get you more detail.

Answer:

The Consumer Action Law Centre and the National Welfare Rights Network have been advised that an appropriate point of contact to identify and raise significant systemic problems would be the National Manager of Customer Payment Services Branch, who is responsible for the Centrepay programme.