

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES –2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Restricted Servicing Arrangements

Question reference number: HS 194

Senator: Siewert

Type of question: Written

Date set by the committee for the return of answer: 24 December 2015

Number of pages: 1

Question:

- a) How many people were on “restricted servicing” arrangements during 2014-15?
- b) Describe the range of options provided, and the numbers of people under each option.

Answer:

- a) The number of people on restricted servicing arrangements was 1,098* during the 2014-15 financial year.
- b) The range of options provided and the numbers of customers under each option are as follows:

Option	No. of customers 2014-15
Restricted to one main contact	85
Directed to attend a nearby location	4
Restricted from face to face for up to five business days	750
Restricted from face to face and assigned one main contact	216
Restricted phone service and assigned one main contact	10
Restricted from face to face and phone so contact is by mail, email, fax, self-service or through a third party	33
Total number of customers with restricted servicing arrangements implemented*	1,098*

**Customers with multiple restricted service arrangements implemented within a financial year are counted once against the highest level implemented.*