

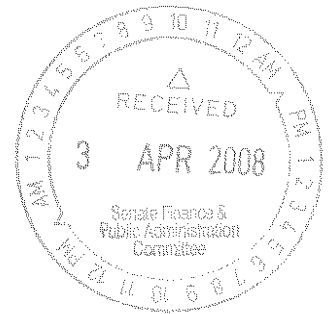
Senate Standing Committee on Finance and Public Administration

ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Department of Human Services

Additional Estimates 2007-08 – February 2008



**Question:** HS18

**Outcome 1, Output 1.1**

**Topic:** Centrelink – Complaints received about the 15-hour rule for DSP customers

**Hansard Page/Written Question on Notice:** Hansard Page F&PA 64

**SENATOR ALLISON** asked on 22/02/2008:

**Senator ALLISON**—What level of complaint has Centrelink received in recent months and perhaps over the last year about the decisions made on the 15-hour rule?

**Mr Whalan**—We have received quite a bit of negative feedback around the 15-hour rule. I will check, but we would not have the number of concerns that have been raised.

**Senator ALLISON**—You will check that you do not have it?

**Mr Whalan**—I will check for you.

**Answer:**

Since 1 July 2007 Centrelink has recorded four complaints in its national complaints database referring specifically to the issue of prospective Disability Support Pension customers affected by the 15-hour rule in respect of their capacity to work.