

Senate Finance and Public Administration Standing Committee
ANSWERS TO QUESTIONS ON NOTICE
BUDGET ESTIMATES – 29 MAY 2008

Human Services Portfolio

Department/Agency: Centrelink
Outcome/Output Group: Outcome 1, Output 1.1
Topic: Special Disability Trusts

Senator: Siewert
Question reference number: HS30d
Type of question: Written
Date set by the committee for the return of answer: 11 July 2008

Question:

HS30d: Could you provide the most recent figures for the number of calls to Centrelink in relation to Disability Trusts?

Answer:

HS30d: Since September 2006, Centrelink has received approximately 4,000 calls to a dedicated 1800 number related to Special Disability Trusts.

Centrelink established a dedicated 1800 number in September 2006 for customers, community and focus groups, and trust professionals (solicitors, trustees and accountants) to contact a Special Disability Trust team. Manual statistics relating to phone calls have been kept by this team. There is no statistic available for the number of calls to Centrelink's regular Call Centre numbers that relate specifically to Special Disability Trusts.

Number of pages: 1

