

Senate Finance and Public Administration Standing Committee
ANSWERS TO QUESTIONS ON NOTICE
SUPPLEMENTARY BUDGET ESTIMATES – 21 OCTOBER 2008

Human Services Portfolio



Department/Agency: Centrelink
Outcome/Output Group: Outcome 1/Output 1.1
Topic: Baby Bonus

Senator: Boyce
Question reference number: HS10
Type of question: Hansard F&PA 133
Date set by the committee for the return of answer: 5 December 2008

Question:

HS10: Senator BOYCE—I have a question on the Baby Bonus. The income test that was introduced for the Baby Bonus did not give people nine months notice before implementation. I know that, given where the income test is set, there is quite a small but nevertheless significant number of about 700 women, as I understand it, who have therefore missed out on the Baby Bonus because there was not nine months notice. If it had been introduced in March, for example, they would have all known before conception about it. Have you had complaints from people in that category?

Mr Cowan—None that I am aware of. I am not aware of any complaints on that particular issue of people not getting nine months notice.

Senator BOYCE—So that is a categorical no—no complaints?

Mr Cowan—Not that I am aware of.

Senator BOYCE—If you could take that on notice, that would be good.

Mr Cowan—I can take that on notice, again, but it is not an issue that I am aware of that is outstanding

Answer:

HS10: The Centrelink Customer Relations Unit (CRU) records information about customer complaints made to Centrelink. CRU data indicates, there has been no complaints regarding the specific issue of customers getting “nine months notice”.

Number of pages: 1