

Senate Community Affairs Legislation Committee

Inquiry into Welfare Reform and Reinstatement of the Racial Discrimination Act

Canberra Hearing, Thursday 4 February 2010

ANSWERS TO QUESTIONS ON NOTICE

Question No: WR10

Topic: Costing assumptions for the new scheme of income management

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Senator Siewert asked:

Have you made some assumptions around what new income management will cost you in metropolitan areas?

Answer:

The numbers of people estimated to be subject to the new scheme of income management will be outlined in QoN WR5 and the total funding is outlined in QoN WR12.

No overall per person unit cost has been used to derive the costings. Costings take into account a wide range of factors such as the varying servicing needs and associated costs for remote or metropolitan locations, fixed costs such as use of vehicles, and property operating costs. In addition other requirements to ensure appropriate customer service and access are included in costings such as additional personnel in Centrelink Customer Service Centres, call centres, and other elements such as the BasicsCard balance enquiry mechanisms involving hot linked telephones in community stores.