

Senate Standing Committee on Community Affairs

INQUIRY INTO SOCIAL SERVICES AND OTHER LEGISLATION AMENDMENT (SIMPLIFYING INCOME REPORTING AND OTHER MEASURES) BILL 2020

PUBLIC HEARING 17 February 2020

ANSWER TO QUESTION ON NOTICE

Services Australia

Topic: Support for First Nations peoples

Question reference number: QoN 17

Member: Siewert

Type of question: Written

Date set by the committee for the return of answer: 19 February 2020

Number of pages: 1

Question

Will First Nations peoples be able to access additional support to engage with the new system and new process for reporting employment income, including those people living in remote communities?

Answer

Aboriginal & Torres Strait Islander people will continue to have access to services at our service centres, mobile and remote servicing arrangements and at agents and access points. Targeted messaging will be delivered via Indigenous Radio broadcast - 'JAM PAKT with Jonzy', which is currently being carried on 218 community radio stations. Access to specialist staff including social workers, community engagement officers and Indigenous service officers will also continue.

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PUBLIC HEARING 17 February 2020

ANSWER TO QUESTION ON NOTICE

Services Australia

Topic: Dedicated phone line

Question reference number: QoN 18

Member: Siewert

Type of question: Written

Date set by the committee for the return of answer: 19 February 2020

Number of pages: 1

Question:

Will there be a Centrelink phone line dedicated to supporting people with the new system and new process for reporting employment income in order to minimise wait times?

Answer:

Service delivery staff will be trained in the measure to provide support. People will have access to the existing self-service and staff facing service channels, with additional support resources within each of those channels. No additional phone line will be established under this measure.