

Crawford, Michael (REPS)

RECEIVED
09 MAY 2007
BY: LACA

Submission No. 116
Date Received

From: _____
 Sent: Wednesday, 9 May 2007 5:29 PM
 To: Committee, LACA (REPS)
 Cc: _____
 Subject: Inquiry into Older People and the Law [SEC=UNCLASSIFIED]



As you know Paul Cowan, Centrelink National Manager of Seniors, Carers and Means Test, recently appeared before the House of Reps LACA committee Inquiry into Older People and the Law. At that time he undertook to provide details on how often we ask Centrelink payment nominees to supply records of how the money they received was used. Please find below our response.

Following consultation with FaCSIA, we have agreed that it would not be appropriate for Centrelink to provide comment on broader policy issues. If there are any further questions, please contact Liz Hefren-Webb on 6244 1869.

REVIEWS OF NOMINEE ARRANGEMENTS

There is no set schedule of reviews for nominee arrangements. Reviews of such arrangements would take place in the course of other regular Centrelink reviews, or if any allegations of misuse of the nominee arrangements are received by Centrelink. At such time, the person acting as nominee may be asked to supply records of the use of funds. The regular review framework for Centrelink payments varies from payment to payment. In the case of age pension, the review framework includes the following reviews.

- Age pension reviews occur as a result of a trigger such as change in assets, carer etc which prompts further investigation of the customer record.
- Compliance reviews are defined as reviews where there is a documented risk of incorrect payment which is a result of fraud, misrepresentation, error or omission on the part of the customer.
- Program and Service Profiling reviews are based on a customer's demographic or payment characteristics, duration on payment, or a specific event, such as a change of address.

The committee may further wish to note that not all nominee arrangements are indefinite. When nominee arrangements are established, the customer is asked how long they want the arrangement to last. If they specify a period, they will be sent an advice at the end of the period notifying them that the nominee arrangement is ceasing.

Liz Hefren-Webb
 Business Manager
 Family, Seniors, Rural & Community Division
 Seniors, Carers and Means Test Branch
 National Support Office

Phone: (02) 62 441869

Fax: (02) 62 447344

Email: Liz.Hefren-Webb



Australian Government

