

## **Senate Community Affairs Legislation Committee**

### **ADDITIONAL ESTIMATES – 11 FEBRUARY 2016 ANSWER TO QUESTION ON NOTICE**

#### **Department of Human Services**

**Topic:** Navigation guides

**Question reference number:** HS 35

**Senator:** Siewert

**Type of question:** Written

**Date set by the committee for the return of answer:** 4 April 2016

**Number of pages:** 1

#### **Question:**

Has the Department considered providing guides or advocates who can help clients navigate the DHS/Centrelink system?

#### **Answer:**

The Department of Human Services has a variety of online guides and tutorials on its website to support recipients with navigating their way through the department's digital channels. These include support products for myGov, Centrelink, Child Support and Medicare online services.

The department also has Self-Managed Service Advisors in Service Centres and Agents located in remote and rural locations to help recipients navigate the department's digital channels and answer questions that a recipient may have.