

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 2 MARCH 2017 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Child Dental Benefit Schedule – electronic letters

Question reference number: 31 (HS 32)

Senator: Griff

Type of question: Written

Date set by the committee for the return of answer: 21 April 2017

Number of pages: 1

Question:

- a) Does the department monitor how many letters issued via the MyGov portal go unopened?
- b) If so, what proportion of CDBS notifications went unopened in 2015-16?
- c) Has the department considered providing the revised advice of the current benefit to families via hard copy?
 - i) What would be the cost of doing so?

Answer:

- a) No.
- b) N/A
- c) How the letter is issued is dependent on a customer's nominated mail preference, which can be either electronically via the myGov portal or a hard copy letter posted to them.
 - i) It costs approximately \$1.05 per letter to print and post a hard copy letter.