

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 2 MARCH 2017 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Service Centre Service Offers

Question reference number: 43 (HS 47)

Senator: Watt

Type of question: Written

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

Number of pages: 1

Question:

Please provide details of what service offers are now only accessible online which were previously available through Service centres and when was the date of transfer to online service for each service offer only.

Answer:

While the Department has created the ability to complete a range of service offers online, all of these service offers can still be performed, where required, face-to-face in service centres.