



Final 2013-14 Budget measure

HEALTH MATTERS

MENTAL HEALTH NURSE INCENTIVE PROGRAM

This measure will provide funding in 2013-14 for the Mental Health Nurse Incentive Program to maintain services at 2012-13 levels while the program is redesigned to address the findings of the 2012 Mental Health Nurse Incentive Program evaluation.

The initiative provides funding to healthcare organisations, including general practices, to employ mental health nurses who provide coordinated clinical care to people with severe and persistent mental illness.

General practitioners and psychiatrists determine which patients are eligible for services under this program. Further information around patient eligibility is available at humanservices.gov.au/healthprofessionals under the Mental Health Nurse Incentive Program Guidelines.

INTERNET

Questions and answers

Who will be affected by this measure?

Health professionals and organisations will be able to continue to provide coordinated clinical care for people with severe and persistent mental illnesses. Organisations eligible for this measure include general practices.

Am I eligible for this measure?

To receive payment, organisations such as general practices must meet a range of eligibility criteria which are outlined in the program guidelines available at humanservices.gov.au/healthprofessionals

Eligible organisations can seek to join the program in 2013-14 by contacting the department on 1800 222 032. Registered organisations can submit a claim form to the department to claim payment. Payments are made on a monthly basis.

When will this measure start and finish?

This is a continuing program, which has been provided additional funding for the 2013-14 financial year to maintain 2012-13 service levels.

INTRANET

Questions and answers

What training and support can I expect to receive?

This is a continuing program so no new training is required.

Where do I go for more information?

More information can be found at humanservices.gov.au/healthprofessionals or at health.gov.au

Staff can also find information on eReference.



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FAMILIES

FAMILY TAX BENEFIT AND CHILD CARE ASSISTANCE - REALIGNMENT OF TIME PERIOD FOR INCOME RECONCILIATION

From the 2012-13 entitlement year onwards, families will have one year instead of two years to:

- make a lump sum claim or confirm their income for Family Tax Benefit, or
- make a lump sum claim for Child Care Benefit.

For example, for the 2012-13 entitlement year, customers will have up to 30 June 2014 to lodge a lump sum claim or confirm their income.

Child Care Rebate will also be affected where families are claiming Child Care Benefit as a lump sum claim.

Extensions to the new one year lodgement period may be granted for families in unusual and exceptional circumstances.

INTERNET

Questions and answers

Who will be affected by this measure?

This measure applies to families who receive:

- Family Tax Benefit Part A and/or Part B fortnightly payments
- Family Tax Benefit, and/or Child Care Benefit as a lump sum claim.

Child Care Rebate will also be affected where families are claiming Child Care Benefit as a lump sum claim.

Am I eligible for this measure?

Changes to the lodgement time frames will be automatically made from the 2012-13 entitlement year onwards to all affected families.

This means families will need to comply with the new claim lodgement and income confirmation requirements to ensure they receive their full family assistance entitlements. That is, families will now have one year to:

- lodge their lump sum claims for Family Tax Benefit
- meet claim and/or tax lodgements requirements to receive Family Tax Benefit top-ups and supplements
- get their child immunised and/or receive age appropriate health checks in order to qualify for their end of year Family Tax Benefit supplement
- notify of school commencement to be eligible for Schoolkids Bonus
- meet claim and/or tax lodgements requirements for payment of Single Income Family Supplement and
- lodge their lump sum claims for Child Care Benefit.

When will this measure start and finish?

This is an ongoing measure and applies to the 2012-13 entitlement year onwards.

Changes to the lodgement timeframes will be automatically made from the 2012-13 entitlement year onwards to all affected families.

INTRANET**Questions and answers****What training and support can I expect to receive?**

Changes to eReference and other training materials will be provided.

Where do I go for more information?

More information will be made available following the Budget announcement. Staff can direct urgent queries to families.ongoing.entitlement@humanservices.gov.au



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RURAL AND REMOTE

NATIONAL DROUGHT PROGRAM REFORM (FARM HOUSEHOLD ALLOWANCE)

The Farm Household Allowance will provide farm families with income support for up to three years in times of hardship.

The program is scheduled to start from 1 July 2014.

To receive the payment, people must be:

- farmers
- willing to undertake activities to improve the viability of their farm business and strengthen their long term financial situation.

This program will replace the Transitional Farm Family Payment which currently provides income assistance for up to 12 months.

INTERNET

Questions and answers

Who will be affected by this measure?

Farming families will be affected by this measure.

Am I eligible for this measure?

To qualify for payment a person must:

- be a farmer
- meet the income and assets tests
- prove that they contribute significant labour and capital to their farming enterprise
- prove that they earn significant income from their farming enterprise.

Once eligible for the fortnightly payment, the farmer must work with a case manager to develop an action plan with agreed activities.

When will this measure start and finish?

The Farm Household Allowance will start from 1 July 2014.

INTRANET

Questions and answers

What training and support can I expect to receive?

Online training will be developed during 2013–14 for the face-to-face network, Smart Centres and rural call, ready for when the program commences on 1 July 2014.

Face-to-face training will also be developed and provided to rural processing centres and case managers just before the program commences.

Where do I go for more information?

From 2014 information about the Farmer Household Allowance will be available on:

- eReference
- Department of Human Services website
- Department of Agriculture, Fisheries and Forestry website
- helpdesk.rural@humanservices.gov.au will provide for level 2 policy enquiries once the program commences.



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IMPROVING SERVICES

CHILD SUPPORT SYSTEM (CUBA) REPLACEMENT

The current Child Support computer system is getting close to the end of its useful life. A new computer system will provide better support for staff and separated families.

A new computer system will be introduced by December 2015.

INTERNET

Questions and answers

Who will be affected by this measure?

Separated families will benefit from the new and improved Child Support computer system as better data and payment integrity enable the department to provide a better service.

Am I eligible for this measure?

There are no eligibility requirements for this measure.

When will this measure start and finish?

The department intends to have the new Child Support computer system begin operating from December 2015.

INTRANET

Questions and answers

What training and support can I expect to receive?

There will be significant impact on all child support operations staff in the implementation of the new system.

A training program will ensure there is minimal disruption to service as staff get used to a new system.

A Questions and Answers page will be developed for staff providing further detailed information regarding the project (for example, when implementation is planned to occur and where to locate more information).

Online services will be designed and tested through a co-design approach, using input from people who use Child Support services. Where people may be affected by changes to online services, an education campaign will be implemented to support the transition to new services.

Where do I go for more information?

Staff can contact (name withheld) Assistant Director, Child Support Computer System Replacement Project by email (email address withheld) or (phone number withheld).



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FAMILIES

JOBS, EDUCATION AND TRAINING CHILD CARE FEE ASSISTANCE - CONTINUATION OF BRIDGING AND FOUNDATION COURSES

The government is changing the eligibility criteria for Jobs, Education and Training Child Care Fee Assistance program.

From 1 July 2013 parents who are studying an enabling course (commonly referred to as bridging or foundation courses) may be eligible for Jobs, Education and Training Child Care Fee Assistance.

Parents who are trying to gain foundation education skills as a pathway to further tertiary study may be eligible for more help with their child care costs.

INTERNET

Questions and answers

Who will be affected by this measure?

Parents who are studying a course designed to support entry into a particular program at an Australian tertiary institution and who need to use child care for their child or children.

Am I eligible for this measure?

To be eligible, people need to be receiving an eligible income support payment and the maximum rate of Child Care Benefit.

To claim Jobs, Education and Training Child Care Fee Assistance, call us on **136 150**. Jobs, Education and Training Child Care Fee Assistance is paid directly to their child care service.

When will this measure start and finish?

This measure starts on 1 July 2013. The change is ongoing.

INTRANET

Questions and answers

What training and support can I expect to receive?

An overview of the change will be provided to all affected staff by online newsletters and eReference updates.

Detailed information will be provided to the Jobs, Education and Training Child Care Fee Assistance National Processing Team.

Where do I go for more information?

You can access information through eReference and Jobs, Education and Training Child Care Fee Assistance training packages.



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OTHER PAYMENTS AND SERVICES

NATURAL DISASTER SUPPORT—COMMONWEALTH DISASTER RECOVERY ALLOWANCE

The *Social Security Legislation Amendment (Disaster Recovery Allowance) Bill* has been introduced into Parliament. If passed, the Disaster Recovery Allowance will replace the existing ex-gratia Disaster Income Recovery Subsidy.

The new Disaster Recovery Allowance will be legislated in the Social Security Act and from 1 October 2013, the Government will have the option of making the payment available following a major disaster of national significance.

The purpose of the payment is to provide short term income support to eligible Australians who have had their pre-disaster income temporarily affected as a result of a major disaster, subject to income testing.

The Disaster Recovery Allowance will provide a fortnightly payment equivalent to the maximum rate of Newstart Allowance or Youth Allowance depending on the individual's circumstances, for up to 13 weeks.

INTERNET

Questions and answers

Who will be affected by this measure?

This payment may be made available to individuals including employees, primary producers and sole traders who can demonstrate they have experienced a loss of income as a direct result of a declared major disaster.

Am I eligible for this measure?

The eligibility criteria for this payment will be set upon activation of the payment, and may vary between disasters.

When will this measure start and finish?

The new Disaster Recovery Allowance is expected to commence on 1 October 2013. It will be available when the Minister for Emergency Management makes a determination of a Part 2.23B major disaster.

INTRANET

Questions and answers

What training and support can I expect to receive?

Specialised processing staff will process claims. They will be provided with one-on-one training. An eLearning package will be made available and eReference will be updated for all staff to access.

Upon activation of the payment, additional information will be made available on the Emergency Management pages in eReference. These pages will provide more detailed information on each payment, including processing information, copies of operational instructions and where to find more information.

While the payment is activated a help desk will be available to assist staff.

Where do I go for more information?

Information will be available on eReference.

Upon activation of the payment, additional information will be made available on the Emergency Management pages in eReference. These pages will provide more detailed information on each payment, including processing information, copies of operational instructions and where to find more information.

While the payment is activated a help desk will be available to assist staff.

At other times staff can send an email to emergency.management@humanservices.gov.au or they can ring Emergency Management on 02 6155 0292 for further information.



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OLDER AUSTRALIANS

PENSION BONUS SCHEME – CEASE LATE REGISTRATIONS

From 1 March 2014 no new registrations will be taken for the Pension Bonus Scheme.

This change will affect older Australians not registered in the Pension Bonus Scheme before 1 March 2014, who:

- turned age pension age before 20 September 2009
- continued to work since turning pension age, and
- deferred receiving the Age Pension.

Those affected will not be able to claim a Pension Bonus payment.

Older Australians who are already registered in the Pension Bonus Scheme, or those who register before 1 March 2014, will remain eligible to qualify for a Pension Bonus Payment under the existing rules.

INTERNET

Questions and answers

Who will be affected by this measure?

The measure will affect older Australians who are not registered in the Pension Bonus Scheme, who:

- turned age pension age before 20 September 2009
- continued to work since turning pension age, and
- deferred receiving the Age Pension.

New applications to register in the Pension Bonus Scheme lodged before 1 March 2014 will continue to be considered under the existing rules.

Am I eligible for this measure?

This measure has no eligibility requirements as from 1 March 2014 no new registrations will be taken for the Pension Bonus Scheme.

When will this measure start and finish?

This measure will start on 1 March 2014 and is ongoing.

INTRANET

Questions and answers

What training and support can I expect to receive?

An immediate update will be prepared for the network to alert staff of the changes. Material for eReference and staff training modules will also be updated to reflect the changes resulting from the proposal.

Where do I go for more information?

Level 2 and 3 Policy Helpdesks will be available to provide assistance to staff concerning the changes introduced by this measure.



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HEALTH MATTERS

PHARMACEUTICAL BENEFITS SCHEME – NEW AND AMENDED LISTINGS

This measure has amended some existing listings for the Pharmaceutical Benefits Scheme and added some new items from 1 April 2013. The Pharmaceutical Benefits Scheme gives Australian residents and eligible overseas visitors access to affordable medicines. The changes include:

- boceprevir and telaprevir – new listing to allow the medicine to be used for the treatment of chronic Hepatitis C in adults.
- levonorgestrel with ethinyloestradiol – new listing of a combined oral contraceptive pill
- rotigotine – new listing of a dosage form (patch) to be used for the treatment of advanced Parkinson's disease
- sitagliptin and simvastatin – new listing to allow a combined medicine to be used for the treatment of type 2 diabetes and high cholesterol
- strontium ranelate – amended listing to allow the medicine to be used for the treatment of osteoporosis in males aged 70 years or older.

INTERNET

Questions and answers

Who will be affected by this measure?

Eligible Australian residents and eligible overseas visitors will be able to access these medicines under the Pharmaceutical Benefits Scheme if prescribed by their health professional. Health professionals including pharmacists, general practitioners, specialists and nurse practitioners will need to be aware of these changes.

Am I eligible for this measure?

The Schedule of Pharmaceutical Benefits has been updated to show the new and amended listings. Health professionals will decide if their patient is eligible. Some of these medicines will require patients to meet particular restriction criteria listed in the Schedule of Pharmaceutical Benefits.

When will this measure start and finish?

The new and amended listings on the Schedule of Pharmaceutical Benefits started on 1 April 2013. This is an ongoing measure.

INTRANET

Questions and answers

What training and support can I expect to receive?

Updated materials have been published on eReference and new and amended patient application forms and systems training and guidelines have been provided to relevant staff.

What do I tell health providers if I receive a call from them?

Calls from health professionals will be managed through the current Pharmaceutical Benefits Scheme provider lines.

Information for health professionals on changes to the Pharmaceutical Benefits Scheme will also be available on **pbs.gov.au**

Where do I go for more information?

Staff can contact: (names, phone numbers and email addresses withheld)



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IMPROVING SERVICES

INCOME SECURITY INTEGRATED SYSTEM BUSINESS CASE

This budget measure will invest \$16 million over two years from 1 July 2013 so the Department of Human Services can develop a business case by 2015 outlining options to replace or upgrade its major Centrelink IT system.

The cost of this measure will be met from within the existing resourcing of the department.

An upgraded system will have increased capacity to support the current and changing needs of Australians and enable the department to continue to support and deliver Government programs efficiently and effectively.

This will enable us to build on the work we are already doing to give customers a greater degree of convenience, simplicity and security through improved access to online and self-service options. No customer payments will be affected by this measure and customers do not have to do anything to benefit.

INTERNET

Questions and answers

Questions and answers not required.

INTRANET

Questions and answers

Where do I go for more information?

For more information about the business case please contact
business.case.ISIS@humanservices.gov.au



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COMPLIANCE AND DEBT MANAGEMENT

FRAUD PREVENTION AND COMPLIANCE—INCREASED COMPLIANCE FOR CUSTOMERS WITH EARNED INCOME

This measure will increase the number of compliance reviews undertaken in 2013-14 as a result of data matching with the Australian Taxation Office.

Data matching refers to checking information provided to the department by customers against information held by other agencies.

This measure will run from 1 July 2013 until 30 June 2014. It will involve an additional 19 000 compliance reviews of people who receive Centrelink payments who are at risk of incorrectly declaring income from employment.

Only those identified through data matching will be impacted by this measure.

INTERNET

Questions and answers

Who will be affected by this measure?

People who receive, or have received, income tested payments.

Am I eligible for this measure?

Not applicable.

When will this measure start and finish?

This measure will start on 1 July 2013 and end on 30 June 2014.

INTRANET

Questions and answers

What training and support can I expect to receive?

Affected staff will be provided with information and training.

Where do I go for more information?

Staff can make enquiries by sending an email to customercompliance.servicedesk@humanservices.gov.au or by completing an [online enquiry form](#).



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IMPROVING SERVICES

CALL CENTRE SUPPLEMENTATION—REDUCING WAITING TIMES

This measure will provide the department with supplementary funding to improve call performance.

The additional \$10 million in 2012–13 and \$20 million in 2013–14 will be directed towards engaging additional staff to act in a surge capability role in order to better meet call demand.

INTERNET

Questions and answers

Who will be affected by this measure?

People who use our phone services will benefit, with greater capacity for the department to answer calls during peak periods.

Am I eligible for this measure?

Not applicable.

When will this measure start and finish?

This measure will start in May 2013.

INTRANET

Questions and answers

What training and support can I expect to receive?

Not applicable.

Where do I go for more information?

Not applicable.



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YOUNG PEOPLE AND STUDENTS

YOUTH ATTAINMENT AND TRANSITIONS - EXTENSION

Youth Connections is an existing program that helps young people aged 15 to 19 who have not completed Year 12 or equivalent and have barriers that make it difficult to participate in education, training or employment.

This measure will extend the Youth Connections program for 12 months from 1 January 2014 to 31 December 2014. From 1 January 2014, the program will be extended to assist young people aged 15 to 22.

The extended program will shift its focus to align with the investment made under the National Plan for School Improvement, and will mainly provide services to young people who are 15 to 22 years old, with flexibility to provide services to some younger people.

The department will refer eligible young people to the Youth Connections program where they will be assessed for suitability.

INTERNET

Questions and answers

Who will be affected by this measure?

Young people with multiple barriers that are impeding their ability to participate in education and training or employment.

Am I eligible for this measure?

Young people are eligible if they are:

- aged between 15 and 22
- an Australian citizen or permanent resident
- at risk of leaving school before completing Year 12 or attaining an equivalent qualification, or have left school before completing Year 12 or equivalent (Certificate II)
- have barriers impacting ability to participate.

This program does not attract a supplement payment.

When will this measure start and finish?

This measure will start on 1 January 2014 and will finish on 31 December 2014.
