

## INTRANET

### Questions and answers

#### **What training and support can I expect to receive?**

This is an existing program. The only change is extending the duration and age limits. No additional training is required.

#### **Where do I go for more information?**

Staff can find out more information through eReference or they can email [Pathways.To.Work@humanservices.gov.au](mailto:Pathways.To.Work@humanservices.gov.au)



# Final 2013-14 Budget measure

## OTHER PAYMENTS AND SERVICES

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### INTEGRATED SERVICE DELIVERY FRAMEWORK

This measure will transfer to the Department of Human Services the administration of income support payments made to eligible immigration status resolution clients (asylum seekers).

These payments are made under the Asylum Seeker Assistance, Community Assistance Support and Community Detention Schemes. Eligibility criteria will not change.

These changes will commence in April 2014.

People will be referred from the Department of Immigration and Citizenship to the Department of Human Services.

This measure provides a more efficient payment method.

### INTERNET

#### Questions and answers

##### **Who will be affected by this measure?**

These payments will be made to clients who are eligible for Department of Immigration and Citizenship's Asylum Seeker Assistance, Community Assistance Support or Community Detention Scheme.

##### **Am I eligible for this measure?**

People who are eligible for Department of Immigration and Citizenship's Asylum Seeker Assistance, Community Assistance Support or Community Detention Scheme will receive their payment from the Department of Human Services.

People will be assisted to claim by Department of Immigration and Citizenship, the Department of Human Services and their program case manager.

Payments will be made fortnightly, directly into a client's bank account.

##### **How can I find out if I am eligible for a payment?**

Contact your Department of Immigration and Citizenship case manager and ask if you are eligible for the Asylum Seeker Assistance, Community Assistance Support or Community Detention Scheme.

##### **When will this measure start and finish?**

These changes will start in April 2014. They are ongoing.

## INTRANET

### Questions and answers

#### **What training and support can I expect to receive?**

Staff at the APS 4 level will receive a 20 minute online overview of the payments. Staff at the APS 4 level, processing the payments, will receive five days of face-to-face training.

The intranet and website will be updated to include information about the payments.

#### **Will the Department of Human Services be providing any other services to these people?**

These clients currently receive a Medicare card. They will also have access to the Department of Human Services multicultural services officers and social workers but it is expected that their case managers funded by the Department of Immigration and Citizenship will provide primary support.

#### **Where do I go for more information?**

Staff can contact **(name withheld)** on (phone number withheld) or email (email address withheld)



# Final 2013-14 Budget measure

## HEALTH MATTERS

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### WORLD LEADING CANCER CARE—NATIONAL BOWEL CANCER SCREENING PROGRAM - ADDITIONAL FUNDING

The National Bowel Screening Program offers free bowel cancer screening to eligible people.

This measure expands the program to include Australians turning 60 years of age from 2013 and those turning 70 years of age from 2015.

Eligible people will be sent an invitation package in the mail, including a screening kit, to participate when they turn:

- 50, 55 and 65 years of age currently
- 60 years of age from 1 July 2013
- 70 years of age in 2015.

People do not need to do anything. The program sends invitations to eligible participants. Early detection of cancer will significantly reduce the burden of bowel cancer on Australians and their families.

## INTERNET

### Questions and answers

#### **Who will be affected by this measure?**

Eligible people will receive an invitation package, including a screening kit, in the mail. The pathology provider will provide test results. Medical practitioners will provide treatment to customers who require follow up from their screening results.

#### **Am I eligible for this measure?**

Australians turning 50, 55 and 65 years of age are currently being invited to participate in the program.

The program will be expanded to include Australians turning 60 in 2013 and those turning 70 from 2015.

The participating pathology provider receives payment for services provided.

#### **When will this measure start and finish?**

The additional funding measure will start in July 2013. The program is ongoing.

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## INTRANET

### Questions and answers

#### **What training and support can I expect to receive?**

Training will be updated to include the new criteria.

#### **Where do I go for more information?**

Information about the program is available on eReference.

For operational information, email [TAS.Manager.NBCSP@humanservices.gov.au](mailto:TAS.Manager.NBCSP@humanservices.gov.au)

For policy information, email the National Bowel Cancer Screening Register Policy Team at [CO.Bowel.Reports@humanservices.gov.au](mailto:CO.Bowel.Reports@humanservices.gov.au)



# Final 2013-14 Budget measure

## HEALTH MATTERS

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### EXTENDED MEDICARE SAFETY NET - INCREASING THE GENERAL THRESHOLD

From 1 January 2015 this measure will increase the general threshold of the Extended Medicare Safety Net to \$2000 for families, couples and individuals. Until that date, the threshold remains at \$1221.90, subject to indexation.

The Extended Medicare Safety Net threshold for concession cardholders and families eligible for Family Tax Benefit A will remain unchanged.

The Extended Medicare Safety Net is available to cover out-of-pocket expenses for eligible out-of-hospital Medicare services.

Out-of-pocket costs for items such as a standard General Practitioner consultation may be reduced once you or your family reaches the Extended Medicare Safety Net threshold.

This measure does not change how much people receive in benefits once they qualify.

## INTERNET

### Questions and answers

#### Who will be affected by this measure?

Families, couples and individuals who have reached the previous upper threshold of the Extended Medicare Safety Net will be affected. These people will no longer be able to access additional rebates available under the Extended Medicare Safety Net until they reach the new threshold.

#### Am I eligible for this measure?

This measure does not change how much people receive in benefits once they qualify.

#### When will this measure start and finish?

This measure will start on 1 January 2015 and will be ongoing.

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## INTRANET

### Questions and answers

#### **What training and support can I expect to receive?**

Prior to 1 January 2015, information will be available on eReference and an eLearning package will be available with a link to information on the Department of Health and Ageing's website.

#### **Where do I go for more information?**

All staff should refer to information on eReference in the first instance. Any enquiries that cannot be answered should be escalated through standard processes.



# Final 2013-14 Budget measure

## HEALTH MATTERS

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### FRAUD PREVENTION AND COMPLIANCE - IMPROVE BILLING PRACTICES WITHIN PUBLIC HOSPITALS

This measure will identify and recover Medicare benefits that were incorrectly claimed by health practitioners for services to public patients in public hospitals.

Services to patients who attend emergency departments of public hospitals are funded by the Australian Government through an arrangement with the states and territories. When these services are also billed to Medicare, health practitioners are 'double dipping'.

The measure is limited to inappropriate billing of diagnostic imaging and pathology services to non-admitted emergency patients in public hospitals.

This measure began on 1 July 2012 and ends on 30 June 2016. It is being announced in the 2013-14 Budget.

## INTERNET

### Questions and answers

#### Who will be affected by this measure?

This measure will affect:

- public hospitals
- Local Hospital Networks
- public hospital practitioners
- professional bodies representing the practitioners.

#### Am I eligible for this measure?

Not applicable.

#### When will this measure start and finish?

The measure began on 1 July 2012 and ends on 30 June 2016.

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## INTRANET

### Questions and answers

#### What training and support can I expect to receive?

All compliance staff will be provided with strategy and treatment guides, as well as face-to-face support and teleconference meetings.



**Where do I go for more information?**

Staff can contact the Inappropriate Billing Project Team on 02 6143 6033 or can email [hospital.review@humanservices.gov.au](mailto:hospital.review@humanservices.gov.au)

**IVR Script**

No script required.



# Final 2013-14 Budget measure

## FAMILIES

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### FAMILY AND PARENTAL PAYMENTS—CHANGE TO RULES FOR RECEIVING PAYMENTS OVERSEAS

From 1 July 2014, access to a range of family assistance payments for people temporarily absent from Australia will be made only to people absent for one year or less, instead of three years.

In line with current arrangements, the temporary absence period starts again if the parent, guardian or their child returns to Australia for six weeks or more.

This measure will affect those who receive:

- Family Tax Benefit Part A
- Schoolkids Bonus
- Double Orphan Pension
- Baby Bonus
- Parental Leave Pay
- Dad and Partner Pay.

## INTERNET

### Questions and answers

#### Who will be affected by this measure?

This measure will affect people who receive:

- Family Tax Benefit Part A
- Schoolkids Bonus
- Double Orphan Pension
- Baby Bonus
- Parental Leave Pay
- Dad and Partner Pay.

#### Am I eligible for this measure?

If the parent, guardian or child leaves Australia temporarily, they will only be paid Family Tax Benefit Part A at the base rate for up to one year.

Australian Defence Force and Australian Federal Police personnel temporarily deployed overseas will still receive family assistance for up to three years.

#### When will this measure start and finish?

This measure starts on 1 July 2014 and will be ongoing.

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## INTRANET

### Questions and answers

#### **What training and support can I expect to receive?**

Changes to eReference and other training material will be provided.

#### **Where do I go for more information?**

More information will be provided following the Budget announcement. Staff can direct urgent queries to [fam.benefit.query.referrals@humanservices.gov.au](mailto:fam.benefit.query.referrals@humanservices.gov.au)



# Final 2013-14 Budget measure

## WELFARE PAYMENT REFORM

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### INCOME MANAGEMENT—ENHANCED SERVICE DELIVERY

From 1 July 2013, the following people will be automatically included under the Vulnerable Welfare Payment Recipient Income Management measure:

- people aged under 16 years granted Special Benefit
- people aged 16 years and over granted the Unreasonable to Live at Home payment
- people under the age of 25 who receive a Crisis Payment due to prison release.

Under the Vulnerable Welfare Payment Recipient Income Management measure, part of the income support payment is allocated for priority items such as food, housing, clothing, utilities, education and medical care.

This measure will affect people in the following areas:

- Northern Territory
- Bankstown Local Government Area, New South Wales
- Greater Shepparton Local Government Area, Victoria
- Logan Local Government Area, Queensland
- Rockhampton Local Government Area, Queensland
- Playford Local Government Area, South Australia
- Anangu Pitjantjatjara Yankunytjatjara Lands, South Australia
- Ngaanyatjarra Lands and Laverton Shire, Western Australia.

## INTERNET

### Questions and answers

#### Who will be affected by this measure?

The Vulnerable Welfare Payment Recipient Income Management measure will affect Vulnerable Welfare Payment recipients in the following locations:

- Northern Territory
- Bankstown Local Government Area, New South Wales
- Greater Shepparton Local Government Area, Victoria
- Logan Local Government Area, Queensland
- Rockhampton Local Government Area, Queensland
- Playford Local Government Area, South Australia
- Anangu Pitjantjatjara Yankunytjatjara Lands, South Australia
- Ngaanyatjarra Lands and Laverton Shire, Western Australia.

#### Am I eligible for this measure?

People will be notified by letter if they meet the criteria for Income Management.

#### When will this measure start and finish?

This measure will start on 1 July 2013 and end by 30 June 2016. Income Management will end in the Northern Territory by 30 June 2014.

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## INTRANET

### Questions and answers

#### **What training and support can I expect to receive?**

Affected staff will receive face-to-face and/or eLearning training from 1 May 2013.

#### **Where do I go for more information?**

Visit the [Deduction and Confirmation Services Branch intranet page](#) or the [FaHCSIA website](#) for more information.

Contact the Income Management helpdesk at [income.management.helpdesk@humanservices.gov.au](mailto:income.management.helpdesk@humanservices.gov.au)



# Final 2013-14 Budget measure

## WELFARE PAYMENT REFORM

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### INCOME MANAGEMENT—ENHANCED SERVICE DELIVERY

From 1 July 2013 the department will begin to provide regular reminders every eight to twelve weeks of the process and qualifications for an Income Management exemption. This will continue until 1 July 2014.

This measure will affect people whose payments are income managed under the Disengaged Youth and Long Term Welfare Payment Recipient measures, that have a dependent child or children in the Northern Territory.

If their child or children are attending school, and have regular health checks and immunisations, providing they meet other requirements (such as the financial stability test) the customer might be eligible for an exemption.

### INTERNET

#### Questions and answers

##### **Who will be affected by this measure?**

People whose payments are income managed in the Northern Territory under the Disengaged Youth and Long Term Welfare Payment Recipient measures and have dependent children.

##### **Am I eligible for this measure?**

People may be eligible for an exemption from Income Management if their child or children are attending school, and have regular health checks and immunisations, providing they meet other requirements (such as the financial stability test).

Customers can apply for an Income Management exemption at any time.

##### **When will this measure start and finish?**

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

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### INTRANET

#### Questions and answers

##### **What training and support can I expect to receive?**

Relevant staff will receive face-to-face training and/or eLearning training on the exemption service offer from 1 May 2013.

**Where do I go for more information?**

For more information visit the [Deduction and Confirmation Services Program Branch intranet page](#) or the [FaHCSIA website](#).

Staff can also email the Income Management helpdesk [income.management.helpdesk@humanservices.gov.au](mailto:income.management.helpdesk@humanservices.gov.au)



# Final 2013-14 Budget measure

## YOUNG PEOPLE AND STUDENTS

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### STUDENT START-UP SCHOLARSHIPS CONVERSION TO INCOME CONTINGENT LOANS

From 1 January 2014, higher education students claiming Youth Allowance, Austudy or ABSTUDY will not be eligible for the Student Start-up Scholarship.

Instead, students claiming Youth Allowance, Austudy or ABSTUDY will be able to apply for an Income Contingent Loan of \$1,025 for each six months of eligible study to help pay for costs.

The initiative starts on 1 January 2014 and will be ongoing.

Eligible students who have received a Student Start-up Scholarship before 1 January 2014 will continue to receive this scholarship automatically while they are in receipt of student payments. As per existing rules, this will not be treated as a loan.

## INTERNET

### Questions and answers

#### **Who will be affected by this measure?**

Higher education students claiming Youth Allowance (student), Austudy and ABSTUDY from 1 January 2014.

#### **Am I eligible for this measure?**

Full-time students in receipt of Youth Allowance (student), Austudy and ABSTUDY who are undertaking an approved scholarship course at a higher education institution will be able to apply for an Income Contingent Loan.

Eligible students will have the option to take out a loan:

- for the current half year
- for the full calendar year (in two payments)
- for the whole of their course (paid in half yearly payments).

Eligible students will be paid the loan with their student payment.

Students who take out an Income Contingent Loan will not have to repay it until their income reaches the relevant threshold. The repayment thresholds for the 2012-13 financial year can be found on the [Australian Taxation Office website](#).

Students who have chosen to receive the loan for their whole course must advise the Department of Human Services if they cease attending.

#### **When will this measure start and finish?**

The measure will commence on 1 January 2014 and will be ongoing.



## INTRANET

### Questions and answers

#### **What training and support can I expect to receive?**

Access and Smart Centre staff will receive information to assist them in answering customer queries.

Student network staff will receive training to assist them in processing applications for Income Contingent Loans.

Access Support and Smart Centre staff will be able to contact Technical Support Officers to assist them with complex queries.

Student network staff will have access to Senior Practitioners to assist them in dealing with complex cases.

Staff will also be able to contact the Level 2 Helpdesk for additional support in dealing with complex queries.

Information about the Income Contingent Loan will be available in student payment training and eReference material.

#### **Where do I go for more information?**

Access staff can contact Access Support and Smart Centre staff can contact Technical Support Officers to assist them with complex queries.

Student network staff have access to Senior Practitioners to assist them in dealing with complex cases.

Staff can also contact the Level 2 Helpdesk for additional support in dealing with complex queries.



# Final 2013-14 Budget measure

## WELFARE PAYMENT REFORM

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### INCOME MANAGEMENT—CONTINUATION AND EXPANSION IN WESTERN AUSTRALIA—NGAANYATJARRA LANDS AND LAVERTON SHIRES

This measure extends the Child Protection, Vulnerable Welfare Payment Recipient and Voluntary Income Management measures to include the Ngaanyatjarra Lands and Laverton Shires (including Kiwirrkurra) in Western Australia.

From 15 April 2013 to 30 June 2014, people in these locations can:

- volunteer for Income Management
- be placed on the Child Protection measure by a Western Australian Child Protection Worker
- be assessed by a department Social Worker and placed on the Vulnerable measure.

Under Income Management, part of the income support payment is allocated for priority items such as food, housing, clothing, utilities, education and medical care.

## INTERNET

### Questions and answers

#### Who will be affected by this measure?

People who reside in the Ngaanyatjarra Lands and Laverton Shire (including Kiwirrkurra) in Western Australia.

#### Am I eligible for this measure?

People who reside in the Ngaanyatjarra Lands and Laverton Shire (including Kiwirrkurra) in Western Australia can:

- volunteer for Income Management
- be placed on the Child Protection measure by a Western Australian Child Protection Worker
- be assessed by a department Social Worker and placed on the Vulnerable measure.

#### When will this measure start and finish?

This measure started on 15 April 2013 and ends on 30 June 2014.

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## INTRANET

### Questions and answers

#### What training and support can I expect to receive?

Affected staff have already received training.

**Where do I go for more information?**

Visit the [Deduction and Confirmation Services Program Branch intranet page](#) or the [FaHCSIA website](#) for more information.

Contact the Income Management helpdesk for further information at [income.management.helpdesk@humanservices.gov.au](mailto:income.management.helpdesk@humanservices.gov.au)



# Final 2013-14 Budget measure

## WELFARE PAYMENT REFORM

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### INCOME MANAGEMENT—CONTINUATION AND EXPANSION IN WESTERN AUSTRALIA

This measure will extend the current Child Protection and Voluntary Income Management processes operating in Western Australia until 30 June 2014.

Under Income Management, part of the income support payment is allocated for priority items such as food, housing, clothing, utilities, education and medical care.

## INTERNET

### Questions and answers

#### Who will be affected by this measure?

People who live in income managed declared areas of Western Australia:

- Perth
- Peel District
- Kimberley.

#### Am I eligible for this measure?

To be eligible for Child Protection and Voluntary Income Management, people can:

- volunteer for income management, or
- be placed on the Child Protection measure by a Western Australian Child Protection Worker.

#### When will this measure start and finish?

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

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## INTRANET

### Questions and answers

#### What training and support can I expect to receive?

As this is a continuing initiative no further training is necessary.

#### Where do I go for more information?

For more information you can visit the [Deduction and Confirmation Services Program Branch intranet page](#), the [FaHCSIA website](#) or email the Income Management helpdesk [income.management.helpdesk@humanservices.gov.au](mailto:income.management.helpdesk@humanservices.gov.au)