

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES – 1 JUNE 2017 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Tightening of Social Security Claims

Question reference number: HS 31 (SQ17-000112)

Senator: Kakoschke-Moore

Type of question: Written

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

Number of pages: 1

Question:

Will there be any exemptions from the requirement that claimants must provide a completed claim prior to receiving any payment, for example for people in a domestic violence situation who cannot safely access the required documents?

Answer:

A claimant who is in a crisis situation, such as domestic violence, is automatically exempt from providing all documents with their claim.

Only documentation that is crucial to determining eligibility needs to be provided before a claim is finalised. A Service Officer will work with the claimant to gather the information from alternative sources where possible so as not to delay payment.