

Senate Standing Committee on Community Affairs

SUPPLEMENTARY ESTIMATES – 22 OCTOBER 2010 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Income Management – customers spoken to

Question reference number: HS 27

Senator: Siewert

Type of question: Hansard CA page 20

Date set by the committee for the return of answer: 10 December 2010

Number of pages: 2

Question:

Senator SIEWERT - I have to say that I find it hard to believe that you do not know the numbers of people that you spoke to in community. I would have thought that you would have kept pretty good records of that. So could you please take on notice the numbers of people, broken down into the payment type, who you spoke to in community on this specific process?

Mr Tidswell - Yes. Understood.

Answer:

The following table provides the number of customers that Centrelink has had a conversation with in regards to exiting Income Management (customer numbers as at 24 September 2010).

| | NTER to Voluntary Income Management | NTER to Off Income Management |
|-----------------------------|--|--|
| Newstart Allowance | 280 | 205 |
| Parenting Payment Partnered | 42 | 31 |
| Parenting Payment Single | 21 | 8 |
| Youth Allowance | 32 | 6 |
| Age Pension | 353 | 124 |
| Carer Payment | 143 | 86 |
| Disability Support Pension | 1,448 | 634 |
| ABSTUDY | 60 | 42 |
| Bereavement Allowance | 1 | 0 |
| Sickness Allowance | 2 | 0 |
| Widow Allowance | 27 | 8 |
| Wife Allowance | 2 | 1 |
| Wife Disability | 2 | 1 |
| Family Tax Benefit | 0 | 41 |

| | NTER to Voluntary Income Management | NTER to Off Income Management |
|-------------------|--|--|
| Baby Bonus | 0 | 1 |
| Carer Allowance | 0 | 3 |
| Maternity Payment | 0 | 1 |
| Partner Allowance | 0 | 2 |
| Total | 2,413 | 1,194 |

Key: NTER – Northern Territory Emergency Response