

**Senate Standing Committee on Community Affairs**

**SUPPLEMENTARY ESTIMATES – 21 OCTOBER 2010  
ANSWER TO QUESTION ON NOTICE**

**Human Services Portfolio**

**Topic:** Income Management – written instructions for exiting

**Question reference number:** HS 15

**Senator:** Siewert

**Type of question:** Hansard CA page 132

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

**Number of pages:** 1

**Question:**

**Ms Ramsey** - If we can be given details we will follow that up. There are quite clear written instructions about the process that staff are to follow.

**Senator SIEWERT** - I would appreciate it if you could provide those instructions.

**Ms Ramsey** - Yes. We will take that on notice.

**Answer:**

An answer to this question was provided at the Cross Portfolio Indigenous Hearing on Friday 22 October 2010 (Hansard pages CA18).

On 22 October 2010 Mr Tidswell tabled Centrelink's e-Reference guidelines to staff conducting the initial interview for customers moving to Voluntary Income Management. e-Reference is Centrelink's endorsed customer service reference tool and must be complied with by all Centrelink employees.