

EDUCATION, SCIENCE AND TRAINING

SENATE LEGISLATION COMMITTEE - QUESTIONS ON NOTICE 2003-2004 BUDGET ESTIMATES HEARING

Outcome: 1 and 2
Output Group: 1.2 Assistance for individuals including those with special needs.
2.5 Assistance for post school students including those with special needs.

DEST Question No. E005_04

Senator Crossin tabled on 4 June 2003.

Question:

Does the Department have policies or guidelines, which are given to Centrelink on their behalf, on communicating with Indigenous people with regard to Abstudy entitlements that are culturally sensitive? If so, can a copy of these policies or guidelines be provided and are these being applied to their management of Abstudy?

Answer:

Culturally sensitive communications regarding ABSTUDY.

Centrelink delivers ABSTUDY on behalf of the Department of Education, Science and Training and is responsible for the development and implementation of its own policies and guidelines regarding staff communication with Indigenous customers. The Department does not provide Centrelink with guidelines regarding communications with Indigenous customers.