

**Senate Standing Committee on Education Employment and Workplace
Relations**

**QUESTIONS ON NOTICE
Budget Estimates 2012-2013**

Outcome 1 – Early Childhood, Working Age and Indigenous Participation

DEEWR Question No. EW0336_13

Senator Nash asked on 30 May 2012 , Hansard page 42

Question

Special Child Care Benefit Claims

Senator NASH: Thank you. This again might not be you, so I am not sure you have the information. If a CCB claim required additional information, my understanding is that the FAO would call. It has come to my attention that recently they have started sending out letters requiring a response in 14 days. Is that correct? Ms Taylor: I would have to check. I will take that on notice and check with DHS and the Family Assistance Office. Senator NASH: It would be good to have that clarified. If that is the case, could they perhaps give you the reasoning why it has gone from phoning to the mail process? Ms Taylor: I will take that on notice.

Answer

Some child care services are not always available when the Department of Human Services contacts them by telephone to request additional information. The Department of Human Services issues a written request to assist the service and the customer in assessing the Special Child Care Benefit application in a timely manner.