

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Human Services Portfolio

Department of Human Services

Additional Estimates February 2005

Question: HS46

Outcome 1, Output 1.1 – Effective delivery of Australian Government services to eligible customers

Topic: Crisis payment

Hansard Page/Written Question on Notice: Written

Senator Evans asked on 15 February 2005

- (1) Has the Crisis Payment been reviewed?
- (2) Please provide an update of what is happening with this review.
- (3) Why was the review undertaken? What were its main findings?
- (4) When will the Government respond to this review?

Answer:

- (1) As part of Centrelink's ongoing efforts to continuously improve its administration and delivery of Australian Government payments and services, Centrelink conducted an internal review of its administration of Crisis Payment.
- (2) Centrelink will shortly present the final version of this review to the Department of Family and Community Services ('FaCS') for their consideration.
- (3) The review was undertaken as part of Centrelink's standard business processes. As the review has not yet been finalised, it is not possible to comment on its findings.
- (4) Centrelink and the Department of Family and Community Services will be considering responses once the report is finalised.