

**Senate Standing Committee on Finance and Public Administration**

**ANSWERS TO QUESTIONS ON NOTICE**

**Human Services Portfolio**

Additional Estimates 2006-2007, 13<sup>th</sup> and 16<sup>th</sup> February, 2007

**Question: HS19**

**Agency: Centrelink**

**Outcome 1, Output 1.1**

**Topic: Debt Recovery – written confirmation to customers**

**Hansard Page/Written Question on Notice: Hansard Page F&PA 34**

**SENATOR MOORE** asked on 16/02/2007:

**Senator MOORE**—Dr Browne, this may or may not be in your area. We have had a number of calls in various offices about debt recovery processes, and the liaison service has been particularly helpful in working through those. If clients are negotiating debt recovery processes by phone, as people now often do to get them through, do they automatically receive a written notice to confirm whatever arrangements they have made?

**Dr Browne**—It is my expectation that they do, but I will take that on notice.

**Senator MOORE**—Particularly when they are amending their arrangements. My understanding is that some very detailed negotiations can happen by phone and there can be confusion. I want to make sure the paperchase continues. If you could take that on notice, it would be very useful.

**Dr Browne**—I will do that.

**ANSWER:**

Clients are provided with written confirmation of debt recovery arrangements negotiated by telephone.

To prepare this answer it has taken approximately 1 hour and 30 minutes at an estimated cost of \$81.