

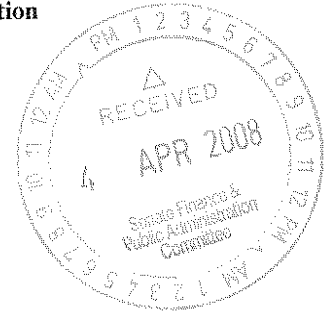
Senate Standing Committee on Finance and Public Administration

ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Department of Human Services

Additional Estimates 2007-08 – February 2008



Question: HS147

Outcome 1, Output 1.1

Topic: Centrelink – Income Management

Hansard Page/Written Question on Notice: Written

SENATOR COONAN asked on 22/02/2008:

- (a) On 30 January 2008, it was reported that an 80 year-old woman had her payments wrongfully quarantined because she lived in a street that shared its name with a community declared relevant under Part 3B of the Social Security (Administration) Act 1999. Is this an isolated incident?
- (b) If no, how many other customers have had their payments wrongfully quarantined?

Answer:

- (a) A small number of customers were incorrectly subjected to Income Management as part of the implementation in the Alice Springs Town Camps. The main reason for this was that there was some confusion over names of roads and town camp locations.
- (b) As part of the implementation referred to above, eight customers had their payments wrongfully quarantined. These errors were rectified as soon as they were discovered and customers' monies made available to them. As a result of this occurrence Centrelink is reviewing the records of all customers placed on Income Management prior to the Alice Springs cases.