

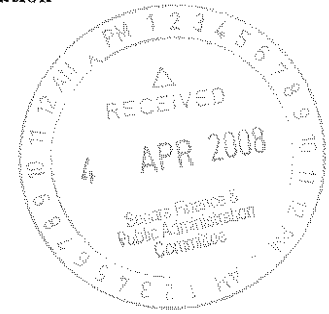
Senate Standing Committee on Finance and Public Administration

ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Department of Human Services

Additional Estimates 2007-08 – February 2008



Question: HS161-166

Outcome 1, Output 1.1

Topic: Centrelink – Impacts of NT initiative on Centrepay

Hansard Page/Written Question on Notice: Written

SENATOR SIEWERT asked on 22/02/2008:

HS161: Do you have statistics on the use of the Centrepay system (voluntary welfare quarantining) prior to the commencement of the Intervention?

HS162: How many people were using it? How many transactions per week?

HS163: What has the impact of the quarantining been on Centrepay use?

HS164: Is there still a per-transaction fee levied on Centrepay providers?

HS165: Is there a similar fee levied on Coles or Woolworths for quarantined monies?

HS166: Can you provide a breakdown of the use of Centrepay within the Northern Territory? (e.g. by postcode?)

Answer:

HS161: Yes.

HS162: As at the end of August 2007, there were 294,487 customers across Australia using Centrepay, generating 437,086 transactions per fortnight.

HS163: Where appropriate, customers impacted by the intervention in the Northern Territory have had some of their deductions migrated from Centrepay to Income Management. Migrated deductions have been legislated as priority needs. In August 2007, there were 12,150 customers in the Northern Territory using Centrepay. This figure has fallen to 11,889 as at the end of November 2007.

HS164: Yes.

HS165: There is no fee levied on Coles and Woolworths for stored-value cards.

HS166: As mentioned at answer HS163, as at the end of November 2007, 11,889 customers in the Northern Territory were using Centrepay. More detailed data is not readily available.