

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**Department of Human Services and agencies**

Budget Estimates 2005-2006, 26 May 2005

**Question: HS12**

**Outcome 1, Output Group 1.1**

**Topic: Centrelink - Proportion of Parenting Payment customers who have children over the age of six**

**Hansard Page/Written Question on Notice: F&PA 24 26/5/05**

**SENATOR MOORE** asked on 26 May 2005:

Senator MOORE—Did you have a similar script in the period from December to the budget for this kind of heading?

Mr Whalan—Yes, there was one.

Senator MOORE—So there was a similar strategy in the department in the period from December to May which meant that every time someone who was receiving one of those two payments was in contact with the department the expectation would be that once they finished the business they would contact you or, vice-versa, you would tack this on the end. That was the strategy.

Mr Whalan—That is right.

Senator WONG—So where is the inbound script that this replaces?

Mr Whalan—We can provide you with that.

**Answer:**

The script referred to was tabled during the hearing. Reference can be found in the Hansard at F&PA 69.