#### ANSWERS TO QUESTIONS ON NOTICE

#### **Finance and Administration Portfolio**

#### Department of Human Services and agencies

Budget Estimates 2005-2006, 26 May 2005

**Question: HS99** 

**Outcome 1, Output Group 1.1** 

**Topic:** Centrelink – Crisis Payment

Hansard Page/Written Question on Notice: Written

#### **SENATOR EVANS** asked on 26 May 2005:

- (1) How many people have received the Crisis Payment in each of the last five financial years (including 2004-05 to date).
- (2) For each of these five years, please break up this information by gender, age, state/territory and federal electorate.
- (3) For each of these five years, please also provide:
  - (a) A breakdown of how many recipients were from Non-English Speaking backgrounds.
  - (b) A breakdown of how many recipients have received the payment because they have been removed from the home as result of their violence to their partner and/or children.
  - (c) A breakdown of what social security payments they were receiving when they were approved to receive a crisis payment.
  - (d) A breakdown of how many women have received the payment because they have been victims of domestic violence and have had to leave their home.
- (4) In relation to the response to question on notice HS 46 from February Estimates:
  - (a) What was the purpose of the review of crisis payment?
  - (b) What were its main findings?
  - (c) What has been the Government's response?
  - (d) What action will be taken in response to the findings in the report?

#### **Answer:**

(1) Centrelink is unable to provide Crisis Payment data for the 2000-01 financial year without expenditure of significant resources. The data for this period was recorded and stored in a different manner to subsequent years.

Total Crisis Payments made in the remaining four financial years are as follows:

2001-02	2002-03	2003-04	2004-05 to 10 June
43,971	45,282	44,847	44,420

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- (2) Please see the four tables in Attachment A 'Crisis Payment By State, Age, and Gender'. Centrelink is unable to provide a break up of Crisis Payments by federal electorate.
- (3)(a) For the last four financial years, Centrelink has extracted information on customers whose country of birth is other than one of the Mainly English Speaking Countries of Australia, Canada, Ireland, New Zealand, South Africa, United Kingdom and United States of America:

2001-02	2002-03	2003-04	2004-05 to 10 June
3535	3373	3246	3221

- (3)(b). The Department of Family and Community Services introduced new policy on 21 February 2005 to allow payment of Crisis Payment to alleged and actual perpetrators of domestic violence who have been removed from the family home and have established a new home. Centrelink has granted Crisis Payment to approximately 45 customers in this situation since this new policy was implemented.
- (3)(c) Details of the payments customers were in receipt of when Crisis Payment was granted can be found in the tables in Attachment B 'Crisis Payments by Payment Type.
- (3)(d) The number of women who were paid Crisis Payment in the preceding four years because they were forced to leave their home as a result of Domestic Violence is as follows:

2001-02	2002-03	2003-04	2004-05 to 10 June
13379	14282	13751	13285

- (4) The response to HS46 from the February 2005 Additional Estimates and this answer are provided by Centrelink and relate to programs that are the responsibility of the Department of Family and Community Services.
  - a) 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.
  - b) The review covered a broad range of issues and highlighted areas where Crisis Payment policy and legislation could be changed to reach a wider target group.
  - c) The Government has noted the findings of the review.
  - d) Some of the issues raised in the review have already been addressed and others are currently being progressed.

# ANSWERS TO QUESTIONS ON NOTICE

## Finance and Administration Portfolio

#### Department of Human Services and agencies

Budget Estimates 2005-2006, 26 May 2005

#### ATTACHMENT A

#### CRISIS PAYMENT CLAIMS GRANTED BY STATE/AGE AND GENDER FINANCIAL YEAR 2001-02

CKISIS	S PATIMENT CLAIN				AND GE				
		FEMALE	MALE	TOTAL			FEMALE	MALE	TOTAL
	UNDER 18					UNDER 18			
ACT	YEARS	14	20	34	NSW	YEARS	133	312	445
	18 - 20 YEARS	44	25	69		18 - 20 YEARS	363	902	1265
	21 - 24 YEARS	79	52	131		21 - 24 YEARS	642	1700	2342
	25 - 29 YEARS	75	72	147		25 - 29 YEARS	876	2033	2909
	30 - 39 YEARS	124	62	186		30 - 39 YEARS	1358	2752	4110
	40 - 49 YEARS	33	20	53		40 - 49 YEARS	513	947	1460
	50 - 59 YEARS	5	5	10		50 - 59 YEARS	106	237	343
	60 - 64 YEARS	1	0	1		60 - 64 YEARS	11	46	57
	65 AND OVER	0	0	0		65 AND OVER	13	23	36
	TOTAL	375	256	631		TOTAL	4015	8952	12967
	UNDER 18					UNDER 18			
NT	YEARS	6	9	15	QLD	YEARS	124	189	313
	18 - 20 YEARS	22	88	110	<u> </u>	18 - 20 YEARS	289	572	861
1	21 - 24 YEARS	55	122	177		21 - 24 YEARS	566	908	1474
ĺ	25 - 29 YEARS	74	173	247		25 - 29 YEARS	833	1095	1928
1	30 - 39 YEARS	102	280	382	<del>                                     </del>	30 - 39 YEARS	1324	1407	2731
	40 - 49 YEARS	35	102	137		40 - 49 YEARS	514	544	1058
	50 - 59 YEARS	5	25	30		50 - 59 YEARS	114	165	279
	60 - 64 YEARS	1	1	2		60 - 64 YEARS	16	26	42
	65 AND OVER	0	0	0		65 AND OVER	7	29	36
	TOTAL	300	800	1100		TOTAL	3787	4935	8722
	TOTAL	000	000	1100		IOTAL	0707	4300	OILL
	UNDER 18					UNDER 18			
SA	YEARS	61	112	173	TAS	YEARS	34	50	84
	18 - 20 YEARS	156	223	379		18 - 20 YEARS	125	139	264
	21 - 24 YEARS	286	373	659		21 - 24 YEARS	149	154	303
	25 - 29 YEARS	410	517	927		25 - 29 YEARS	181	161	342
	30 - 39 YEARS	636	707	1343		30 - 39 YEARS	313	201	514
	40 - 49 YEARS	231	228	459		40 - 49 YEARS	119	88	207
	50 - 59 YEARS	62	40	102		50 - 59 YEARS	22	38	60
	60 - 64 YEARS	7	9	16		60 - 64 YEARS	3	9	12
	65 AND OVER	4	7	11		65 AND OVER	3	1	4
	TOTAL	1853	2216	4069			949	841	1790
						UNDER 18			
	UNDER 18					10:10=:1			
VIC	UNDER 18 YEARS	71	103	174	WA	YEARS	109	177	286
VIC		71 215	103 380	174 595	WA		109 312	177 446	286 758
VIC	YEARS				WA	YEARS			
VIC	YEARS 18 - 20 YEARS	215	380	595	WA	YEARS 18 - 20 YEARS	312	446	758
VIC	YEARS 18 - 20 YEARS 21 - 24 YEARS	215 474	380 862	595 1336	WA	YEARS 18 - 20 YEARS 21 - 24 YEARS	312 590	446 780	758 1370
VIC	YEARS 18 - 20 YEARS 21 - 24 YEARS 25 - 29 YEARS	215 474 636	380 862 1020	595 1336 1656	WA	YEARS 18 - 20 YEARS 21 - 24 YEARS 25 - 29 YEARS	312 590 882	446 780 1008	758 1370 1890
VIC	YEARS 18 - 20 YEARS 21 - 24 YEARS 25 - 29 YEARS 30 - 39 YEARS	215 474 636 1082	380 862 1020 1142	595 1336 1656 2224	WA	YEARS 18 - 20 YEARS 21 - 24 YEARS 25 - 29 YEARS 30 - 39 YEARS	312 590 882 1175	446 780 1008 1219	758 1370 1890 2394
VIC	YEARS 18 - 20 YEARS 21 - 24 YEARS 25 - 29 YEARS 30 - 39 YEARS 40 - 49 YEARS	215 474 636 1082 352	380 862 1020 1142 376	595 1336 1656 2224 728	WA	YEARS 18 - 20 YEARS 21 - 24 YEARS 25 - 29 YEARS 30 - 39 YEARS 40 - 49 YEARS	312 590 882 1175 367	446 780 1008 1219 439	758 1370 1890 2394 806
VIC	YEARS  18 - 20 YEARS  21 - 24 YEARS  25 - 29 YEARS  30 - 39 YEARS  40 - 49 YEARS  50 - 59 YEARS	215 474 636 1082 352 95	380 862 1020 1142 376 101	595 1336 1656 2224 728 196	WA	YEARS 18 - 20 YEARS 21 - 24 YEARS 25 - 29 YEARS 30 - 39 YEARS 40 - 49 YEARS 50 - 59 YEARS	312 590 882 1175 367 65	446 780 1008 1219 439 104	758 1370 1890 2394 806 169
VIC	YEARS  18 - 20 YEARS  21 - 24 YEARS  25 - 29 YEARS  30 - 39 YEARS  40 - 49 YEARS  50 - 59 YEARS  60 - 64 YEARS	215 474 636 1082 352 95 18	380 862 1020 1142 376 101 20	595 1336 1656 2224 728 196 38	WA	YEARS  18 - 20 YEARS  21 - 24 YEARS  25 - 29 YEARS  30 - 39 YEARS  40 - 49 YEARS  50 - 59 YEARS  60 - 64 YEARS	312 590 882 1175 367 65 5	446 780 1008 1219 439 104 24	758 1370 1890 2394 806 169 29

# ANSWERS TO QUESTIONS ON NOTICE

#### Finance and Administration Portfolio

#### Department of Human Services and agencies

Budget Estimates 2005-2006, 26 May 2005

## CRISIS PAYMENT CLAIMS GRANTED BY STATE/AGE AND GENDER FINANCIAL YEAR 2002-03

	CLAIN	FEMALE		TOTAL			FEMALE		TOTAL
	UNDER 18		1017 (111	101712		UNDER 18	1 =1017 (==	1117 (E.E.	101712
ACT	YEARS	24	14	38	NSW	YEARS	123	293	416
	18 - 20 YEARS	66	52	118		18 - 20 YEARS	364	866	1230
	21 - 24 YEARS	96	72	168		21 - 24 YEARS	688	1618	2306
	25 - 29 YEARS	89	81	170		25 - 29 YEARS	882	1874	2756
	30 - 39 YEARS	182	114	296		30 - 39 YEARS	1545	2913	4458
	40 - 49 YEARS	49	43	92		40 - 49 YEARS	640	1004	1644
	50 - 59 YEARS	15	12	27		50 - 59 YEARS	122	237	359
	60 - 64 YEARS	5	1	6		60 - 64 YEARS	21	33	54
	<b>65 AND OVER</b>	1	5	6		65 AND OVER	24	38	62
	TOTAL	527	394	921		TOTAL	4409	8876	13285
	UNDER 18					UNDER 18			
NT	YEARS	9	29	38	QLD	YEARS	107	213	320
	18 - 20 YEARS	36	103	139		18 - 20 YEARS	326	558	884
	21 - 24 YEARS	64	168	232		21 - 24 YEARS	585	928	1513
	25 - 29 YEARS	102	235	337		25 - 29 YEARS	840	1070	1910
	30 - 39 YEARS	175	375	550		30 - 39 YEARS	1466	1561	3027
	40 - 49 YEARS	49	133	182		40 - 49 YEARS	561	655	1216
	50 - 59 YEARS	7	28	35		50 - 59 YEARS	103	190	293
	60 - 64 YEARS	0	1	1		60 - 64 YEARS	20	30	50
	<b>65 AND OVER</b>	0	1	1		65 AND OVER	9	23	32
	TOTAL	442	1073	1515		TOTAL	4017	5228	9245
	UNDER 18					UNDER 18			
SA	YEARS	82	121	203	TAS	YEARS	40	43	83
	18 - 20 YEARS	175	226	401		18 - 20 YEARS	98	136	234
	21 - 24 YEARS	292	363	655		21 - 24 YEARS	173	201	374
	25 - 29 YEARS	508	489	997		25 - 29 YEARS	136	165	301
	30 - 39 YEARS	768	825	1593		30 - 39 YEARS	312	218	530
	40 - 49 YEARS	239	249	488		40 - 49 YEARS	119	92	211
	50 - 59 YEARS	60	65	125		50 - 59 YEARS	19	34	53
	60 - 64 YEARS	8	13	21		60 - 64 YEARS	2	10	12
	65 AND OVER	11	7	18		65 AND OVER	6	6	12
	TOTAL	2143	2358	4501			905	905	1810
	UNDER 18					UNDER 18			
VIC	YEARS	67	76	143	WA	YEARS	95	137	232
	18 - 20 YEARS	251	389	640		18 - 20 YEARS	303	354	657
	21 - 24 YEARS	474	807	1281		21 - 24 YEARS	508	646	1154
	25 - 29 YEARS	662	966	1628		25 - 29 YEARS	755	838	1593
	30 - 39 YEARS	1105	1293	2398		30 - 39 YEARS	1075	1132	2207
	40 - 49 YEARS	401	475	876		40 - 49 YEARS	335	409	744
	50 - 59 YEARS	79	112	191		50 - 59 YEARS	82	72	154
	60 - 64 YEARS	13	27	40		60 - 64 YEARS	5	14	19
	65 AND OVER	13	15	28		65 AND OVER	9	11	20
	TOTAL	3065	4160	7225			3167	3613	6780
									45282

# ANSWERS TO QUESTIONS ON NOTICE

#### Finance and Administration Portfolio

#### Department of Human Services and agencies

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## CRISIS PAYMENT CLAIMS GRANTED BY STATE/AGE AND GENDER FINANCIAL YEAR 2003-04

		<b>FEMALE</b>	MALE	TOTAL			<b>FEMALE</b>	MALE	TOTAL
	UNDER 18					UNDER 18			
ACT	YEARS	16	22	38	NSW	YEARS	102	329	431
	18 - 20 YEARS	57	39	96		18 - 20 YEARS	345	757	1102
	21 - 24 YEARS	102	67	169		21 - 24 YEARS	633	1594	2227
	25 - 29 YEARS	90	72	162		25 - 29 YEARS	859	1848	2707
	30 - 39 YEARS	137	110	247		30 - 39 YEARS	1417	2969	4386
	40 - 49 YEARS	41	28	69		40 - 49 YEARS	600	1122	1722
	50 - 59 YEARS	8	8	16		50 - 59 YEARS	99	277	376
	60 - 64 YEARS	2	0	2		60 - 64 YEARS	17	46	63
	65 AND OVER	3	2	5		65 AND OVER	16	28	44
	TOTAL	456	348	804		TOTAL	4088	8970	13058
	UNDER 18				1	UNDER 18			
NT	YEARS	15	23	38	QLD	YEARS	123	229	352
141	18 - 20 YEARS	33	96	129	QLD	18 - 20 YEARS	354	522	876
	21 - 24 YEARS	53	195	248		21 - 24 YEARS	560	855	1415
	25 - 29 YEARS	86	284	370		25 - 29 YEARS	799	1070	1869
	30 - 39 YEARS	149	481	630	<del>                                     </del>	30 - 39 YEARS	1346	1557	2903
	40 - 49 YEARS	48	169	217	<del>                                     </del>	40 - 49 YEARS	592	642	1234
	50 - 59 YEARS	9	32	41		50 - 59 YEARS	140	204	344
	60 - 64 YEARS	2	3	5		60 - 64 YEARS	25	54	79
	65 AND OVER	0	2	2		65 AND OVER	18	32	50
	TOTAL	395	1285	1680		TOTAL	3957	5165	9122
									V
	UNDER 18					UNDER 18			
SA	YEARS	68	119	187	TAS	YEARS	34	38	72
	18 - 20 YEARS	212	218	430		18 - 20 YEARS	79	104	183
	21 - 24 YEARS	283	310	593		21 - 24 YEARS	128	179	307
	25 - 29 YEARS	446	466	912		25 - 29 YEARS	144	154	298
	30 - 39 YEARS	739	802	1541		30 - 39 YEARS	205	231	436
	40 - 49 YEARS	298	277	575		40 - 49 YEARS	102	125	227
	50 - 59 YEARS	71	75	146		50 - 59 YEARS	20	30	50
	60 - 64 YEARS	12	7	19		60 - 64 YEARS	4	5	9
	65 AND OVER	10	11	21		65 AND OVER	4	4	8
	TOTAL	2139	2285	4424			720	870	1590
	UNDER 18					UNDER 18			
VIC	YEARS	76	99	175	WA	YEARS	104	172	276
_	18 - 20 YEARS	191	307	498		18 - 20 YEARS	268	337	605
	21 - 24 YEARS	470	743	1213		21 - 24 YEARS	501	638	1139
	25 - 29 YEARS	591	1022	1613		25 - 29 YEARS	707	782	1489
	30 - 39 YEARS	1154	1390	2544		30 - 39 YEARS	1144	1204	2348
	40 - 49 YEARS	424	489	913		40 - 49 YEARS	382	434	816
	50 - 59 YEARS	89	137	226		50 - 59 YEARS	81	104	185
	60 - 64 YEARS	11	30	41		60 - 64 YEARS	11	22	33
	65 AND OVER	13	26	39		65 AND OVER	4	12	16
	TOTAL	3019	4243	7262			3202	3705	6907
	•				•		•		44847

# ANSWERS TO QUESTIONS ON NOTICE

## Finance and Administration Portfolio

#### **Department of Human Services and agencies**

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#### CRISIS PAYMENT CLAIMS GRANTED BY STATE/AGE AND GENDER FINANCIAL YEAR 2004-05

CINIOIS	PATMENT CLAIN				I	I			TOTAL
	LINDED 40	FEMALE	MALE	TOTAL		LINDED 40	FEMALE	MALE	TOTAL
l	UNDER 18					UNDER 18			400
ACT	YEARS	11	22	33	NSW	YEARS	104	296	400
	18 - 20 YEARS	30	33	63		18 - 20 YEARS	316	719	1035
	21 - 24 YEARS	71	46	117		21 - 24 YEARS	666	1503	2169
	25 - 29 YEARS	61	60	121		25 - 29 YEARS	896	1842	2738
	30 - 39 YEARS	81	97	178		30 - 39 YEARS	1535	3098	4633
	40 - 49 YEARS	32	35	67		40 - 49 YEARS	625	1177	1802
	50 - 59 YEARS	8	5	13		50 - 59 YEARS	147	282	429
	60 - 64 YEARS	1	2	3		60 - 64 YEARS	19	47	66
	65 AND OVER	1	0	1		65 AND OVER	27	36	63
	TOTAL	296	300	596		TOTAL	4335	9000	13335
	UNDER 18					UNDER 18			
NT	YEARS	16	22	20	01.0	YEARS	100	101	202
IN I		16	22	38	QLD		102	191	293
	18 - 20 YEARS	44	94	138		18 - 20 YEARS	307	524	831
	21 - 24 YEARS	67	216	283		21 - 24 YEARS	607	894	1501
	25 - 29 YEARS	77	264	341		25 - 29 YEARS	733	1032	1765
	30 - 39 YEARS	126	445	571		30 - 39 YEARS	1352	1679	3031
	40 - 49 YEARS	55	185	240		40 - 49 YEARS	609	728	1337
	50 - 59 YEARS	11	30	41		50 - 59 YEARS	129	239	368
	60 - 64 YEARS	0	3	3		60 - 64 YEARS	13	38	51
	65 AND OVER	0	1	1		65 AND OVER	13	37	50
	TOTAL	396	1260	1656		TOTAL	3865	5362	9227
<del>                                     </del>	UNDER 18					UNDER 18			
SA	YEARS	65	109	174	TAS	YEARS	23	48	71
	18 - 20 YEARS	200	180	380		18 - 20 YEARS	86	113	199
	21 - 24 YEARS	309	298	607		21 - 24 YEARS	141	182	323
	25 - 29 YEARS	402	384	786		25 - 29 YEARS	150	191	341
	30 - 39 YEARS	705	772	1477		30 - 39 YEARS	248	265	513
	40 - 49 YEARS	309	305	614		40 - 49 YEARS	98	127	225
	50 - 59 YEARS	66	84	150		50 - 59 YEARS	24	38	62
	60 - 64 YEARS	13	17	30		60 - 64 YEARS	10	10	20
	65 AND OVER	6	12	18		65 AND OVER	6	2	8
	TOTAL	2075	2161	4236			786	976	1762
	LINDED 40					LINDED 40			
	UNDER 18	<b>-</b> 4	0.5	450		UNDER 18		4	050
VIC	YEARS	71	85	156	WA	YEARS	98	155	253
	18 - 20 YEARS	177	269	446		18 - 20 YEARS	193	310	503
			658	1052		21 - 24 YEARS	473	647	1120
1	21 - 24 YEARS	394				05 00 1/5 150	0-0		1458
	25 - 29 YEARS	588	884	1472		25 - 29 YEARS	652	806	
	25 - 29 YEARS 30 - 39 YEARS	588 1080	884 1271	1472 2351		30 - 39 YEARS	1083	1310	2393
	25 - 29 YEARS 30 - 39 YEARS 40 - 49 YEARS	588 1080 459	884 1271 483	1472 2351 942		30 - 39 YEARS 40 - 49 YEARS	1083 349	1310 501	2393 850
	25 - 29 YEARS 30 - 39 YEARS 40 - 49 YEARS 50 - 59 YEARS	588 1080 459 101	884 1271 483 152	1472 2351 942 253		30 - 39 YEARS 40 - 49 YEARS 50 - 59 YEARS	1083 349 81	1310 501 126	2393 850 207
	25 - 29 YEARS 30 - 39 YEARS 40 - 49 YEARS 50 - 59 YEARS 60 - 64 YEARS	588 1080 459 101 18	884 1271 483 152 32	1472 2351 942 253 50		30 - 39 YEARS 40 - 49 YEARS 50 - 59 YEARS 60 - 64 YEARS	1083 349 81 18	1310 501 126 18	2393 850 207 36
	25 - 29 YEARS 30 - 39 YEARS 40 - 49 YEARS 50 - 59 YEARS 60 - 64 YEARS 65 AND OVER	588 1080 459 101 18 22	884 1271 483 152 32 25	1472 2351 942 253 50 47		30 - 39 YEARS 40 - 49 YEARS 50 - 59 YEARS	1083 349 81 18 7	1310 501 126 18 12	2393 850 207 36 19
	25 - 29 YEARS 30 - 39 YEARS 40 - 49 YEARS 50 - 59 YEARS 60 - 64 YEARS	588 1080 459 101 18	884 1271 483 152 32	1472 2351 942 253 50		30 - 39 YEARS 40 - 49 YEARS 50 - 59 YEARS 60 - 64 YEARS	1083 349 81 18	1310 501 126 18	2393 850 207 36

# CRISIS PAYMENT CLAIMS GRANTED BY ALL PAYMENT TYPES FINANCIAL YEAR 2001-02, 2002-03, 2003-04, 2004-05

## CRISIS PAYMENT CLAIMS GRANTED BY ALL PAYMENT TYPES - FINANCIAL YEAR 2004-05

				l
	2001-02	2002-03	2003-04	2004-05
REASONS				
Age Pension	161	196	209	229
Austudy	39	43	32	20
Carers Allowance	141	171	182	207
Disability Pension	4612	5423	6062	6543
Newstart Mature Aged	13	13	6	5
Newstart Allowance	24263	24413	24306	24153
Parenting Payment Partnered	348	438	365	343
Parenting Payment Single	9255	9588	9081	8681
Partner Allowance	19	18	13	7
Sickness Allowance	42	43	32	35
Special Benefit	136	109	97	37
Sole Parent Pension			1	1
Widows Allowance	82	107	86	80
Wifes Pension Aged	5	3	12	0
Wifes Pension Disability	16	18	13	14
Widow Pension	3	3	0	0
Youth Allowance	4836	4696	4350	4065