

**Senate Finance and Public Administration Standing Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**BUDGET ESTIMATES – 29 MAY 2008**

**Human Services Portfolio**



**Department/Agency:** DHS/Centrelink  
**Outcome/Output Group:** Outcome 1, Output 1.1  
**Topic:** Keeping the System Fair

**Senator:** Coonan

**Question reference number:** HS14

**Type of question:** Hansard F&PA 52

**Date set by the committee for the return of answer:** 11 July 2008

**Question:**

**HS14: Senator COONAN**—asked if an assessment was made by someone in Centrelink of the Keeping the System Fair campaign and what information was given?

**Answer:**

**HS14:** During the course of the Keeping the System Fair (KSF) project, Centrelink provided the Department of Education, Employment and Workplace Relations (DEEWR) with a range of information on KSF outcomes. The information provided included the:

- number and nature of customer contacts;
- size of customer rate variations and debts;
- channels used by customers to make contact with Centrelink; and
- payment types of affected customers.

Anecdotal customer and Centrelink staff feedback was also provided to DEEWR during the mass media campaign periods.

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