

# Senate Finance and Public Administration Legislation Committee

## BUDGET ESTIMATES – 27 May 2010 ANSWER TO QUESTION ON NOTICE

### Human Services Portfolio

**Topic:** Income Management

**Question reference number:** HS 27

**Senator:** SIEWERT

**Type of question:** Hansard F&PA page 118, 27 May 2010

**Date set by the committee for the return of answer:** 9 July 2010

**Number of pages:** 1

**Question:**

**Senator Siewert** – So, of the \$88 million how much is for IT? How much for training staff? Can we break down the budget?

**Ms Ramsey**- I can break it down, but I do not have that with me. I am happy to take that on notice.

**Answer:**

The New Income Management Model has Departmental Revenue of \$82.804 million and a capital injection of \$1.87 million in 2010-11. The break-up of the Departmental Revenue is identified below.

	<b>2010-11 ('000)</b>
Customer Service (includes Remote Servicing Teams, Income Management Processing and Basics Card Activities)	\$40,094
Centrelink Agent Services	\$3,500
Area Training	\$905
Call Centre Network	\$16,441
<b>Customer Service Sub-total</b>	<b>\$60,940</b>
National Support Office (includes Program Management, Income Management Branch, Management Information, Legal Services, Social Work Services, etc.)	\$6,757
Communication & Marketing Expense	\$1,542
IT Development (excluding Capital Injection for Internally Developed Software (\$1,702k))	\$1,085
<b>National Support Office Sub-total</b>	<b>\$9,384</b>
Other (National Accounts, Property Operating Expenses, etc)	\$12,480
<b>Total</b>	<b>\$82,804</b>