

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Department of Human Services and agencies

Supplementary Budget Estimates 2005-2006, 1 November 2005

Question: HS17

Outcome 1, Output 1.1

Topic: Centrelink - Receipting

Hansard Page/Written Question on Notice: F&PA 114 1/11/05

SENATOR Carol BROWN asked the Minister for Human Services, upon written notice:

Senator CAROL BROWN—How about face-to-face communication? If I went into a Centrelink office, would I get a receipt number?

Mr Bashford—I understand that we are currently looking at that possibility, but they do not in all cases at the moment.

Senator CAROL BROWN—Are you undertaking some sort of review?

Mr Bashford—I believe that is the case, yes.

Senator CAROL BROWN—Is there any timeline?

Mr Bashford—I can find that out.

Senator CAROL BROWN—I would appreciate that. I was just really wondering why, with internet and phone contact, you do get a receipt—obviously, that would be some sort of proof of the contact—but, with face-to-face contact, as I understand it, there is currently no receipt. Can you take on notice the provision of information about the review on face-to-face contacts?

Mr Whalan—In terms of the receipts.

Senator CAROL BROWN—Yes, that is right. That would be good.

Answer:

Centrelink is developing a system that will allow receipts to be issued for all customer contacts, including all face-to-face customers, except incoming mail.

The new receipting system, which builds on the system used by Centrelink Call Centres, will be progressively introduced from June 2006.