

Senate Standing Committee on Finance and Public Administration

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Department of Human Services and Agencies

Supplementary Budget Estimates 2006-2007, 31 October, 2006

Question: HS14

Outcome 1, Output 1.1

Topic: Centrelink - Welfare to Work Contact Model

Hansard Page/Written Question on Notice: F&PA 131

SENATOR WONG asked on 31/10/2006:

[In relation to Contact Model]

Senator WONG—Finally, can you give me an indication, perhaps on notice, of who falls outside the 90 per cent? Who are the 10 per cent who will not be appropriate for fortnightly contact?

Mr Whalan—I will take that on notice.

Answer:

Individual circumstances will be considered in determining a job seeker's contact requirements with Centrelink for job seekers in the 51 Welfare to Work Contact Model sites. Job seekers who are not in a Welfare to Work Contact Model site will continue to have contact requirements based on current procedures.

Customers in the following circumstances would be amongst those who would generally be exempt from the fortnightly contact.

The first sub-set includes customers with the following Activity Test exemptions:

- Customers overseas
- Armed Services Training Camp (overseas only)
- Caring responsibilities
- Caring for a child not eligible for Carer Payment
- Claiming Disability Support Pension
- Expectant mother
- Jury Duty
- Refugee in the first six months
- Refugee in the first 13 weeks in Australia
- Remote Activity
- Remote location
- Special Family Circumstances
- Partial Capacity to Work less than 15 hours

The second sub-set includes customers who may have one of the following Activity Type or exemption:

- Bereavement period
- Vocational/Commonwealth Rehabilitation Service
- Domestic Violence/Relationship Breakdown

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- Jobs Placement, Employment and Training
- Incapacitated
- Major Personal Crisis
- Major disruption at home
- Personal Support Programme
- Rehabilitation – incapacitated
- Partial Capacity to Work 15 or more hours.

To prepare this answer it has taken approximately 2 hours and 21 minutes at an estimated cost of \$140.