

**Senate Finance and Public Administration Standing Committee**

ANSWERS TO QUESTIONS ON NOTICE

**Finance and Public Administration Portfolio**

**Department of Human Services and agencies**

Supplementary Budget Estimates 2006-2007, 31 October 2006

**Question: HS21**

**Outcome 1, Output 1.1**

**Topic: Centrelink - Financial Case Management**

**Hansard Page/Written Question on Notice: F&PA 133**

**SENATOR SIEWERT** asked on 31/10/2006:

Senator SIEWERT—I go back to the 1,921 people who have been breached. Can you explain how you decide which of them—as we worked out, there are 120—should be offered case management.

Mr Whalan—The people who are offered financial case management are those who are considered to be vulnerable. Principally, it is those people who have dependent children. There are some other categories as well, but it is principally those who have dependent children or dependants, most of whom are children.

Senator SIEWERT—When you provide me with the list of the number of people in particular areas, can you also provide the breakdown of people and whether they have got dependent children?

**Answer:**

An area breakdown of these customers is not available due to privacy reasons. Of the total 125 customers that have been offered financial case management to 30 September 2006, 113 had dependant children and 12 were people assessed as ‘exceptionally vulnerable’.

To prepare this answer it has taken approximately 4 hours and 16 minutes at an estimated cost of \$235.