

Senate Finance and Public Administration Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
Transferred from the Department of Employment and Workplace Relations
Finance and Administration Portfolio
Department of Human Services and agencies
Supplementary Budget Estimates 2006-2007, October 2006

Question: HS 59

Outcome 1, Output 1.1

Topic: Financial Case Management

Hansard Page/Written Question on Notice:

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

1. Which Non-Government Organisations (NGOs) are currently on Centrelink's register to provide financial case management services? **(Note – same as HS9)** How many NGOs have been placed on the register but subsequently decided to withdraw?
2. What training has been provided to NGOs providing financial case management?
3. Does DEWR/Centrelink collect data on the types of essential expenses paid for under financial case management? If yes:
 - a) What is the average actual expenditure paid for each participant per week of income suspension?
 - b) How many clients assessed essential expenses exceed their notional entitlement? What is the magnitude of this shortfall (with shortfall indicated by highest gap experienced, lowest gap experienced, median gap and mean gap).
4. What is the average administrative cost incurred by Centrelink in making ad hoc payments directly to vendors?

Answer:

1. The number of Non-Government Organisations was answered in QON (HS9). Twelve Non-Government Organisations have withdrawn from the register as at 6 February 2007.
2. All of the Non-Government Organisations on the register have received the training package. In addition, 92 per cent of the Non-Government organisations that are on the register have received face-to-face training. The remaining organisations are scheduled to receive face-to-face training.

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3. Centrelink does collect data on the amount and type of essential expenses paid under financial case Management.
 - a) As at 2 February 2007, the average Financial Case Management payment per week is \$237.00.
 - b) Centrelink does not collect this information. Customers eligible for Financial Case Management may have their essential expenses paid up to the limit of the income support to which they would otherwise have been entitled.
4. Centrelink does not collect this information.

To prepare this answer it has taken approximately 2 hours and 41 minutes at an estimated cost of \$131