

Senate Finance and Public Administration Standing Committee

SUPPLEMENTARY BUDGET ESTIMATES – 20 October 2009 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Income Estimator – “Is there an estimator on the Centrelink website or on the phone to assist pensioners?”

Question reference number: HS26

Senator: Boyce

Type of question: *Written*

Date set by the committee for the return of answer: 4 December 2009

Number of pages: 1

Question:

Is there an income estimator available on the Centrelink website or on the phone to assist pensioners to assess how much their benefits will be worth after completing a particular period of employment?

Answer:

There is an estimator available on the Centrelink website that can assist pensioners in assessing their benefits. The estimator has a field for earnings but it does not yet apply the work bonus. A warning about this limited functionality was placed on the estimator on 5 December 2009. It is anticipated that the work bonus feature will be made available from March 2010, as part of Centrelink’s major quarterly IT system release. Alternatively, customers can speak to a Customer Service Advisor or a Financial Information Service Officer by telephone or at a Customer Service Centre.