

Senate Finance and Public Administration Standing Committee

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

Human Services Portfolio

Topic: Job seekers using 1300 and 1800 numbers to report income and their obligations

Question reference number: HS49

Senator: Siewert

Type of question: *Written*

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

Number of pages: 1

Question:

Does Centrelink have appropriate policies in place to address situations where job seekers have to make expensive 1800 or 1300 numbers to report income or contact either Centrelink or Job Services Australia about their obligations in order to remain on payment?

Answer:

Yes, customers can contact Centrelink by telephone at minimal expense through the provision of 1800 numbers, which are free of charge and 13 numbers, which are available from anywhere in Australia for the cost of a local telephone call. Calls from public and mobile telephones may be timed and charged at a higher rate.

Centrelink is unable to comment about telephone calls to Job Services Australia as these calls are the responsibility of the Department of Education, Employment and Workplace Relations.