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Senator the Honourable Marise Payne
Minister for Human Services
PO Box 61 Senate
Parliament House
CANBERRA ACT 2600

Dear Minister

The News for Seniors publication

This publication provides information that is of great benefit to people receiving the Age Pension, as well their carers and others who may soon be eligible to receive the Age Pension. It used to be published three times a year, but in 2013 there were only two issues, the second in July 2013, whereas as in previous years the third issue had appeared after the September pension update. *News for Seniors* was circulated in hard copy and was also available to be downloaded from the website. Copies were also available at Centrelink offices.

At present the Human Services website says only that publication of the next edition, number 92, has been postponed, with the next issue expected later in 2014. Although a link is provided to another part of the Human Services website that provides current information about the rates of the Age Pension and details of the income and assets tests, that information can only be accessed by those who have access to a computer.

Many of the members of our association are very elderly and do not have access to a computer. They may find it difficult to go to a Centrelink office, and may also have hearing difficulties that make it difficult for them to use the telephone. Members who have tried to seek information by telephone have also reported very long waiting times, sometimes over an hour.

Could you please provide some more information that we can provide to our members? They would like to know the reason for the delay in publication, and when the next issue is likely to be available.

Thank you for your consideration and I look forward to hearing from you.

Yours sincerely

A handwritten signature in black ink that reads "A. J. Barbetti". The signature is written in a cursive style with a large, prominent initial "A".

(Dr.) Annette Barbetti
Deputy Federal President