



Senator the Hon Marise Payne
Minister for Human Services

Parliament House
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C14/2088

Dr Annette Barbetti
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Superannuated Commonwealth Officers' Association Inc.
PO Box 107
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Dear Dr Barbetti

Thank you for your correspondence of 10 April 2014 on behalf of the Superannuated Commonwealth Officers' Association and its members about *News for Seniors*. I really value your feedback and the Department of Human Services (the department) has taken particular account of your concerns relating to the ability of your members to access this publication by computer.

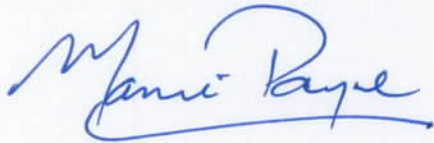
I apologise for the delay in publishing *News for Seniors* and am pleased to advise that the next issue has been distributed in hardcopy from Friday, 4 July 2014. This issue will provide the department's customers and your members with information about the 2014-15 Federal Budget as well as important changes that will commence from 1 July 2014 as a part of the Australian Government's aged care reforms.

The department is committed to providing information that is easy to access. While traditionally this has been in hardcopy publications, the department has started to see an upwards trend in the number of older Australians using computers, tablets and smartphones to access government services. Taking this into account the next issue of *News for Seniors* will highlight how the department is making it easier for customers to do business in this way.

Hardcopy issues of *News for Seniors* will continue to be distributed twice a year in March/April and September/October. This will ensure that those customers and members who do not have access to a computer can stay up-to-date with changes to the pension rates and thresholds, concessions, allowances and other services related to the publication's readership.

Thank you again for writing. I really appreciate the time you have taken to provide feedback on behalf of your members.

Yours sincerely

A handwritten signature in blue ink that reads "Marise Payne". The signature is fluid and cursive, with the first name "Marise" and the last name "Payne" clearly legible.

MARISE PAYNE

9 July 2014