

Centrelink Waiting Times

Dear

I'm a voter in your electorate and I'm writing to let you know that a key issue for me in the federal election is how Australia treats older Australians. I'm one of them and I will vote for the candidate that best supports seniors like me.

I'm also a member of National Seniors Australia. Through its advocacy and research, National Seniors fights to improve the lives of older Australians; older Australians just like me.

In this election, National Seniors is advocating for policies that reduce pension poverty, improve aged care, maintain fairness in retirement income, reduce energy and health costs, improve Centrelink and stop elder abuse.

Personally, I am most interested in the issue of Centrelink waiting times.

Centrelink telephone waiting times and Age Pension processing times are unnecessarily long. This causes problems for older Australians who are waiting extraordinary periods to receive basic government services. As someone who will vote for candidates who support pensioners, I am asking you to make a commitment to champion this recommendation from National Seniors:

Cut Centrelink telephone waiting times for older Australians and reduce Age Pension processing times.

It is unacceptable that older Australians are forced to wait long periods to receive essential services. More funding is required to ensure that Centrelink can service customers' needs in a timely manner.

National Seniors calls on the Australian Government to ensure that call waiting and processing times for Centrelink meet community expectations. As is the case with the Australian Tax Office, Centrelink should be adequately resourced to ensure waiting times are not unreasonable.

I believe this initiative will help older Australians more easily access vital government services, which are essential to their quality of life and wellbeing.

I appreciate your time in reading this letter and welcome your reply.

Yours sincerely