

Senate Community Affairs Legislation Committee

ADDITIONAL BUDGET ESTIMATES - 16 FEBRUARY 2012 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Debt Prevention

Question reference number: HSW 13

Senator: Siewert

Type of question: Written

Date set by the committee for the return of answer: 29 March 2012

Number of pages: 1

Question:

- a) Please list current debt prevention initiatives. Provide details of any activities involving students and shop assistants, and the outcomes of these activities.
- b) Provide details of the expenditure on debt prevention in the last two financial years.
- c) How many staff are engaged in debt prevention activities? Provide details of their activities.

Answer:

- a) Debt prevention is an integral part of service delivery for the department and a pilot project 'Regular confirmation for TAFE students', funded from the 2010-11 Budget measure 'New approaches to fraud and support compliance' focuses on the risk that TAFE students fail to report any changes in enrolment status.
No specific activities have been undertaken for shop assistants. They are covered by more general income related interventions.
- b) It is not possible to provide a separate figure on debt prevention expenditure in the last two financial years.
- c) Debt prevention activities are the responsibility of all department staff and the philosophy is for staff to 'get it right' the first time to ensure that customers are not adversely affected.