

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2013-14 Supplementary Estimates Hearings

Outcome Number: Cross Outcome - Across Programs

Question No: 171

Topic: Credit cards

Hansard Page: Written

Senator Ludwig asked:

Please update details of the following?

- a) What action is taken if the corporate credit card is misused?
- b) How is corporate credit card use monitored?
- c) What happens if misuse of a corporate credit card is discovered?
- d) Have any instances of corporate credit card misuse have been discovered? List staff classification and what the misuse was, and the action taken.
- e) What action is taken to prevent corporate credit card misuse?

Answer:

- a) All reported instances of personal use are reviewed. Following review, corrective action taken ranges from:
 - offending card holders being reminded of their obligations;
 - card cancellation;
 - prosecution.
- b) Credit card usage is monitored through:
 - A two-step monthly verification process;
 - Random spot checks of card holders' transactions;
 - Bi-annual certificate of compliance reporting;
 - Regular reviews by Internal Audit; and
 - Quarterly monitoring using the Department's Expense Management System.
- c) The vast majority of credit card misuse occurs by mistake and is generally rectified by the card holder as soon as the mistake is realised. Where doubts are raised, these matters are referred for further investigation by the card holder's Verifying Officer, the Credit Card Administrator or Internal Audit.
- d) For the period 1 July 2013 to 30 November 2013, there were 10 instances of inadvertent personal usage involving 10 staff: 2 SES officers, 3 Executive Level officers, 4 APS staff and one contractor. There were no cases of deliberate misuse and in all cases debt recovery procedures were initiated.

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- e) The Department's Credit Card Policy governing the use of credit cards is promulgated on the Department's Intranet site and clearly defines the approved and disallowed use of credit cards. Staff are required to undertake training on the rules and procedures associated with the use and acquittal of Department credit card expenditure prior to being issued with a credit card.