

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 22 OCTOBER 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Identity Fraud

Question reference number: HS 117

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 11 December 2015

Number of pages: 1

Question:

- a) Was the decision not to immediately notify the 369 customers whose identity was potentially stolen consistent with the Departments risk management framework?
- b) If not, why were people not told?

Answer:

- a) Yes.
- b) The Department is currently investigating the circumstances of the claims to determine whether the customers have had their identity stolen. As part of normal compliance management processes, customers are notified at the conclusion of an investigation if claiming anomalies are found. There may be a need to contact customers during an investigation to determine certain facts and, if needed, this contact is made when appropriate to the investigation.