

Senate Community Affairs References Committee

INQUIRY INTO CENTRELINK'S COMPLIANCE PROGRAM

ANSWER TO QUESTION ON NOTICE

Services Australia

Topic: People with vulnerabilities

Question reference number: QoN 2

Member: Siewert

Type of question: Written

Date set by the committee for the return of answer: 22 November 2019

Number of pages: 1

Question:

- a) Please provide an outline of the decision making process on how a client is determined to be vulnerable? Please outline the process for those on Newstart, Youth Allowance and Disability Support Pension.
- b) How many people with a vulnerability indicator have received an initial letter under the OIC, EIC and CUPI processes?
- c) What is the value of the debts raised for people with vulnerabilities?
- d) How many people with vulnerabilities have had their debts waived and what was the value of the debts waived?
- e) How many clients with vulnerabilities have had debts referred to debt collectors?

Answer:

- a) The Income Compliance Programme identifies customers with vulnerabilities through information already available on their Centrelink record.

Further detail about the case selection process is on pages 24 and 25 of Services Australia's Submission to the Inquiry into the Income Compliance Programme being conducted by the Community Affairs References Committee.

b)-e) Data is provided from 1 July 2016 to 30 June 2019

- b) 9,149.
- c) \$15.4 million.
- d) 288 and \$86,000.
- e) 1,812.